

### 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 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.

*"ConnectWise Assist's, formerly a Continuum solution, 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

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##### Consistent level of service

Enhance your customer satisfaction at scale without sacrificing quality

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##### Ease costs

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

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##### Remove expense and efficiency burden

Eliminate training and certification requirements for in-house resources

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##### Keep your brand equity

Show continued value to customers at the forefront

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##### 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

**Get Started with ConnectWise Assist Today >>**

*To Speak to a ConnectWise Representative, Call 800.671.6898*

*Security Operations Center (SOC)*

*Network Operations Center (NOC)*

*Help Desk*

*Dedicated Tech*

*Tech Advantage*

ConnectWise Assist<sup>™</sup>, 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.