Overview

ConnectWise is the leading business operating system application designed exclusively for technology consultants, integrators, developers and managed service providers. More than 38,000 IT solution providers rely on ConnectWise to more efficiently integrate their key business operations from business development and project management to client services and billing. ConnectWise enables IT providers to drive greater accountability, operational efficiency, labor utilization, profitability and tighter systems integration. Founded in 1982, the employee-owned company is the only IT business operating system to integrate its product with every leading managed services application.

Top Executives

Arnie Bellini, Chief Executive Officer
David Bellini, President & Chief Operating Officer
Linda Brotherton, Chief Technology Officer
Hal Edwards, Chief Marketing Officer
Jeannine Edwards, Director, ConnectWise Community
Owen Parry, Director, Operations
Earl Provin, Director, Partner Support Services
Adam Slutskin, Director, Worldwide Sales
Kathy Smith, Director, Consulting
Gerwai Todd, Director, Strategy

Employees

The company employs more than 140 technology and business professionals, who are shareholders.

Additional Products & Services

In addition to its flagship business operating system application, ConnectWise also offers:

ConnectWise Mobile
ConnectWise Mobile allows technicians to retrieve their work schedules and report billable hours via the iPhone, iPad and Windows Mobile devices. By synchronizing workflow between the home office and field technicians, dispatchers can more conveniently monitor schedules and can more accurately capture billable time. Real-time integration to technicians' Outlook calendar also assures that clients are receiving the quickest, most responsive service. The product works both on- and off-line, eliminating the dependency on Internet connectivity.

ConnectWise Managed Services
The ConnectWise Managed Services Platform enables VARs to become virtual outsourced IT departments for their small and medium-size business (SMB) clients. Clients' needs can be constantly monitored and addressed remotely with exceptional support levels and at considerably lower cost compared to internal IT resources. The vast ConnectWise customer base and channel partner focus ensures that all products and services are continually enhanced and evolved based on real-world issues and opportunities.

ConnectWise Email Connector
ConnectWise Email Connector saves time and billable hours by presenting your end-users with a clear and easy way to send service tickets through email versus manually transferring the information between applications. Email Connector allows technology solution providers to:

- Automatically generate service requests from emails directed to public folders
- Keep track of activities and design service tickets as soon as they arrive
- Register audit trails and track progress of service tickets quickly and efficiently
- Easily configure the connector to parse emails for the company being supported
- Enable their clients to email service requests from anywhere they do business

DownStream IT

DownStream IT enables technology providers to share all the great performance and efficiency of ConnectWise at the end-user level. The tool provides full visibility into critical project management functions so that corporate IT managers can gain tighter control of their own network issues and improve their response times. The capacity for handling service and support, project management and business development increases dramatically and time-consuming, routine tasks become automated so that important information is readily accessible.

ConnectWise Distribution

ConnectWise Distribution allows you to warehouse product or order products just in time, offering you full visibility and control of your inventory from time of order to point of sale. Multiple warehousing capabilities include functionality for serialized inventory, minimum reorder quantities and unit of measure conversions. The synchronization with workflow provides you the opportunity to issue alerts to effectively manage resource schedules and customer expectations promoting timely and attentive service. ConnectWise is a single source for all supporting transactions that integrate with your accounting application eliminating cumbersome paper trails.

Year Founded & Company History	Founded in 1982 – around the time of the microcomputer revolution – the ConnectWise founder and current CEO astutely recognized the impact this new technology would have on business, and moved quickly to form an organization to support its rapidly advancing demands. The ConnectWise business operating system was developed in 1998 out of a need to streamline and automate its own business. The resulting application significantly increased its percentage of net profit that far exceeded industry standards. The company's original intention was not to market the software to other companies. But after demonstrating it at a channel trade show, requests for the software were overwhelming. So today the ConnectWise business operating system is now available to IT solution providers worldwide. ConnectWise has helped thousands of other professional IT solutions firms achieve the same high levels of service and profitability. And in the process, ConnectWise has become the trusted advisor and champion of the SMB IT Solution Providers channel, now called the "IT Nation".
Competitive Landscape	Forrester Research reports that North American SMBs are challenged with implementing, managing, and maintaining an increasingly complex array of communications network services. Overall, SMBs are only in the early adoption stage of using managed network services.
Corporate Offices	2803 West Busch Blvd Tampa, FL 33618 Phone: 813.463.4700 Website: www.ConnectWise.com
More Information	Mark Smith JPR Communications Phone: 818.884.8282 Email: marks@jprcom.com Skype: jprmark