The Old Adage "Time is Money" Couldn't be More Prevalent Within MSP Businesses Today.

With an abundance of tickets sprouting up continuously, technicians often find themselves dealing with the chaos when they could be focusing on more valuable work. With ConnectWise Command, our proprietary alerting system, Intellimon®, can reduce your RMM ticket noise with our out-of-the-box alerting, that collates and prioritizes the most pressing alerts so your team can focus on what really matters, without wasting time.

"ConnectWise Command, formerly a Continuum solution, realizes that RMM is the backbone of the MSP business model. A fully-integrated solution frees us from day-to-day robotic duties and allows us to focus on operational and strategic planning and execution, as well as growing our business."

—JAMES RITTER,
Pulse Business Solutions

Key Benefits

Capture additional revenue
Open up additional revenue streams beyond traditional endpoint management

Improve customer satisfaction
Quicker problem resolution with less false positives

Increase productivity
Shift in-house technicians to higher margin, project-based work

Eliminate ticket volume by 80%
Proactive problem resolution lets your team focus "on" the business and not "in" the business

Reduce recurring issues
Create better operational efficiency within your business

How We Do It Better

Instant Out-of-the-Box Alerting

Prioritization of Most Important Tasks

NOC for Remediation

Key Features

2400+ preconfigured alerts
Accelerate velocity of completing tasks

Rules-based analysis
Related alerts are grouped into unified, actionable tickets to clear away unnecessary alerts and portal noise

NOC
We anticipate and resolve problems 24/7/365 so you can have confidence in your service delivery

Root cause insight
Get remediation documentation, and best practices – so you can solve issues once and for all

Watch a Demo of ConnectWise Command Today to Learn More About How Intellimon® Works >>

For Servers

For Desktops

For Networks

For Mobile

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.