Maximize your service delivery with ConnectWise Assist Dedicated Tech.

Finding skilled IT professionals is never easy. The time and expense to recruit is a constant challenge and distraction that is impossible to scale when fluctuations in your business demand. ConnectWise Assist Dedicated Tech is your resource remedy by offering persistent technical expertise and personalized support that understands your business. Available exclusively to ConnectWise Partners, a Dedicated Tech works only on what you define, from application administration to problem solving and process improvements. It's our expertise under your direction to meet the unique IT needs of your organization.

"Having a ConnectWise Assist Dedicated Tech gives you a Level 2 resource that can focus on specific work with laser focus, and also gives us a point person within the NOC when handling issues escalated to them from our clients."

—ROBERT S GELSINGER
Founder, Secure Network Services

Key benefits

Elevate your end client support
By improving issue identification and speed of response

Stop getting bogged down
Streamline repetitive daily administration tasks and deploy your internal technical resources to high value projects that matter more to your customers and your business

Persistent environment optimization
Analyze client infrastructures and identify improvement areas

Remove skills roadblocks
Unlock the ability to scale with your business and reduce resource challenges

Magnify inhouse platform expertise
Uplevel your existing team with ConnectWise system experts for improved utilization and delivery of solutions and services

How we do it better

Tackle routine tasks and reduce service delivery costs

Flexible Resource Options

Comprehensive technology and platform Expertise

Support system needs you identify

Resources

Level 2 Dedicated Tech

• Complete frequent tasks, for example:

• Monitoring of dashboards and addressing or resolving red items

• Updating tickets in your PSA

• Resolving basic issues on non-NOC tools, e.g., first-level StorageCraft support produce and/or review reports

• Basic troubleshooting and work outside of NOC scope

• Respond to partner-defined alerts

• Routine server/desktop administration

• Monitoring of critical issues

Occasional weekend support can be arranged, as needed, in advance.

Level 3 Dedicated Tech

Level 3 Dedicated Techs perform Level 2 tasks, plus:

• Complex troubleshooting, mentoring, and problem management to detect and solve for repeat problems on a particular resource or environment

• Root cause analysis

• Client upgrade identification

• Project execution under certain skillset

• Expertise of the most difficult problems

• Research and solution development for new and unknown issues

Contact your ConnectWise representative for more information

ConnectWise Assist

formerly a Continuum solution

ConnectWise

Assist ®

formerly a Continuum solution

Security Operations Center (SOC)

Network Operations Center (NOC)

Help Desk

Dedicated Tech

Tech Advantage

ConnectWise Assist provides expert services and consulting to help augment staff and support teams for technology solution providers (TSPs). Fully staffed NOC, SOC, and Help Desk teams are available to act as part of a TSP's workforce to offer the competencies and expertise needed to support the growing demands of small business clients. ConnectWise Assist services make it easy for TSPs to quickly fill talent, close the skills gap, and easily scale their services without the time and financial investments.

ConnectWise®

ConnectWise is an IT software company powering Technology Solution Providers to achieve their vision of success in their As-a-Service business with intelligent software, expert services, an immersive IT community, and a vast ecosystem of integrations. The unmatched flexibility of the ConnectWise platform fuels profitable, long-term growth for our Partners. Visit ConnectWise.com.

ConnectWise®