THE CONNECTWISE **DIFFERENCE**

D&H

ConnectWise®

ConnectWise®

Taking You Further in IT

ConnectWise empowers the most successful technology service providers in The IT Nation by preparing them not only for today, but for the future.

> We're connecting The IT Nation to **the software and solutions they need to fuel their as-a-service businesses.**
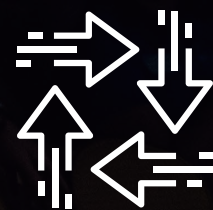>
> Jason Magee
> *CEO, ConnectWise*

HERE'S HOW WE DO IT:

SUITE OF
**SOFTWARE
SOLUTIONS**

EXTENSIVE
**PLATFORM OF
INTEGRATIONS**

LARGEST
**GLOBAL
COMMUNITY**

CONNECT EVERYTHING
WITH A SINGLE PLATFORM

ConnectWise gives you the tools necessary to automate repetitive tasks, standardize service delivery, hold your team accountable, and manage information, all while helping your business grow. Our software suite lets you operate efficiently from end to end, and allows you to master:

BUSINESS EFFICIENCY
Transform your business model to meet the growing demands of the as-a-service world. ConnectWise software enables you to reduce manual tasks, increase efficiencies, and provide unmatched value to your clients.

NETWORK & INFRASTRUCTURE
Centralize and track information. Manage multiple endpoints. Automate IT maintenance. Smoothly bill cloud services. ConnectWise software integrates seamlessly, allowing you to enable efficiencies in all areas of your business using a single tool.

CYBERSECURITY
As the number and severity of cyberthreats increases, it's critical that managed service providers stop them before they cause harm. ConnectWise has invested in solutions and services to help you protect your clients and grow your cybersecurity offerings.

A VERSATILE PLATFORM TO SUIT YOUR UNIQUE NEEDS
We strive to make the shift to as-a-service as tailored and seamless as possible. With our software suite and third-party integrations, you can connect to your customers' needs and build more revenue using a managed services business model.

WITH CONNECTWISE, WE'VE REDUCED FALSE ALARM ALERTS BY 75%

The Total Economic Impact™ of The ConnectWise Platform, a commissioned study conducted by Forrester Consulting, September 2018

See the Full Study at
ConnectWise.com/ Forrester-TEI

SUITE OF SOFTWARE SOLUTIONS

ConnectWise Manage®

BUSINESS EFFICIENCY
PROFESSIONAL SERVICES AUTOMATION

ConnectWise Manage is the leading professional services automation (PSA) software developed with expert knowledge of the recurring revenue and as-a-service business model. By connecting data and workflows across all stages of the customer lifecycle, ConnectWise Manage creates efficiencies, delivers insight, and supports growth. ConnectWise Manage was selected as the 2019 Best PSA Platform by ChannelPro Magazine.
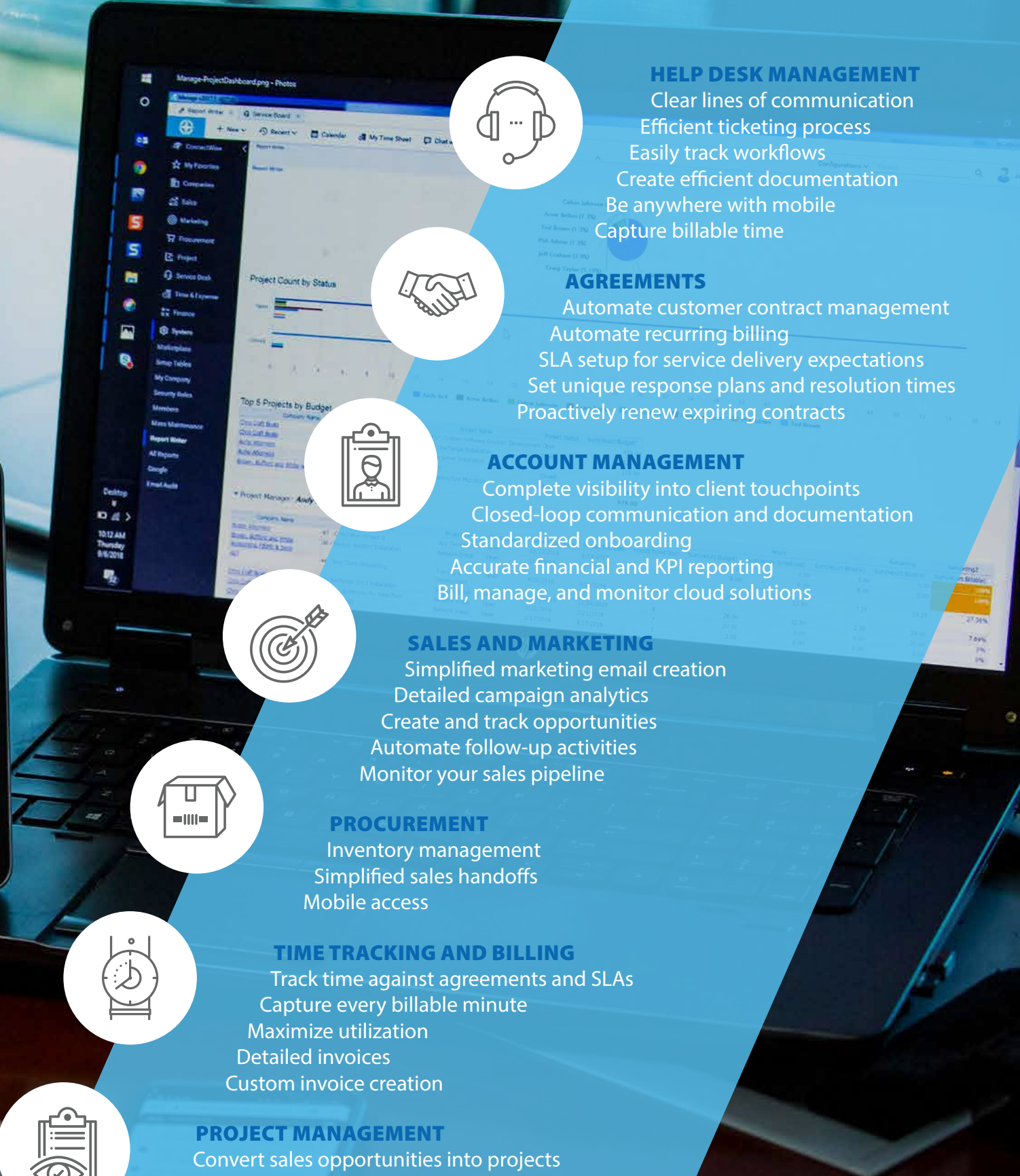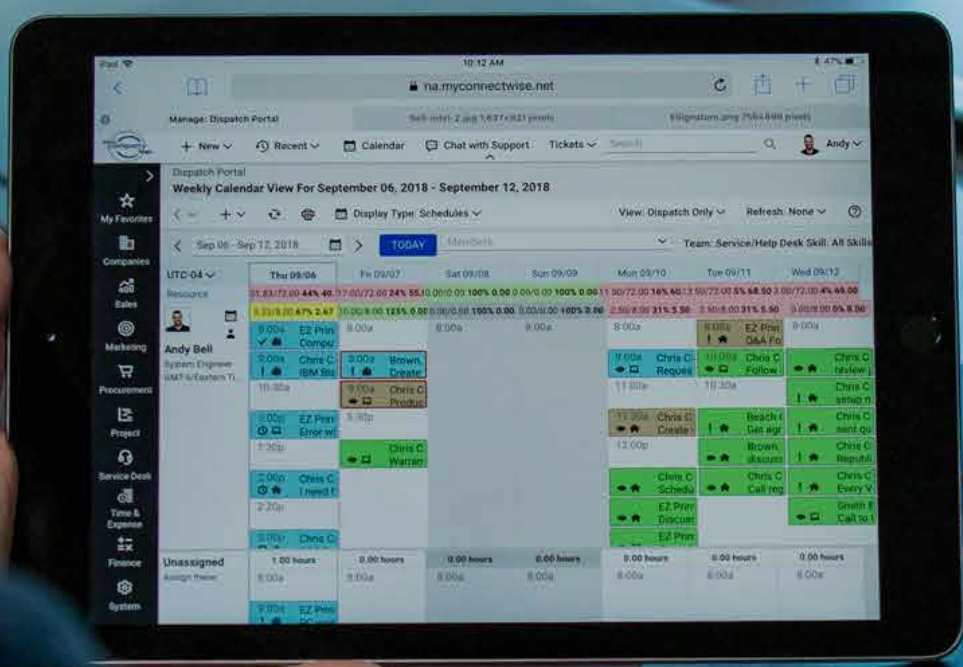
HELP DESK MANAGEMENT
Clear lines of communication
Efficient ticketing process
Easily track workflows
Create efficient documentation
Be anywhere with mobile
Capture billable time

AGREEMENTS
Automate customer contract management
Automate recurring billing
SLA setup for service delivery expectations
Set unique response plans and resolution times
Proactively renew expiring contracts

ACCOUNT MANAGEMENT
Complete visibility into client touchpoints
Closed-loop communication and documentation
Standardized onboarding
Accurate financial and KPI reporting
Bill, manage, and monitor cloud solutions

SALES AND MARKETING
Simplified marketing email creation
Detailed campaign analytics
Create and track opportunities
Automate follow-up activities
Monitor your sales pipeline

PROCUREMENT
Inventory management
Simplified sales handoffs
Mobile access

TIME TRACKING AND BILLING
Track time against agreements and SLAs
Capture every billable minute
Maximize utilization
Detailed invoices
Custom invoice creation

PROJECT MANAGEMENT
Convert sales opportunities into projects
360-degree view into projects
Customizable work plans
Project billing

REPORTING
Custom reporting
Streamline ticket routing
Increased inventory and asset visibility

SUITE OF SOFTWARE SOLUTIONS

ConnectWise
Sell®

QUOTE & PROPOSAL

Easily create and manage quote templates

Populate product and price information from top distributors

Pull in up-to-date lists to keep quotes accurate

Create interactive quotes online with videos and supporting documents

Automate upselling by allowing clients to upsell themselves

Receive sales notifications when a client views a quote

Better reporting on won margin or won quotes

PRODUCT SOURCING

Side-by-side product comparisons

Reference major distributors including D&H, Ingram Micro, Synnex and Tech Data

Control access during the quoting process

WORKFLOW AUTOMATION

Complete visibility for each member throughout the sales process

Approve a quote or proposal from any browser-enabled device

E-signature, automatic payment collection, and recurring payment setup
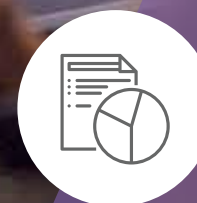
SALES & REPORTING WITH MICROSOFT® BI

Insight into key sales metrics

Organize data with pre-built dashboards

Compare monthly or yearly data to business trends

Easily customize Microsoft BI Dashboards

ConnectWise Sell consultation to create custom BI reports

BUSINESS EFFICIENCY
QUOTE & PROPOSAL AUTOMATION

ConnectWise Sell's quote and proposal automation simplifies the creation of complex technology quotes and proposals. Its ability to handle supplier configurations and automatically populate data into integrated systems allows ConnectWise Sell to stand out from the competition. ConnectWise Sell is the leading quoting and proposal solution for MSPs as proven by its selection as the 2019 Best Quoting tool by ChannelPro Magazine.

SUITE OF SOFTWARE SOLUTIONS

ConnectWise Automate®

NETWORK & INFRASTRUCTURE
REMOTE MONITORING & MANAGEMENT

ConnectWise Automate is a remote monitoring and management (RMM) software for automating technical tasks, decreasing service delivery times. It includes a broad range of tools, including powerful scripting, patching, and remote monitoring. ChannelPro Magazine named ConnectWise Automate the 2019 Best Remote Monitoring and Management Platform.
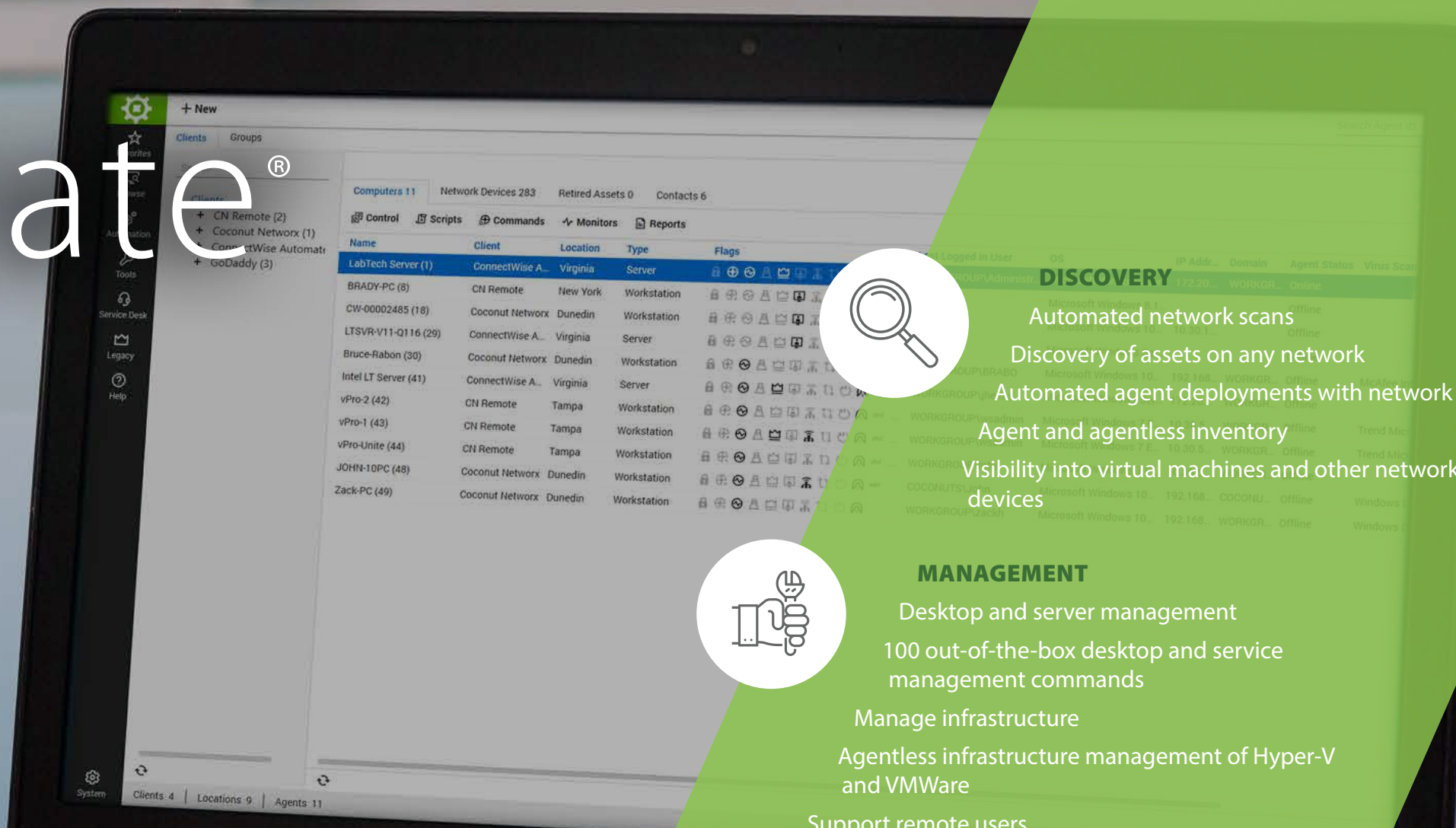
DISCOVERY
- Automated network scans
- Discovery of assets on any network
- Automated agent deployments with network probe
- Agent and agentless inventory
- Visibility into virtual machines and other network devices

MANAGEMENT
- Desktop and server management
- 100 out-of-the-box desktop and service management commands
- Manage infrastructure
- Agentless infrastructure management of Hyper-V and VMWare
- Support remote users

PATCHING
- Set patch policies for protection from out-of-the-box options
- Inform your team of applicable update releases
- Guard against third-party software attacks

MONITORING
- Single source of monitoring and reporting for remote control sessions
- Preconfigured solutions for best practice monitoring with customization

SUITE OF SOFTWARE SOLUTIONS

How Seamless Integration Helps K2 Technologies **Grow 12% Annually**

COMPANY K² Technologies

YEAR FOUNDED 2001

WEBSITE K2Technologies.net

CONNECTWISE SOLUTIONS USED

ConnectWise
Manage®

ConnectWise
Automate®

ConnectWise
Sell®

Dan King founded Wyoming-based K2 Technologies in 2001 because he believed businesses deserved better IT services and support, and he was determined to provide that better experience. With 125 customers and 1,150 endpoints to manage, he quickly learned such a mission was easier said than done.

"Our techs were deleting tickets they didn't want to work on. And for a long time, we didn't even know this was happening because there was no visibility into this action. There were no checks or balances; we just had to trust them," explains King.

And the management of big, multi-phase telecommunications projects was just as dicey. "We weren't managing these big jobs on a project basis, which meant a lot of expenses weren't being tied to projects, so we never really knew how profitable these jobs were," recalls King. King knew there had to be a better way.

The faster services can be delivered, the happier customers are, and the more clients K2 can take on. King knew rolling a truck every time a customer required service didn't make sense from a scalability or profitability standpoint. He wanted to do more with K2's existing resources. And, being able to remotely access and service devices would provide instant scalability and expand K2's service area.

King was sold on the value of a remote monitoring and management (RMM) tool and adopted Kaseya. Unfortunately, Kaseya + Tigerpaw still left K2 in the dark and unable to control specific permissions.

Plus, service tickets didn't flow as smoothly between the two systems as King would have liked. It was time to try something else.

> "[ConnectWise Automate] was more flexible and had the functionality to support what we were trying to do, what we wanted to do, and how we wanted to **automate our company for the future**."

"And so, we looked into ConnectWise Automate and found it was a lot less expensive. It was more flexible and had the functionality to support what we were trying to do, what we wanted to do, and how we wanted to automate our company for the future," says King.
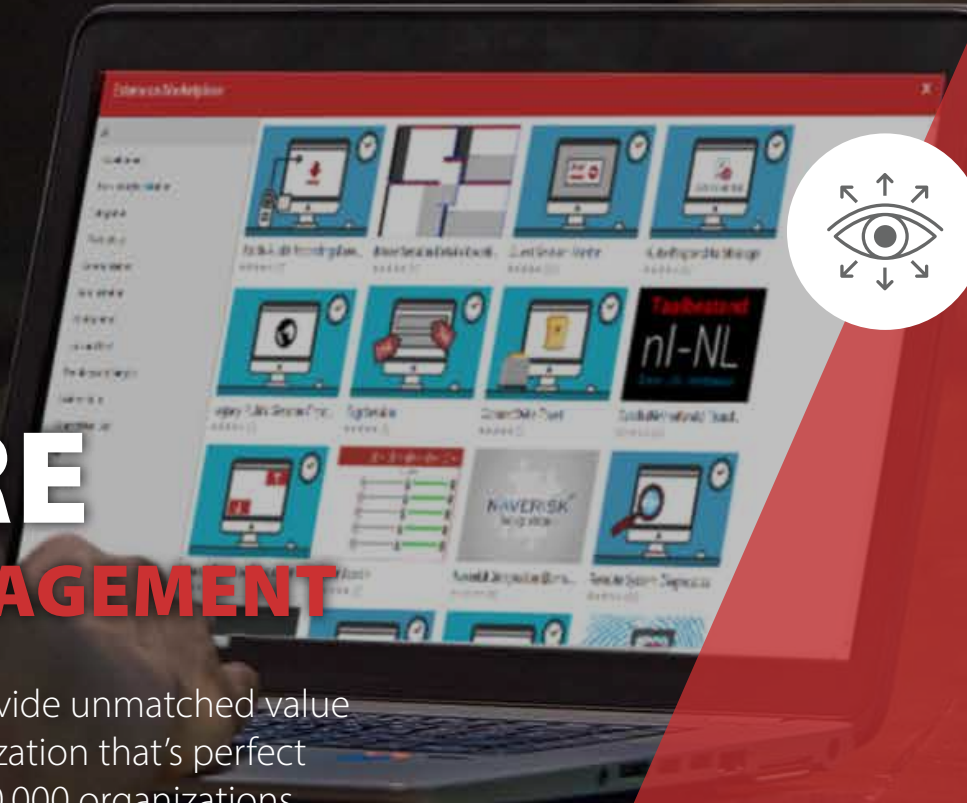
Read the Case Study >>

SUITE OF **SOFTWARE SOLUTIONS**

ConnectWise
Control®

REMOTE SUPPORT SESSIONS
Compatible with all major browsers and devices

Secure end-to-end remote connections

Consent to access, AES-256 encryption, and in-session chat

REMOTE UNATTENDED ACCESS
Gain unattended access

Easily share files and folders

Role-based security

Uninterrupted support without end-user disruption

Shared toolbox to store script files and documents

CONNECTWISE VIEW
Browser-enabled live stream sessions

Save snapshots in your records

Easily and effectively train junior field techs

Remotely walk your clients through issues

Get Started with a Trial at
ConnectWise.com/CTRL-Trial >>

NETWORK & INFRASTRUCTURE
REMOTE MONITORING & MANAGEMENT

ConnectWise Control's remote access and support capabilities provide unmatched value through a unique combination of power, ease of use, and customization that's perfect for MSPs, SMBs, and Internal IT departments. Used by more than 20,000 organizations worldwide, ConnectWise Control is highly rated, attracting four-star or above reviews from 92% of customers on third-party review sites such as G2 and TrustRadius.

SUITE OF **SOFTWARE SOLUTIONS**

How **ConnectWise Manage** Revolutionized the Way One MSP Works

Innovative Computing Systems

COMPANY Innovative Computing Systems

YEAR FOUNDED 1989

WEBSITE InnovativeComp.com

CONNECTWISE SOLUTIONS USED

ConnectWise
Manage ®

ConnectWise
Automate ®

ConnectWise
Sell ®

ConnectWise
Control ®

Innovative Computing Systems was on the lookout for the right solutions to fuel their growth, boost their bottom line, and simplify their day-to-day operations.

With ConnectWise solutions—professional services automation, remote monitoring and management, quote and proposal automation, and remote control access—Innovative Computing Systems has made better business decisions, accessed powerful data, and accomplished everything on their business growth list.

After attending IT Nation Connect, CTO Michael Paul discovered ConnectWise Automate. After a month to transition, they were up and running.

"From an engineering perspective," says Director of Operations Eric Hoffmaster, "I understood the power of ConnectWise Automate. The scripting, the automation, everything that ConnectWise Automate does…if you can think it, you can create it in ConnectWise Automate. It's the most powerful tool that I've ever used."

"I think the feature I appreciate most in ConnectWise Automate is the tight integration with ConnectWise Manage," Paul confides. "I think that's really helpful in our reporting, and we're always looking to see what's new. It's been very helpful for us."

It wasn't long before Innovative Computing Systems started seeing the benefits of ConnectWise Manage. "It's a one-stop-shop for everything your business needs for success," Hoffmaster says. "It gives you the ability to complete your technical, financial, and marketing tasks."

CEO Michael Kemps shared that their quoting process before bringing on ConnectWise Sell was manual and created inefficiency and frustration. "After seeing what ConnectWise Sell could do, we took our agreements and quoting standards, implemented ConnectWise Sell, and created a completely automated quoting platform that has completely revolutionized our company." No more slogging through spreadsheets or hassling with PDF attachments.

Adding ConnectWise Control to the mix gave Innovative Computing Systems yet another way to streamline processes and improve efficiencies. Hoffmaster elaborates on their experience, "From inside ConnectWise Manage or ConnectWise Automate, I can click a button, and in mere seconds, I'm in a computer with all the tools that I need. Everything is at my disposal to quickly and efficiently interact with a remote computer. It's not just a remote connection solution; it's a full suite of tools that allow you to do everything you need to, remotely."

Above and Beyond Just Software

On top of the business benefits, The IT Nation has done even more to help push Innovative Computing Systems into another level of success. "At events like IT Nation Connect, we're all competitors, but that competitive spirit goes away in the spirit of collaboration there. Being at events like IT Nation Explore and IT Nation Connect, it's an experience that I can't find anywhere else."

Read the Case Study >>

SUITE OF **SOFTWARE SOLUTIONS**

ConnectWise
Identify®

CYBERSECURITY
CYBERSECURITY RISK ASSESSMENT

ConnectWise Identify cybersecurity risk assessment software provides repeatable risk profile assessment with an affordable online monthly subscription, unlike professional enterprise services costing thousands of dollars per assessment. Being able to have more productive security conversations with clients is truly game-changing for MSPs. Based on the NIST Cybersecurity Framework, ConnectWise Identify is developed by veteran security professionals who've performed hundreds of risk assessments over the last 15 years.

How aware are your customers of these risks?

69% OF SMBs HAVE NOT identified & documented cybersecurity THREATS

66% OF SMBs HAVE NOT identified & documented cybersecurity VULNERABILITIES

57% OF SMBs HAVE NOT informed & trained all users on CYBERSECURITY

48% OF SMBs HAVE NOT analyzed cybersecurity attack TARGETS & METHODS

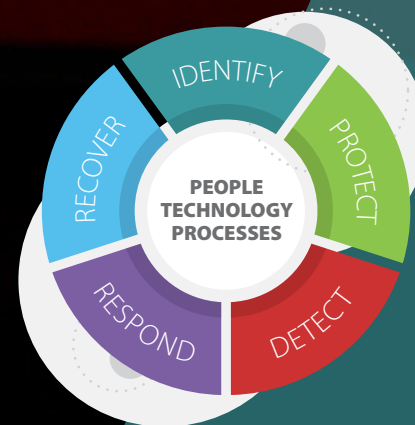**48%** OF SMBs DO NOT have a RESPONSE PLAN for a cybersecurity incident

43% OF SMBs DO NOT have a RECOVERY PLAN for a cybersecurity incident

IDENTIFY • PROTECT • DETECT • RESPOND • RECOVER
PEOPLE TECHNOLOGY PROCESSES

ConnectWise Identify helps you assess a business's current risk exposure, so you can co-create a road map to get your clients from where they are now to where they feel more comfortable.

- Cover the five tenents of the NIST Cybersecurity Framework
- Portal for customers to view assessment report
- Download risk assessment report in minutes
- Heat map of risk priority
- Attestation letter to transfer risk
- Recommendations for addressing each risk
- Peer comparison by vertical, geography, or size
- Connects to customer records in ConnectWise Manage

Start assessing security risks faced by you and your customers with a free trial of Connectwise Identify at ConnectWise.com/Identify-Trial >>

SUITE OF SOFTWARE SOLUTIONS
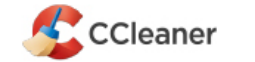
CYBERSECURITY

PERCH

EMAIL SECURITY
the**email**laundry

Reflexion
A SOPHOS Company

ENCRYPTION
Bitdefender eset

ENDPOINT SECURITY
WEBROOT Smarter Cybersecurity | eset | **Bitdefender**

VIPRE | CYLANCE

Malwarebytes | **SOPHOS** Security made simple.

IBM **MaaS360** | ALIEN VAULT

FORESITE

NETWORK & INFRASTRUCTURE

auvik

CLOUD BACKUP
StorageCraft | greencloud TECHNOLOGIES | **Acronis**

Storage Guardian | **Infrascale**™

DISASTER RECOVERY
Acronis | **Infrascale**™

StorageCraft | veeAM | **Acronis**

efolder + AXCIENT™ | CentreStack

BUSINESS EFFICIENCY

Passportal

IT BY DESIGN

Avalara

CCleaner

ConnectWise Consulting

ConnectWise Premium Support

**ConnectWise Virtual Admin**

WE BELIEVE IN
THE POWER OF CHOICE

No one is better suited to pick your service tools better than you. You should be able to choose the solutions best suited to your business. With Connectwise, the power is in your hands.

With exclusive partnerships with top vendors and over 250 solutions providers, ConnectWise's best-in-breed platform delivers cutting-edge tools for you to build a solution stack to fit your needs.

Buy Through ConnectWise at
ConnectWise.com/Marketplace >>

EXTENSIVE **PLATFORM OF INTEGRATIONS**
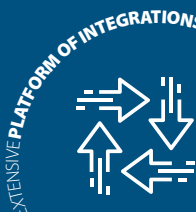
ITNATION®

Wise Together. Rise Together.

The IT Nation is the largest global IT community of thought leaders, experts, and peers working to take both the industry and you to new heights.

Whether you're new to the industry or an experienced IT professional, there's an IT Nation event right for you - one where every interaction and every connection you make helps you and others succeed. It's this collaborative spirit that makes The IT Nation unique and one of the most dedicated communities in the industry. Join others who share the passion of innovation and together let's expand the capabilities of what technology can do.

Join the IT Nation for free at
ConnectWise.com/TheITNation/Join >>

LEADERS

TECHS

GURUS

OWNERS

ITNATION
CONNECT
IT conference by 🗲 ConnectWise

Our industry-leading conference featuring thought leadership and best practices for company leaders.

ITNATION
EXPLORE
partner conference by 🗲 ConnectWise

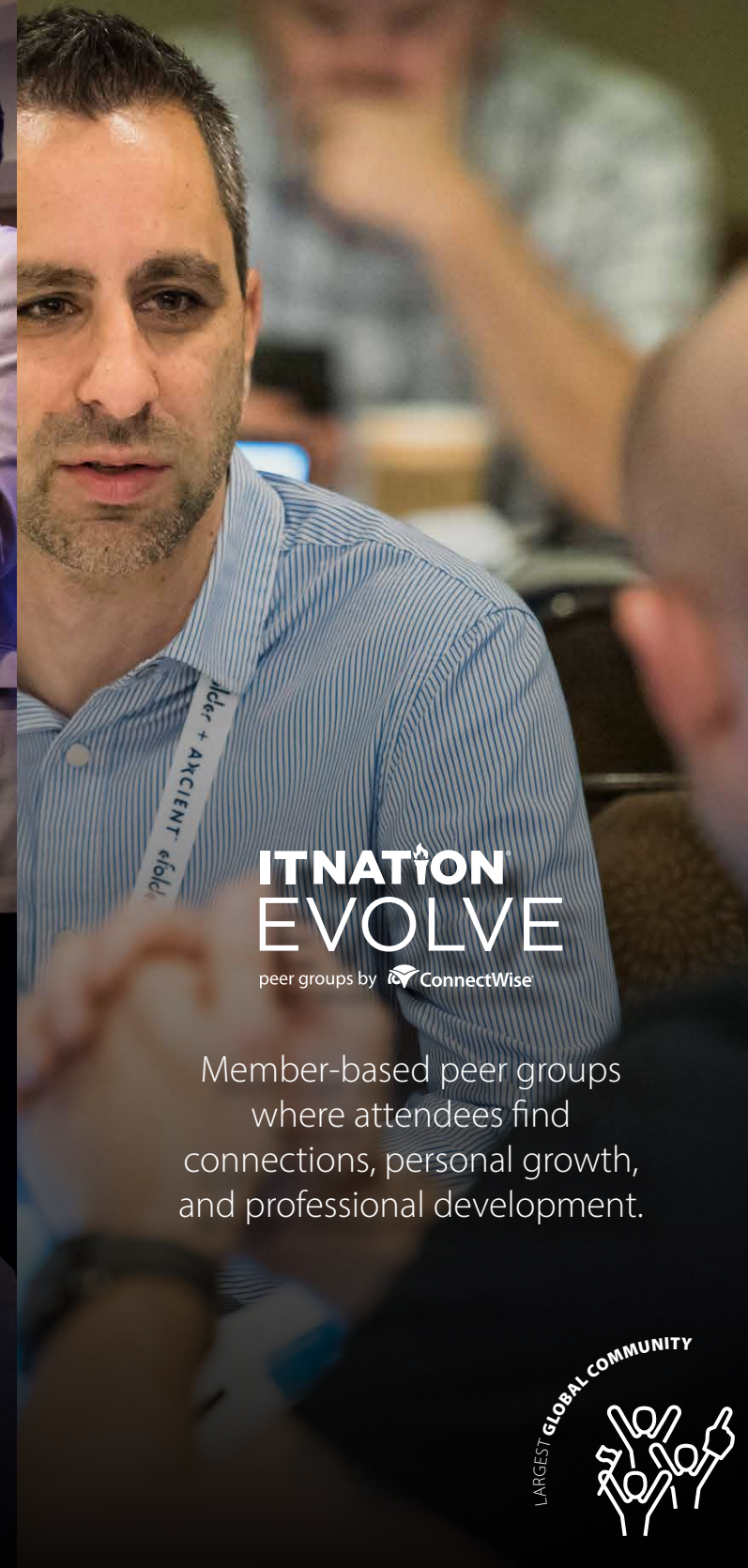A product-focused conference including in-depth training for ConnectWise solutions and enhancement sneak peeks.

ITNATION
SHARE
user groups by 🗲 ConnectWise

One-day, complimentary user groups offering networking, product training, and best practices for ConnectWise partners.

ITNATION
EVOLVE
peer groups by 🗲 ConnectWise

Member-based peer groups where attendees find connections, personal growth, and professional development.

LARGEST **GLOBAL COMMUNITY**

Empowering Technology Service Providers for Today, and Beyond

Contact D&H to learn more about
ConnectWise Solutions

800-877-1200 | CloudSolutions@DandH.com

According to the 2019 MSP 501 by Channel Futures, 67% of managed service providers (MSPs)
use ConnectWise products.

ConnectWise.com
North America • United Kingdom • Australia • India