



Earl Provin

Director, Partner Support Services

Earl Provin is Director of Partner Support Services for ConnectWise, where he is responsible for the installation, implementation, and support teams.

With 22 years of IT experience, Earl has held positions managing support teams at The Coca-Cola Company, Interliant, Inc and BellSouth.net. Prior to ConnectWise, he worked as Manager for Help Desk Services for Dendrite International, where he managed the Pharmacia CRM-SFA Point of Sales Technical Helpdesk, the largest of seven pharmaceutical helpdesks supported. Earl's team was tasked with providing prompt, professional software support to 6,800 pharmaceutical POS sales representatives and maintained a 93% survey satisfaction rating. In addition, Earl took the initiative to develop key process and procedure guidelines.

Earl's education includes a BS in Computer Science from Jones College in Jacksonville, Florida.



About ConnectWise

ConnectWise is the leading Web-based professional service automation (PSA) software application designed exclusively for technology consultants, integrators and developers.

MSP Integration Leader

ConnectWise is the only PSA software to integrate with all leading managed services applications.

Integrating Key Business Operations

More than 32,000 IT solution providers rely on ConnectWise to more efficiently integrate key business operations across the enterprise from business development and project management to client services and billing. The technology enables IT companies to drive greater accountability, operational efficiency, profitability and tighter systems integration.

Location

Tampa, Fla.

On the Web

www.ConnectWise.com

More Info

813-463-4760