

# The ConnectWise Unified Platform



## The ConnectWise platform & you

If you think ConnectWise just provides software and solutions to help you deliver IT support and services to your clients, you're in for a treat.

Buckle up as we take a journey into the ConnectWise platform, starting with you, our partner.

### You're not a client, you're a partner

The ConnectWise platform is focused on the unique needs of our partners' businesses, seriously.

So, in a way, you could say our world really does revolve around you.

**PARTNER**

### This is the software you're looking for

You can't provide tech support without tools and software. We know, mind-blowing, right? With that shocking development out of the way, through continuous updates and a few major acquisitions, ConnectWise offers software to run and grow your business.

**SOFTWARE**

### Business Management

If you're still running your TSP in Word docs and Excel spreadsheets, well, we hate to break it to you, but your business won't be going very far. With business management tools from ConnectWise, including a PSA, quote and proposal software, IT documentation, and business intelligence, operating your business efficiently can be as easy as clicking a mouse.



### Unified Management

Get your hands dirty, metaphorically speaking, and do service delivery yourself with ConnectWise Automate, or take advantage of our certified NOC and let us tackle the work together with ConnectWise Command.

ConnectWise Control instantly connects you to your teams and clients for secure and reliable remote access, control, and virtual meetings, anywhere, at any time.

Data may disappear in the blink of an eye, but it's never gone for good with ConnectWise Recover. Deliver reliable, secure backup and disaster recovery to get your clients back to work after a data loss event in minutes, not days.



### Security Management

Risk assessments and threat detection and 24/7 SOC support. ConnectWise Identify risk assessments and ConnectWise Fortify advanced threat detection cover all the bases to help you lock down your clients' networks and show cybercriminals who's the boss.



### Have a little help from your friends

Just like when you're moving or putting together furniture, you could use a little help every now and then. Our Expert Services lend a helping hand to your TSP with certified techs to meet your support and service needs.

**SERVICES**

### Expert Services

Whether you need a single tech or a whole help desk, our Expert Services give your TSP fully staffed service teams without the headaches of recruitment, training, and retention.

**NOC**  
A dedicated team of technicians ready to take the burden of day-to-day admin work off your staff's plate.

**SOC**  
Certified security experts delivering round-the-clock cybersecurity monitoring, threat detection, and response.

**Help Desk**  
24/7/365 white-labeled services offering direct support to your clients to keep their businesses up and running.

**Dedicated Tech**  
A full-time tech, minus the hiring process. Our dedicated technicians are trained, managed, and directed by you, for you.

**Tech Advantage**  
Have certain support blind spots? Our seasoned techs are available to work on custom, high-value client projects you're missing the in-house expertise to tackle.

### Expand the ConnectWise platform

**INTEGRATIONS**

#### Cybersecurity

From solution-based security like antivirus, password management, and email security to security awareness training, arm your TSP with tools and services to reinforce your client protection.

#### Business Continuity

Your clients put their data in your hands. Give them the peace of mind it's secure and always available with integrations for backup, disaster recovery, managed file sync, and more.

#### Business Operations

Brink back-office operations to the forefront with solutions to boost sales and marketing, business intelligence, Human Resources, customer relationship management, and internal collaboration.

#### Finance

Cash is king, so keep finances up to date with top integrations for accounting, payments and processing, time tracking and expenses, and, everyone's favorite, taxes.

#### IT Management

Knock IT management out of the park with integrations to extend the capabilities of your RMM and improve network performance management, mobile support, and more.

### Way more than just software

Software just scratches the surface of the ConnectWise platform. Our success programs are built to help you not only use your solutions better, but to provide the guidance and knowledge to build your business beyond your wildest dreams.

**SUCCESS PROGRAMS**

### IT NATION

#### IT Nation Connect

The premier industry conference delivering unmatched thought leadership and business insight to help take your TSP to new heights.

#### IT Nation Explore

Our partner-focused conference filled with in-depth, hands-on product training to turn you into the ConnectWise product expert you've always wanted to be.

#### IT Nation Evolve

Member-based peer groups offering the chance to see how your TSP stacks up to others just like yours and guide you to professional and personal success.

#### IT Nation Share

One-day, regional user groups offering product training and peer-to-peer networking.

#### IT Nation Secure

Our educational programs designed to give your TSP everything it needs to successfully deliver security services to your clients.

### Consulting

Our Consulting and Technical Services teams offer customizable solutions and services to help you get the most out of the ConnectWise products you use every day.

### Partner Success

From software and support to education and The IT Nation, ConnectWise is by your side on every step of your business journey, whether you're just starting managed services or adding additional practice areas.

To see the products in the ConnectWise platform in action, check out our on-demand demos.

[ConnectWise.com/Resources/Demo](https://ConnectWise.com/Resources/Demo)