ConnectWise Rolls out Chat, Remote Control for enhanced help desk support and service ticketing

TAMPA, Fla. — ConnectWise, developer of the leading business management solution designed exclusively for IT service providers, VARs and MSPs, today unveiled ConnectWise Chat & Remote Control. ConnectWise Chat & Remote Control provides chat, clientless remote control capabilities and automatic ticket generation within ConnectWise PSA.

A joint development of ConnectWise and NTRglobal, a pioneer in cloud-based remote support and IT automation software, ConnectWise Chat & Remote Control enhances client experience, increases profitability, and improves help desk employee performance by enabling technicians to assist multiple clients simultaneously. Features include:

• Chat-Session Tracking: Each chat session is tracked and recorded so there is a complete transcript.
• Clientless Remote Control: MSPs can use remote control to resolve problems firsthand for non-managed clients across Windows, Mac and Linux.
• Time Capture: Session times are automatically entered on the ticket, and available for billing, SLA measurements and executive review.
• Secure Communication: Encryption ensures all communications are kept private, and all data is secured, with a clear audit trail to enable compliance with existing regulations such as SOX, HIPPA, and others.
• Not Just for Help Desk: Chat capabilities can be used to enhance sales by providing immediate technical and product information, as well as for online meetings, product training and additional collaborative efforts between employees and clients.

"While phone calls and email remain necessary communication vehicles, neither of these offers immediate resolution for clients. ConnectWise Chat & Remote Control provides technicians with the ability to respond quickly to requests and track each session for record-keeping and reporting purposes," said ConnectWise CEO Arnie Bellini. "ConnectWise Chat & Remote Control will help partners deliver exemplary support and enhance their valued client relationships."

"ConnectWise Chat and Remote Control streamlines our support process and greatly enhances the customer experience," said Lara Johnson, remote services manager at Corbin, KY-based Computer Information Systems, Inc, a provider of IT, data security, physical security, and audio-visual service. "Our technicians can now offer customers instant remote service and resolve issues on the fly, which saves them time and money."

"Research shows that phone-based support is nearly four times as costly as chat-based solutions. Client chat sessions reduce overall support costs and automatically track all session details for total accountability," said NTRglobal CEO Gilles Samoun.

Chat & Remote Control are part of ConnectWise's suite of business automation and IT integration tools including IT service software, quoting tools, application development and consulting. For a complete list of products see www.connectwise.com/products.php.

About ConnectWise
Designed exclusively for the IT Channel, ConnectWise is the leading business management solution for service providers, MSPs, technology consultants, integrators, and developers. Today more than 52,000 IT professionals rely on ConnectWise to achieve greater accountability, operational efficiency and profitability. ConnectWise fully integrates CRM, sales, help desk ticket and tracking, project tracking, IT service management, SLAs,

dispatch scheduling, mobile IT services, time and expenses into a singular IT management software to dramatically streamline IT companies. Over the last 28 years, ConnectWise has become the premier business operating system for IT solution providers. ConnectWise APIs are accessed by over 300 organizations, including ConnectWise partners and industry leaders of the IT Nation. For more information visit www.ConnectWise.com.

About NTRglobal
Millions of users rely on NTRglobal's flexible, modular Service Desk and Support Ultimate to manage hundreds of thousands of devices. The NTR Cloud integrates seamlessly with MSPs, enterprise help desks and OEM partners to deliver global IT management, automation, remote access and support services. Data transfer and storage are protected through the extensive NTRglobal SSL network and ISO 27001-certified data centers spanning the Americas, EMEA and Asia Pacific.

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