

Successful MSPs focus on strategic guidance, value-added work, and relationship-building—not labor-intensive end user support.

Hiring, training, certifying, and retaining your own staff diverts valuable resources from the priorities that matter most to your business. With ConnectWise Assist, formerly a Continuum solution, Help Desk, you can provide the consistent, scalable, and high-quality service your customers depend on, at a cost that makes sense for your budget.

“Continuum’s (a ConnectWise company) technicians have specialized expertise and knowledge, so we don’t have to hire resources with those same skill sets. Being able to offload work to the NOC and Help Desk enables our team to focus on client relationships and revenue-driving activities.”

—SCOTT OLESON SENIOR
vCIO and Director of IT, FBP

Key benefits

Consistent level of service

Enhance your customer satisfaction at scale without sacrificing quality

Ease costs

Finding and hiring talent is an unwanted expense so let us take that off your hands

Remove expense and efficiency burden

Eliminate training and certification requirements for in-house resources

Keep your brand equity

Show continued value to customers at the forefront

Increase footprint

With expertise in various verticals you can handle any customer

How we do it better

24/7/365 support to customers

White-label service to keep brand equity

Phone, chat and email to cater to all customers

Key features

Professional customer services

24/7/365 from Level 1 to Level 3 to support your customers

Certified and highly trained technicians

Plethora of resources with over 24+ distinct certification types

White-label routing and response

Get phone, chat, or email support represented through you or your customer's brand

Vertical support

Concentrations in Healthcare, Legal, Insurance, IT, and Manufacturing to support your entire customer base

Contact your ConnectWise representative for more information



Security Operations Center (SOC)

Network Operations Center (NOC)

Help Desk

Dedicated Tech

Tech Advantage

ConnectWise Assist is one of five pillars that act as the foundation of the ConnectWise Platform and integrated ecosystem. Expert resources for monitoring and management to security operations and beyond with our SOC, NOC, Help Desk, and technician services. Access the experience, certifications, and skills you need to support your client IT.

The ConnectWise Ecosystem

