

# Solutions to Transform Your Business




ConnectWise Empowers Technology Teams to Deliver Exceptional & Efficient Service

Connect everything with ConnectWise Manage®, a business management platform designed to streamline processes from sales to service to finance. Boost the effectiveness of your IT teams with the flexible remote monitoring and management features of ConnectWise Automate®, a platform solution that accommodates the integration of multiple vendor applications. And rely on ConnectWise Sell® as your comprehensive quote and proposal solution that helps automate and simplify sales.

For more information, please contact D&H.

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Solutions	Features
 <p>ConnectWise <b>Automate</b>®</p>	<ul style="list-style-type: none"> <li>• <b>Discovery: Know Your Environment</b> - Our agent-based software gathers information and returns findings to the database to enable monitoring, management, and automated action through scripted solutions. Non-agented devices like routers, switches, and hubs resting on a network can also be discovered through MAC/IP addresses and SNMP. If a device is communicating via SNMP, further information can be detected through MIBs and OIDs to create monitors and reports.</li> <li>• <b>Management: React Fast</b> - Understanding the inventory of a device, such as software, services, processes, CPU, RAM, and hardware, gives technicians a leg up in quickly assessing any issues that may arise.</li> <li>• <b>Monitor: Find Problems</b> - Monitoring a device is key to proactively providing support. When a technician is constantly remote controlling into a device after an issue has been discovered or a ticket has been submitted, it creates a break-fix environment, chasing problems instead of preventing them.</li> <li>• <b>Patching: Protect Your Assets</b> - Windows updates are important to close or fix security gaps. ConnectWise Automate leverages the Microsoft Update Agent to keep devices up-to-date on a schedule defined by the administrator. Run a script before or after an update in case an LOB app needs to be turned off or on following the process. Control how a device reboots after an update, or test patches before rolling them out to production.</li> <li>• <b>Automation: Let the Problem Fix Itself</b> - Be on top of issues before the end-user is affected. Proactive monitoring allows for automated fixes tied to your monitors. If a service goes down, run a script to restart. Or if a process degrades the performance of a device, automate the shutdown of the process, as well as sending event logs to a technician.</li> </ul>
 <p>ConnectWise <b>Manage</b>®</p>	<ul style="list-style-type: none"> <li>• <b>Centralize Information</b> - With ConnectWise Manage as the central hub for client data, everyone in your company can access the same information, eliminating miscommunication.</li> <li>• <b>Share Information Between Teams</b> - Since data is accessible in a single place, it can easily be passed from one operational team to another. From service calls to final invoice, information flows quickly and accurately.</li> <li>• <b>Know More About Your Business with Reporting</b> - Grow your business strategically with vital reports including financial data, service ticket history, user hourly costs, and sales numbers. Custom reports are also available.</li> <li>• <b>Lower Operational Costs &amp; Increase Efficiency</b> - When a sale has been won, ConnectWise Manage can send details about the products, services, and other notes directly to the service delivery team, saving time and expense.</li> </ul>
 <p>ConnectWise <b>Sell</b>®</p>	<ul style="list-style-type: none"> <li>• <b>Directly Import Quotes</b> - Save time and eliminate calculation errors.</li> <li>• <b>Place Electronic Orders</b> - Easily track serial numbers and shipping information.</li> <li>• <b>Create Professional Quotes</b> - Deliver branded, interactive proposals with customer options.</li> <li>• <b>Import Price Files</b> - Automatically upload price files into product catalogs for fast and accurate pricing.</li> <li>• <b>Pull Pricing and Product Feeds</b> - Get accurate product information and pricing in real time.</li> <li>• <b>Quote from the Cloud</b> - Import Bill of Material docs, collect credit card and customer info, and get e-sig approvals.</li> </ul>