We’re connecting The IT Nation to the software and solutions they need to fuel their as-a-service businesses.

Jason Magee
CEO, 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.

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.

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

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

**Business Efficiency**

**Professional Services Automation**

**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
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.

**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 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.
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
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,” says King.

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 >>
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.

**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](http://ConnectWise.com/CTRL-Trial)
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 >>
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.

CYBERSECURITY RISK ASSESSMENT

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 tenets 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

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
DO NOT have an 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

Start assessing security risks faced by you and your customers with a free trial of Connectwise Identify at ConnectWise.com/Identify-Trial >>
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 >>
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 >>
Our industry-leading conference featuring thought leadership and best practices for company leaders.

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

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

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