

Hourly Implementation Examples

ConnectWise PSA implementation hours are designed to get your ConnectWise PSA configured with recommended practices, essential integrations, and usage of the application. Our implementation team will tailor your implementation according to stakeholder business priorities. Stakeholders will learn how to perform essential tasks in ConnectWise PSA. For topics examples based on the number of hours purchased, please reference the chart below. Your success is our success!

	12-20 Hours	21-30 Hours	31-50 Hours
Onsite Days			Optional
Agreements	✓	✓	✓
Service Ticketing	✓	✓	✓
Time and Expenses	✓	✓	✓
Invoicing	✓	✓	✓
Accounting Integration Setup	✓	✓	✓
Procurement	✓	✓	✓
Workflow Rules	✓	✓	✓
End-User Training			✓
Standard Reporting Review	✓	✓	✓
Business Process Review		✓	✓
Marketing			✓
Sales and Opportunities	✓	✓	✓
Projects	✓	✓	✓
Configurations		✓	✓

These are only examples of what may be covered. The number of hours purchased, type and frequency of calls, Q&A sessions or e-mail submitted questions, and electing to repeat sessions, can all have an impact on what can be covered with the available hours. All time spent on the engagement is deducted from the hours purchased. Fixed-fee engagements are available if desired- speak to your Sales Executive for more details.