



The Service Delivery Game-Changer

Go from a manual process to automated with the power of a business management solution.



FROM STRESS

TO PAINLESS

Scattered Information

Do you waste time searching for answers to questions that should be readily available? Or better yet, do you make your way around the office asking others for answers that are only stored in their heads? Most companies have a 'superstar' in their company who relies on his/her brain vault to track information. Wake up! That's not reliable or scalable.



Connected Information

Information is in one place that everyone can access. Sales, service issues, billing, and reports are in a single system, allowing you to create seamless, automated, and standardized processes that you can grow with. And to top it off, everyone has access to customer info, making each team member an instant expert.

Cash Slow

Ever feel like you're missing out on possible revenue? Too often, time is left on the table as never collected, or worse, the time was never invoiced. The gaps and manual tasks between service and finance are holding you back from bringing in the money you worked so hard for!



Cash Flow

Reduce manual tasks around invoicing and collections to boost cash flow. Once set, ConnectWise Manage automatically pushes invoices to clients on a recurring basis and creates accountability around the collections process for your customers. Invoices get out faster, and you get paid sooner. Imagine what you could do with extra cash in the bank.

Service Delivery Slipping

Managing multiple systems to complete your service delivery workflow: email, spreadsheets, documents, portals, more? When your team uses disparate systems to manage the customer interaction, you risk losing control of the entire process and having items fall through the cracks. Sound familiar?



Service Delivery Excellence

With ConnectWise Manage, every issue is captured as a service ticket. And you can offer multiple, convenient ways for clients to submit an issue: email, phone, chat, or portal. Every communication is documented in one central system that can be accessed by any employee, anytime. Plus, the dispatch portal ensures each issue is appropriately assigned for faster resolution. That's what we call good service!

Underutilized and Underpaid

Do you know what percentage of your techs' time is billable? Employee utilization is a major metric of success in this business. If you don't know that, you've got a problem. Most service providers average 50-60%, but that means almost half of their techs' time is spent on non-billable activities, and that's money coming out of your pockets.



Immediately More Billable

Service providers using ConnectWise Manage typically average 80% utilization, bringing in 20-30% more billable revenue with the same staff. Why? A business management platform solution allows you to monitor and track your techs' schedules and makes it easier to dispatch service tickets, maximizing the amount of jobs techs can do in a day. The extra billing alone makes the investment worthwhile.

Sales Novice

You've got sales goals. But how do you track and manage your sales forecast? At any given moment, do you know where you are with your sales or how well your team is performing? If you don't know what sales are in your pipeline, it's much harder to reach your goals and plan for growth.



Sales Master

With built-in CRM capabilities, you gain full visibility into your sales pipeline with real-time accuracy, and can adjust your sales tactics on the fly to blow your quota out of the park. Plus, sales dashboards and funnel reports make it easy to keep your sales reps accountable and know where your revenue is coming from, instantly.



ConnectWise

If you want to learn more game-changing features of a Business Management Platform, discover what ConnectWise Manage can do for you.

Manage®

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