



ConnectWise Media Kit

For all media inquiries, please email PR@ConnectWise.com

About ConnectWise

Our History

ConnectWise originated as a technology solution provider and, over 38 years in business, grew into the longest-running, market-leading software platform for technology solution providers. The IT Nation is the global community of peers, made up of leading technology solution provider owners, industry thought leaders, and IT professionals dedicated to helping each other remain accountable to their personal and professional growth. In 2019, we joined the Thoma Bravo portfolio, an investment firm with over 40 years of experience working with software infrastructure companies, and acquired Continuum—the only platform that combined tools and tech with expert services to help technology solution providers see, protect, and proactively manage the health of their customers' systems.

The ConnectWise Mission

To empower Technology Solution Providers to realize their vision of success.

Organization

ConnectWise was founded in 1982. Became a Thoma Bravo Portfolio Company on March 1, 2019.

Partners

ConnectWise products are used by more than 30,000 Technology Solution Partners in more than 70 countries.

Integrations

282

Offices & Locations

ConnectWise is headquartered in Tampa, FL, USA with additional offices in:

North America

Atlanta, GA, USA
Boston, MA, USA
Bothell, WA, USA
Harlan, IA, USA
Houston, TX, USA
Miami, FL, USA
Pittsburgh, PA USA
Raleigh, NC, USA

International

London, UK
Sydney, AUS
Bangalore, India
Mumbai, India
Pune, India



The ConnectWise Platform



ConnectWise Assist®

ConnectWise Assist®, formerly a Continuum solution, 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 Automate®

ConnectWise Automate® is the remote monitoring and management (RMM) solution that gives technology solution providers (TSPs) the power of automation to reduce manual technical tasks and increase service delivery capabilities with fewer resources. With a broad range of functionality, including asset discovery, patching, monitoring, management, and scripting, ConnectWise Automate empowers TSPs to move from reactive incident response to proactive issue resolution, leading to lower support costs and more revenue. This functionality led ConnectWise Automate to be named 2019's Best Remote Monitoring and Management tool in ChannelPro Magazine's Reader's Choice Awards.



BrightGauge®

BrightGauge®, a ConnectWise solution, is the premier business intelligence and KPI management tool for technology solution providers (TSPs) to gain access to data, metrics, and information from multiple data sources in a single location. TSPs can organize data that matters for better business decision making and customize dashboards for real-time data tracking. With BrightGauge, create professional, interactive reports to share with clients and across teams.



ConnectWise Command®

ConnectWise Command, formerly a Continuum solution, is a scalable remote monitoring and management (RMM) solution with built-in NOC services providing technology solution providers (TSPs) with the tools and services they need to exceed end-user expectations and grow their businesses. Intelligent alerting and ticketing, intuitive scripting and automation, and certified NOC technicians empower TSPs to provide proactive, high-value support across any device or environment, including servers, desktops, networks, and mobile devices.



ConnectWise Control®

ConnectWise Control remote control and remote access capabilities provide technology solution providers (TSPs) with instant and reliable connectivity to end-user devices. With a unique combination of power, ease of use, and configurability, ConnectWise Control gives technicians the tools to provide faster resolution times to get end users back to work from anywhere. Over 100 third-party extensions and seamless integrations across the ConnectWise platform, ConnectWise Control empowers TSPs and their techs to work efficiently and effectively. Used by more than 20,000 organizations around the world, ConnectWise Control is highly rated with over 92% of reviews giving it four-stars or more on third-party review sites like G2 and TrustRadius.



ConnectWise Identify®

ConnectWise Identify cybersecurity risk assessments, based on the internationally recognized NIST Cybersecurity Framework, provide technology solution providers (TSPs) with affordable and repeatable risk assessments for themselves and their clients. By performing risk assessments with ConnectWise Identify, TSPs can proactively pinpoint vulnerabilities across their client's business, not just their networks, start having critical cybersecurity conversations, and provide remediation recommendations and services.





ITBoost®

ITBoost, a ConnectWise solution, delivers best-in-class documentation for technology solution providers (TSPs) through a single solution. Access to customer feedback, business analytics, customizable dashboards, and more allow TSPs to create standard operation procedures so their techs can deliver a seamless and consistent customer experience during every client touchpoint, no matter which tech handles the issue. ITBoost also integrates with the ConnectWise platform to minimize duplicate data entry and ensure all information is accurate across all systems.



ConnectWise Fortify®

ConnectWise Fortify, formerly a Continuum solution, takes cybersecurity threat detection and response to new heights. With powerful assessments, protection, detection, and response capabilities, technology solution providers (TSPs) are able to stay ahead of the latest threats and provide the security services their clients expect. Expert SOC services are available 24/7/365 to bridge the security skills gap and provide rapid threat response to TSP's managed environments, allowing for scalable security services and around-the-clock protection.



ConnectWise Manage®

ConnectWise Manage is the premier professional services automation (PSA) solution developed for technology solution providers (TSPs) to succeed and thrive in the as-a-service world. By connecting all facets of the business and improving communication across teams, ConnectWise Manage empowers TSPs and their staff to eliminate chaos and create transparency across teams to run the business effectively and enhance the customer experience. Maximize resource utilization, create accountability, and more. ConnectWise Manage is used by nearly 70% of the MSP501 and was named the 2019 Best PSA Platform in ChannelPro Magazine's Reader's Choice Awards.



ConnectWise Recover®

ConnectWise Recover, formerly a Continuum solution, delivers efficient and adaptable backup and disaster recovery (BDR) options for technology solution providers (TSPs). Protect against data loss due to natural disaster, ransomware, human error, and more with expert NOC support for cloud, hybrid, or on-premise backup options. Advanced automation and verification systems and block-level storage keep data secure and available when TSPs need it to get their clients up and running faster.



ConnectWise Sell®

ConnectWise Sell quote and proposal automation gives technology solution providers (TSPs) the ability to simplify the creation of complex quotes and proposals, improve the sales process for their staff and clients, and protect margins for increased revenue. Automating the quote and proposal process and pulling real-time pricing from top distributors with ConnectWise Sell empowers TSPs to reduce manual admin work that leads to incorrect data entry and inaccurate quotes. Reducing the time it takes to create quotes speeds up the sales cycle and gets quotes to clients faster to close more deals in less time. Helping TSPs close more deals helped ConnectWise Sell be named the 2019 Best Quoting Tool in ChannelPro Magazine's Reader's Choice Awards.



The IT Nation

The IT Nation is a global community of peers, thought leaders, and experts dedicated to pushing you and the industry to new heights. Between conferences, in-depth product trainings, and community-based events, never miss an opportunity to engage and interact with other members of The IT Nation and help each other reach success.

ITNATION[®] SHARE

user groups by  ConnectWise[®]

IT Nation Share

IT Nation Share user groups are one-day, regional events for ConnectWise partners to gain product knowledge and insight from experts to implement into their businesses immediately. These complimentary events allow ConnectWise partners to participate in a non-competitive environment with their industry peers to deliver success for themselves and the industry as a whole.

ITNATION[®] EXPLORE

partner conference by  ConnectWise[®]

IT Nation Explore

IT Nation Explore is an annual three-day event dedicated to techs and users to gain in-depth ConnectWise and Continuum, a ConnectWise company, product training and a first-hand look at the latest product enhancements. Attendees can take part in hands-on training, breakout sessions with ConnectWise product experts, and presentations from ConnectWise leadership.

ITNATION[®] CONNECT

IT conference by  ConnectWise[®]

IT Nation Connect

IT Nation Connect is an annual three-day event for business owners and leaders who are ready to grow a strong technology solution provider business and obtain long-term success. With in-depth breakout sessions, keynotes featuring industry experts and ConnectWise leadership, and networking throughout the event, IT Nation Connect attendees gain valuable advice to take back to their team to help their business grow.

ITNATION[®] EVOLVE

peer groups by  ConnectWise[®]

IT Nation Evolve

IT Nation Evolve is an annual membership program designed to help technology solution provider owners navigate their business journey through peer group interactions. IT Nation Evolve members are among the highest in growth and have the largest profitability percentages in the industry. With different peer groups designed to fit any schedule and meet different business needs, IT Nation Evolve helps business owners succeed in their personal and professional life.



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IT NATION[®] SECURE

cybersecurity by  ConnectWise[®]

IT Nation Secure

To ignite and enable a community of cybersecurity focused MSPs by providing an industry specific cybersecurity framework, supporting education, an aligned certification path, and delivering thought leadership for securing today's digital landscape.



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The ConnectWise Leadership Team

A passionate, committed leadership team supports our corporate vision and helps us continuously drive partner success.



Jason Magee
Chief Executive
Officer



Geoffrey Willison
Chief Operating
Officer



Clint Maddox
Chief Revenue
Officer



Jen Locklear
Chief Talent Officer



Arnie Bellini
Founder &
Senior Advisor



Brad Surminsky
Chief Financial
Officer



Jeff Bishop
Chief Product Officer



Scott Marshall
Senior Vice
President, Corporate
Marketing



Steve Cochran
Chief Technology
Officer

ConnectWise Acquisition Timeline

- 2019** **ConnectWise Acquires Continuum, BrightGauge and ITBoost**
Continuum, provider of advanced RMM, security, BDR solutions and expert services, BrightGauge, KPI and data management software, and ITBoost, a next-generation IT documentation solution, join the ConnectWise family.
- 2019** **Thoma Bravo Acquires ConnectWise**
ConnectWise is acquired by Thoma Bravo and Jason Magee is named CEO.
- 2018** **ConnectWise Acquires The Sienna Group**
The Sienna Group, a consulting company focused on data security and GRC solutions servicing both enterprise and managed services companies, becomes a member of the ConnectWise family.
- 2018** **ConnectWise Acquires HashInclude**
HashInclude, a cloud-centric software development team with expertise in IaaS, platform integrations, and microservice development, becomes a member of the ConnectWise family.
- 2018** **ConnectWise Acquires HTG Peer Groups**
HTG Peer Groups, an international consulting, coaching, and peer group organization, becomes a member of the ConnectWise family.
- 2015** **ConnectWise Acquires ScreenConnect**
ScreenConnect, a remote control and remote access solution, becomes a member of the ConnectWise family.

2011 **ConnectWise Acquires Quosal**
Quosal, a quote and proposal solution, becomes a member of the ConnectWise family.

2010 **ConnectWise Acquires LabTech**
LabTech, a remote monitoring and management solution, becomes a member of the ConnectWise family.

ConnectWise Timeline

2020 **Masterbrand Transition of Continuum Solutions**
The legacy Continuum products have been transitioned to the ConnectWise master brand as the next step towards the unified ConnectWise platform.

2020 **Launched IT Nation Secure, cybersecurity by ConnectWise**
To ignite and enable a community of cybersecurity focused MSPs by providing an industry specific cybersecurity framework, supporting education, an aligned certification path, and delivering thought leadership for securing today's digital landscape.

2019 **Launched ConnectWise Identify®**
ConnectWise Identify, a cybersecurity risk assessment tool that identifies critical risks and outlines a plan to remediate them, is launched.

2019 **First IT Nation Connect Hosted in Australia**
ConnectWise hosts its inaugural partner summit in the Australia.

2018 **Perch Security Investment**
Already an important provider of endpoint security, ConnectWise moves to round out its security offerings by investing in Perch.

2018 IT Nation Rebrand

ConnectWise unveils plans to consolidate all conferences, networking, and training events under The IT Nation brand. IT Nation is now IT Nation Connect, Automation Nation is now IT Nation Explore, ConnectWise User Groups is now IT Nation Share, and HTG Peer Groups is now IT Nation Evolve.

2017 First IT Nation Hosted in the United Kingdom

ConnectWise hosts its inaugural partner summit in the United Kingdom.

2016 Launched Master Brand

Streamlined product and company branding with master brand strategy. LabTech is now ConnectWise Automate, Quosal is now ConnectWise Sell, ScreenConnect is now ConnectWise Control.

2011 First Automation Nation

ConnectWise hosts its inaugural product focused event.

2009 ConnectWise launches User Groups in North America and Internationally

Regional, one-day events for ConnectWise partners to learn best product practices, network and share advice with each other.

2005 First IT Nation

ConnectWise hosts its inaugural partner summit.

1995 PSA Software Released

The first version of the ConnectWise PSA software is released.

1982 Company Founded

ConnectWise is founded to provide IT solutions to SMBs in Tampa, Florida.

