

ConnectWise PSA™ Technical Remote Consulting

Expert Guidance. Custom Technical Solutions. Accelerated PSA Success.

Statement of Work

[ConnectWise PSA Remote Technical Services Hourly](#)

Service Overview

ConnectWise PSA Technical Remote Consulting gives partners direct access to experienced PSA technical engineers who can design, build, troubleshoot, or enhance aspects of the PSA environment.

Whether you're implementing new functionality, refining existing workflows, addressing technical roadblocks, or requesting custom PSA work product, this engagement provides flexible, expert-driven support tailored to your specific needs.

This service is delivered remotely and billed based on actual time used, giving you the freedom to focus on the outcomes that matter most to your business.

What You Get: High Value Deliverables

All work is performed using a proven, structured consulting model designed to accelerate results and ensure quality.

✓ Custom PSA Technical Assistance

- Technical configuration
- Troubleshooting PSA related issues within scope
- Custom work product development
- PSA optimization and enhancements
- Technical guidance aligned with best practices

✓ Agile, Collaborative Delivery

Consultants work iteratively to produce results quickly:

- Start with minimal requirements
- Deliver initial version ASAP
- Iterate and refine based on feedback

✓ Remote Execution by Certified PSA Engineers

All work is performed via secure remote access (RDP / ScreenConnect®) into your PSA environment.

✓ Built-in Quality Checks

All work products are imported and tested to ensure technical specifications are met.

What ConnectWise Provides

- Dedicated scheduling coordinators
- Experienced PSA Technical Engineers
- A consistent feedback loop after each session
- Updates and communication through your project ticket

Client Responsibilities

To ensure a smooth process, the Client must:

- Provide a PSA administrator as primary contact
- Confirm work product functionality in the production environment
- Provide required third-party software if needed
- Review all documentation and ask clarifying questions
- Attend scheduled sessions and provide at least one business day notice for rescheduling
- Understand that missed meetings may incur a one-hour charge

Why Choose PSA Technical Remote Consulting?

- Flexible technical support tailored to your exact needs
- Accelerated delivery through an Agile development method
- Pay only for the time you use; services billed on actuals
- Expert PSA engineers focused on creating high-quality work products
- Ideal for enhancements, optimizations, or technical problem-solving

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Billing & Engagement Details

- All time is billable, including communication, scoping, and development
- Minimum purchase: 2 hours
- Additional hours can be purchased at the same rate
- Prepaid hours expire 12 months after the SOW effective date

CONTACT US