

The ConnectWise Command Difference

PSA Integration



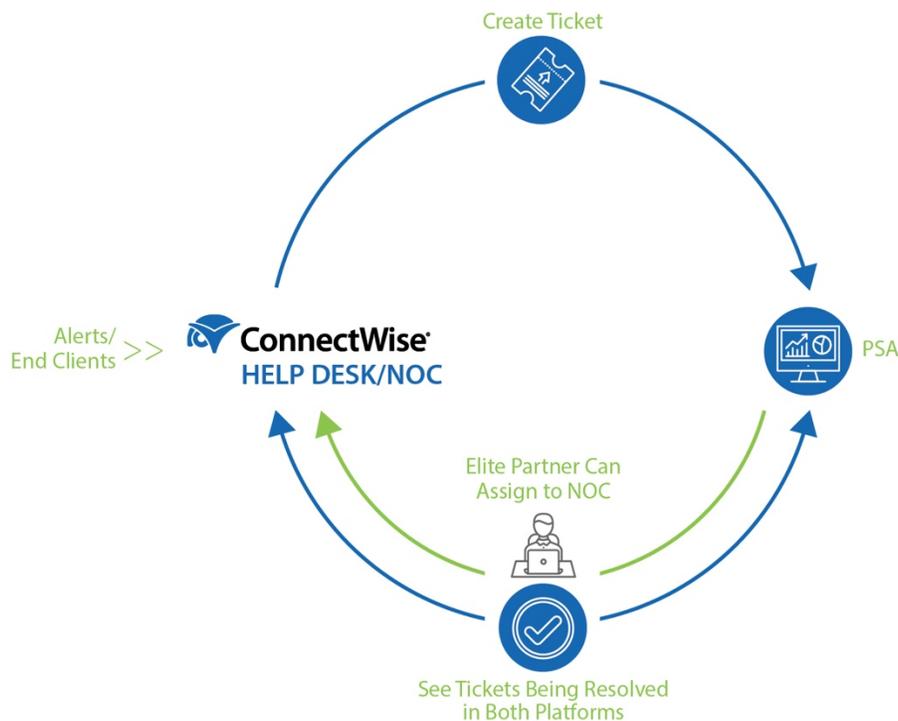
Leverage ConnectWise Command & PSA Integrations to Simplify Your Workflow

Remote Monitoring and Management (RMM) tools are critical to any MSP or IT Solution Provider looking to create new recurring revenue opportunities and take their business to the next level. To help you achieve success, ConnectWise has partnered with major professional services automation (PSA) platforms to seamlessly integrate and simplify your workflow.



How It Works:

From synchronizing managed assets and account information to ticket resolution, the integration between ConnectWise Command and leading PSA solutions keeps your clients up and running. ConnectWise converts alerts into service tickets visible across both platforms. Once within the PSA platform, tickets follow your own workflow, notification, and escalation policies—allowing you to focus on the work that needs to be done. Any work done by ConnectWise’s NOC technicians is automatically updated in the ticket. Whether a client flags an issue or the ConnectWise Help Desk creates a ticket, you can monitor client facing tickets within your PSA. Our two-way integration ensures your subcontractors, vendors, and even your clients’ internal IT staff, are all on the same page—all in near real time.



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What You Get

With ConnectWise Manage and Autotask, ConnectWise Command's managed assets such as servers, desktops, backup solutions, mobile devices and virtual devices are synced to your PSA platform for billing, reporting and inventory tracking purposes.



ConnectWise Manage is a business process automation platform that allows your business to sell, service, and support technology more efficiently and in a more streamlined way. The app can be used for ticket management, project management, time tracking, billing and invoicing, inventory management, and more.

With ConnectWise Manage platform integration, you receive:

- **Integrated Service Boards**
Tickets, generated manually or automatically, are fully integrated with ConnectWise Manage service board—helping you leverage our NOC's expertise to expedite resolution.
- **Contract and Invoice Management**
As new devices are discovered by ConnectWise Command, information is automatically updated in ConnectWise Manage, ensuring more accurate agreements and billing.
- **Executive Reporting Integration**
Key metrics on managed services are provided, including server uptime, patches installed, spyware, etc.



Autotask is a comprehensive technology platform that runs your critical business functions, including: expense management, project management, CRM, and time and billing.

With ConnectWise's Autotask platform integration, you receive:

- **Asset Discovery**
Data imports from ConnectWise Command directly to Autotask configuration records.
- **Contract and Invoice Management**
As new devices are discovered by ConnectWise Command, information is automatically updated in Autotask, ensuring more accurate agreements and billing.
- **True Ticket/Alert Synchronization**
Near real time synchronization of tickets across your RMM and PSA.



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Vorex and Accelo use ConnectWise's public ticketing API. If the PSA you work with is not on our list once in the portal, simply contact support for instructions on how to get certified and authorized to integrate your PSA with ConnectWise Command.



Vorex is the first ConnectWise-compatible PSA that uses our application programming interface (API). Because the Vorex and ConnectWise Command integration is cloud-based, set up is quick and easy with no hardware.

With ConnectWise's Vorex platform integration, you receive:

- **True two-way integration:**
Near real time synchronization of tickets across your RMM and PSA.



Accelo is a cloud-based professional services automation (PSA) platform. Accelo offers a fully integrated CRM, project management, and billing software designed specifically for client-facing businesses. From sales opportunities to invoicing, and all the steps in between, Accelo ensures that your work is effectively managed.

With ConnectWise's Accelo platform integration, you receive:

- **True two-way integration:**
Near real time synchronization of tickets across your RMM and PSA.

ConnectWise's Public Ticketing API

Our public ticketing API is designed to provide added flexibility by allowing you to leverage the PSA of your choice without sacrificing operational efficiency. It allows PSA vendors or MSPs to integrate with our two-way ticket integration system and with this API, you will be able to create tickets, update ticket details (add notes, change statuses, etc.), and close tickets from either side of the integration. The API supports RESTful protocol and uses a callback mechanism to support real-time synchronization. The integration process includes working with our team to review the specifications, building the integration using a test-bench, getting authorized by executing the User Acceptance Test cases and rolling out the integration in production.

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Because of the API integration, we were able to knock out 330 tickets in 90 minutes. I have never seen anything like that before. As we move forward, I have grand expectations that I will be able to add more to my customer base without increasing my staff.

—JASON HOLBROOK, *Principal and Chief Security Officer, Empower Information System*



We leverage the ConnectWise Command, formerly a Continuum solution integration everyday. It has been a smooth and fast process, allowing us to receive and push tickets through the NOC quickly. Further, the tickets arrive on our boards classified by severity so that we can apply workflows and SLAs against them without any major glitches.

—TIM WEBER, *Director, Infrastructure Services, ADNET*



The integration between Vorex and ConnectWise works incredibly well and resulted in vast productivity gains. It's clean, easy to use and seamlessly handles updating and closing tickets between the platforms. The integration has saved us a significant amount of time; we've been able to cut our time managing tickets by about 70 percent, which is huge for our business.

—C. J. EZELL, *Founder of PointClear Networks*



To Learn More About our PSA Integrations, Get in Touch With us Today >>

To Speak to a ConnectWise Representative, Call 800.671.6898



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