



Taking Software Above and Beyond: How ConnectWise Drives Your Success



ConnectWise®

[ConnectWise.com](https://www.ConnectWise.com)

Introduction

Tired of constant contact during the sales process, and then radio silence once you're on board?

At ConnectWise, we do things a little differently. Everything from our software to our vibrant community is designed to make your business better, simpler, and faster-growing.

Because we've been where you are, we know you need support from beginning to end, with more than just software. That's why we're always working to develop the resources, best practices, and software innovation you need to thrive.

In this eBook, we'll explore the 7 levels of our Pyramid of Success approach and how they give you back your peace of mind.



1 Best Practices

Searching through Internet forums is no way to find the answers to your business questions. Establishing the streamlined processes you need to run your business efficiently doesn't have to require hours of sifting through comments or reading random blog posts.

Instead, let our carefully created and curated resources provide the solutions you need for hiring the right people, managing a successful help desk, and everything else that keeps you up at night. Take advantage of partner success stories that share how other businesses like yours make the most of ConnectWise Manage.

Rely on:



eBooks



System Audit Reports



Webinars



Blueprints & Partner Kits

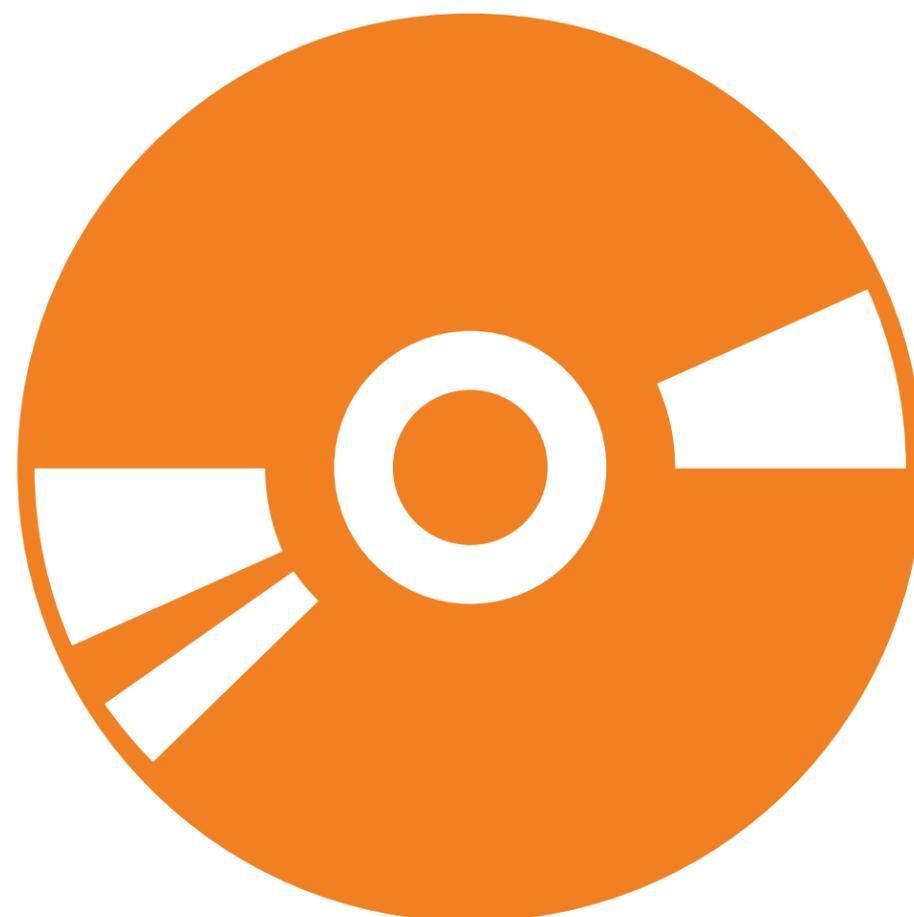


Educational Videos & Courses



"If someone doesn't have a solution set like ConnectWise, I would say they're at a severe disadvantage if they're going to play in this space. There's some basic requirements, like in any other business, that you need to have, so if you don't have it, it's almost like trying to play ball without a ball, I think that's the best way to put it. You need it."

Juan Carlos Bosacoma, CEO
CIO Landing



2 Software

At ConnectWise, it all began with software. ConnectWise Manage, ConnectWise Automate, ConnectWise Sell, and ConnectWise Control are specifically engineered to make your job easier, so you spend more time doing what you love. Whether that's a great golf game or dinner with the family, our innovative software solutions are ready to help you achieve it.

We rely on our Partner Innovation Network (PIN), Product Development Center, and Product Development Lab to take user feedback from concept to conclusion. That means our software updates give partners the functionality they're asking for—everything from faster connection speeds to a cleaner user interface is yours for the asking.

In 2016, ConnectWise received 10+ awards, including: the CRN Reader's Choice Award for Best PSA and Best PSA/RMM Suite Vendor; the Channel Company's CRN® 2016 Annual Report Card (ARC) where ConnectWise won in two subcategories: product innovation and support; and the Datto Award for Best Integrated Solution. See more of ConnectWise's awards and accolades through the years.

With more than 115,000 users and more than 4.5 million devices, user input drives innovation. What's more, with access to our Marketplace, clients are connected to new integrations every month. That's why more than 18.5 million transactions move through the APIs into ConnectWise Manage every day.

"Since buying the product, it has impacted my life personally because I work less and earn more. That's huge for me. So, the fact that I've got a better quality of life, I can spend time with my wife and son, and really enjoy the more intangibles of life and have that work/life balance is a big, big piece. Doberman's done 40% year-over-year top line growth for the past four years. So, once the start of the journey happened, we've been growing like wildfire."

Ian Richardson, CEO
Doberman Technologies

3 Support

You discover a software issue at 6 p.m. on a Friday. Are you used to waiting for Monday morning to get a resolution? Your clients don't stop calling you at the end of "business hours," so we don't stop supporting you then either.

With patented ChatAssist™ technology, our innovative support means you won't be waiting around for an answer. Instant message us right from your support tickets for live access to our support technicians, and rely on us for faster, smoother issue resolution. Our client support is available 24/7/365, and **65%** of our tickets are resolved within **24 hours**.

"You're so used to having to wait for support, having to wait for help from vendors, and ConnectWise is just different. They treat you the way you would want to treat your clients: fast response time; good, clear, concise answers, and they don't speak over your head. So, the support team is great."

Christian Vazquez, Service Desk Manager
Teknologize





4 Education

With great knowledge comes great business success. Which is why ConnectWise provides comprehensive educational materials that translate into powerful results for our partners.

What does that mean? 95% of our partners rely on the University, which presents educational videos and recorded webinars for more than 100 business best practices to help you individualize your ConnectWise experience and build your business better.

Can't find what you're looking for, or just don't feel like watching the videos? Turn to our education team to find the expertise you need. With qualifications that include Scrum Master accreditations, and certificates in DiSC and ITIL Foundation, they've got the information you need.

"Without question, ConnectWise has been the conduit that has helped me grow my business, have confidence in what I'm doing, and feel like I have a safety net because I'm not doing it alone."

Brian O'Shaughnessy, President
IT Connexx

5 Consulting

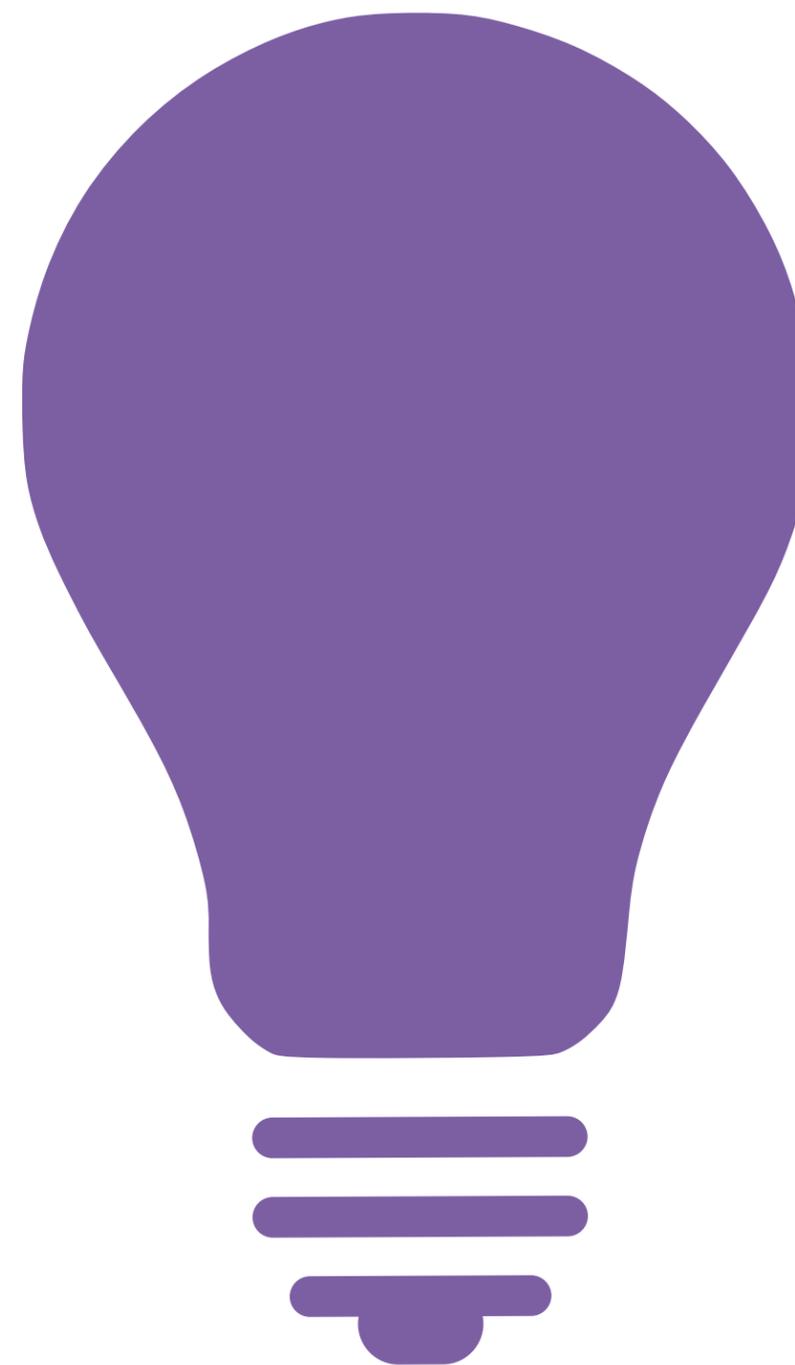
Tired of fighting an uphill battle to bring efficiency to constantly faltering processes? Find your sweet spot for true process efficiency with our professional consulting services. Worried it's not what you need?

The 97% of partners—from more than 6,500 consulting assignments—who've loved our consulting experience might say otherwise. With more than 30 consultants worldwide, every partner has access to a combined 250 years of experience in industry-specific, expert-level problem solving.

Looking for something bigger? With our Business Transformation Audits, you'll receive an indepth, 360° look at your business, along with customized consulting to take it to the next level.

"We've more than doubled our managed services revenue within the past 6 months without adding a single new employee, and a lot of that success was driven by the ConnectWise Business Transformation Audit."

Tom Watson, CEO
Capital Computers and Networks





See what the IT Nation Community is all about »

6 Community

It gets lonely out there when everyone seems to like the competition. ConnectWise is determined to change that.

Now, more than ever, this industry is a people-first business. With thousands of devoted partners—and more every day—our community is like no other.

Our three major industry events—IT Nation, Automation Nation, and Quotation Nation—bring together more than 4,000 attendees each year to learn from each other and attend 100 interactive sessions led by world-class experts like Jim Collins, Simon Sinek, and Steve Wozniak. We've seen a **284%** increase in attendance in the last five years, which just fuels our fire to provide what our partners need most.

If big events make you uncomfortable, join us at one of our 10 regional user groups held each quarter where you'll have the chance to network with peers like you, share solutions, solve problems, and make valuable business connections.

"To me, being a part of the IT Nation community is having people that I can rely on to just maintain communication with, to bounce ideas off of, fully in the spirit of collaboration and not competition. So building the relationships with other people here, it goes beyond just the conferences. Again, support structure—it's a support group for IT."

Eric Hoffmaster, Technical Assistance Center Manager
Innovative Computing Systems

7 Success

If **92%** of your clients were thrilled with your service, would you call that success? We do. In a recent partner survey, **92%** of them said we enabled their success, and another **88%** are expecting revenue growth this year.

Our best practices, resources, and community are dedicated to bringing you improved efficiencies, a boost to your bottom line, and a faster path to reaching success. Our every move is positioned to build our community and help you achieve your boldest business goals.

We understand your business from beginning to end, and we're here to help you take advantage of all we have to offer.

"We could not have gotten to where we are today without ConnectWise. It's helped streamline so many areas of our business, from ticketing and development to customer service and project management. ConnectWise has helped us efficiently and effectively grow our client base, software products, and customer satisfaction."

Brian Marshall, *President*
Primary Solutions



Conclusion

ConnectWise products and services bring you integrated solutions and a unified roadmap because our passion is your success. We bring together a comprehensive set of tools that enable technology solution providers to run, manage, and streamline virtually every aspect of their business and do more with less.

By preparing now for your future problems, our game-changing functionality helps keep you doing your best work. Discover intuitive, comprehensive tools for success. Build, streamline, and grow your business with end-to-end solutions from ConnectWise.



“ConnectWise, at the beginning, was just a product for us. I think it’s become a part of the growth of the industry... The ConnectWise experience has grown with user groups and IT Nation, and it’s all something that we are a part of. We feel that we have this big brother that is making sure that we’re following the right path.”

Mayron Herrera, Partner
Synetek Solutions

About ConnectWise

ConnectWise transforms how technology solution providers successfully build, manage, and grow their businesses. Offering a comprehensive set of award-winning solutions that deliver a seamless, simple user experience, ConnectWise gives its partners the ability to increase productivity, efficiency, and profitability.

Just as importantly, ConnectWise’s relentless commitment to innovation and unparalleled passion for partner success assure its partners have comprehensive business support through every step of their journey. Today, more than 120,000 users in over 50 countries take advantage of the competitive edge that comes from ConnectWise solutions and its powerful network of ideas and experts. For more information, visit www.ConnectWise.com or call 800-671-6898.

