

# The Premier PSA Tool Designed to Run Your As-a-Service Business



## Get a Single-Pane-of-Glass View of Your Business with ConnectWise PSA



### End the Silos of Chaos

By working in disparate systems, you're not only creating inefficient employees but also falling victim to duplicate data entry errors, which can cost you over 25% of your revenues. \* Connect everything in your business and put an end to the chaos.



### Increase Revenue & Reduce Costs

Decrease routine admin work: ConnectWise leads to streamlined project/ticket status updates that decrease the cost of customer support by \$ 247,418. \* Do more with less!



### Improve Communication Between Teams

ConnectWise PSA creates a single flow of information from start to finish, keeping all team members in the loop.



### Get Paid Faster

Seamlessly carry over tracked billable times, notes, products sold, and expenses into invoices for crystal-clear billing, and rely on automation to get invoices out the door on time, every time.



### Enjoy the Fruits of Max Utilization

ConnectWise PSA makes it easy to get visibility into your most expensive resources – labor. Ensure resources are always booked up, busy, and billable.



### Enhance the Customer Experience

Improve the lines of communication between you and your clients by giving them frequent status updates, and making it easy to submit issues, check on service requests, and pay their bills.



*ConnectWise PSA drives accountability from a time standpoint and makes sure customer requests are addressed efficiently. Thanks to ConnectWise Manage, we saw a significant improvement in productivity for the entire tech team.*

—Dan King, President, K2 Technologies



## Get Started with ConnectWise PSA Today >>

Contact Arrow to learn more about ConnectWise PSA: 303-824-4000 / [ETGSales@arrow.com](mailto:ETGSales@arrow.com)



CONNECTWISE™

Implement the software adopted by top-performing technology solution providers to streamline mission-critical processes and drive efficiency.



## Explore the Features of ConnectWise PSA



### 365° View Into Your Business

Each area of your business (sales, help desk, support, finance, HR, etc) can be implemented within ConnectWise PSA. The processes can then create a digital workflow for their teams, creating maximum efficiency.



### Agreements

Set up service agreements, automate the billing, get insight into profitability, and manage for service-level-agreements (SLAs).



### Cloud Billing

Bill, manage, and monitor seamlessly for cloud solutions including Microsoft® Office 365® and Azure®, and Cisco® solutions including Meraki®, Cisco Stealthwatch® Cloud, Cisco Webex Teams™, and Cisco Umbrella™.



### Projects

Easily convert a sales opportunity into a project, so nothing falls between the cracks. See project resources, statuses, easily identify roadblocks, see timelines, and have full visibility to empower strategic decision making.



### Ticketing

Capture service issues coming from every direction – phone calls, emails, even live chats. ConnectWise PSA ticketing captures all communication, then tracks and documents every step until the job is complete.



### Procurement

The procurement module allows you to create purchase orders, track products, receive them into stock, and ship them to the end user. Demand will be created for products automatically when added to tickets or sales orders if there aren't any on hand



### Time Tracking

Track billable time or non-billable hours, and immediately see how much time you've spent on a ticket or project. Allocate time to associated agreements and SLAs and keep accurate notes that are easily accessible to the whole team.



### Sales Pipeline

Create and track opportunities while you stay on top of team quotas, and Follow opportunities through the sales funnel, using data to make strategic decision based on the hottest opportunities.



### Billing

Carryover tracked billable times, notes, products sold, and expenses into invoices for crystal-clear billing, and rely on automation to get invoices out the door on time.

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