

Tigerpaw to ConnectWise PSA Migration

Streamlined, Packaged Migration for a Smooth Transition.

Statement of Work

ConnectWise PSA Data Conversion – Tigerpaw to ConnectWise PSA

Estimated Level of Effort:

7 hours

Service Overview

The Tigerpaw to ConnectWise PSA Migration service is a **packaged, proven migration offering** designed to make your transition from Tigerpaw to ConnectWise PSA efficient, predictable, and low risk.

Using a standardized process and established data translation methodology (as outlined in the SOW), this service delivers a seamless migration experience without requiring custom development. Custom migration enhancements are available as optional add-ons for organizations with unique needs. If customizations are needed, a scoping call is required and will delay time-to-value.

This service is ideal for partners who want a reliable, repeatable conversion process backed by ConnectWise PSA experts.

What You Get: High Value Deliverables

The migration is completed in **two structured phases**, with the option to combine them into a **single-phase** project.

Two-Phase Migration (Standard)

Phase One: Pre-Implementation Migration

ConnectWise performs:

- Pre-implementation migration into the **UAT (test)** environment
- Pre-implementation migration into **production**

This phase migrates your core operational data required to begin using ConnectWise PSA.

Phase 2: Post-Implementation Migration

ConnectWise performs:

- Post-implementation migration into **production**

This phase typically includes historical ticket data and any items left in Tigerpaw after Phase One.

Optional One-Phase Migration

If you prefer, ConnectWise can migrate **all data at once**, including historical tickets, eliminating the need for two separate imports.

Cloud Hosted Test Environment

- A temporary UAT environment is provided for **two weeks**
- Additional two-week extensions are available as add-ons per the SOW

This allows your team to validate the data in a safe, isolated environment.

What ConnectWise Provides

You will receive a dedicated migration team, including:

- Project coordinators for scheduling and communication
- Experienced PSA technical engineers to assist with migration tasks
- Remote delivery via ScreenConnect, a ConnectWise company, or approved methods
- Structured communication through your dedicated project ticket

ConnectWise manages the migration steps end-to-end, with full transparency at every stage.

Client Responsibilities

A successful Tigerpaw to PSA migration requires active participation in data validation and approval.

Assign a PSA Administrator

Serves as the main point of contact and ensures timely decision making.

Validate All Migration Data

Client must follow standard QA practices and confirm that the migrated data meets business requirements.

Complete Required Tasks by Phase

Phase One

- Complete Phase one checklist
- Obtain Tigerpaw database backup
- Review and approve UAT migration
- Approve pre-implementation migration data before production import

Phase Two

- Process remaining Tigerpaw tickets until they are ready for archiving
- Obtain second Tigerpaw database backup (unless using one-phase migration)

During review periods, the project ticket enters **“Waiting on Partner – UAT”**, indicating approval is required before work can proceed.

Why Choose This Migration Package?

- **Proven, repeatable process** eliminates migration guesswork
- **Accelerates time-to-value** with ConnectWise PSA
- **Cost effective packaged price** with optional customization add-ons
- **Dedicated PSA experts** guide you through every phase
- **Structured QA checkpoints** ensure accuracy and client approval
- **Optional one-phase migration** accelerates timelines for partners ready to go live quickly

This is the most efficient, reliable way to migrate your Tigerpaw data into ConnectWise PSA.

CONTACT US



accountmanager@connectwise.com



[home.connectwise.com](https://www.home.connectwise.com)



813.463.4700 Press 1 for Sales
and 1 for Account Management



UK Phone: +44 (0)203 817 6900
Ask for your Account Manager