

ConnectWise

TAKING THE CONFUSION OUT OF THE CLOUD

Opportunities, Challenges and Potential of the Cloud

Introductions...

- Bill Morgan - International Solutions Architect (IT guy and self proclaimed propeller head for 17years)
- Came onboard to ConnectWise in Feb 2010
- Employee #1 on the LT side (we were sub 85 at the time)
- Managed LabTech Sales Engineering team since 2010
- Managed World Wide Sales Engineering team since 2013



PROPELLER HEAD

Opportunity

POP QUIZ!

How Much do you know about the cloud opportunity?

Question:

How many Australian partners are activated with Microsoft for 365 business in the cloud?

Answer: 3000

Question:

As of October 1, 2017 the margin on the Advisor model will be what?

Answer: 0% **

Question:

365 margin for one tier is XX, two tier is XXX

Answer: 20% & 6%

Question:

How long does it take (days) to begin to turn profit on a new Office365 user if you fail to prorate the first two weeks of service?

Answer: 150 Days

The background of the slide is a solid blue color with a subtle, light-blue geometric pattern. This pattern consists of numerous interconnected dots and lines, forming a complex web or network structure that covers the entire area.

Potential

Give me the upside..

According to Gartner

- The not so good news...
 - A reduction in device spending \$653B > \$641B
 - A reduction in Communications spending \$1.472T > \$1.454T
- The good news...
 - Managed Services and Cloud Computing is going up \$912B > \$940B
 - Datacenters going up \$170B > \$175B

Fact:

Globally only 17% of SMBs have moved to Office365 so far and according to Microsoft, XX% of customers engage with service providers to deploy Office365.

Fact:

Only 17% of SMBs have moved to Office365 so far and according to Microsoft, 75% of customers engage with service providers to deploy Office365.

Question:

Microsoft SMB cloud business in Australia grew by what rate in FY16?

Answer: 110%

Question:

Microsoft SMB cloud business in Australia expects what growth rate for Azure in 2017 over 2016?

Answer: 200%

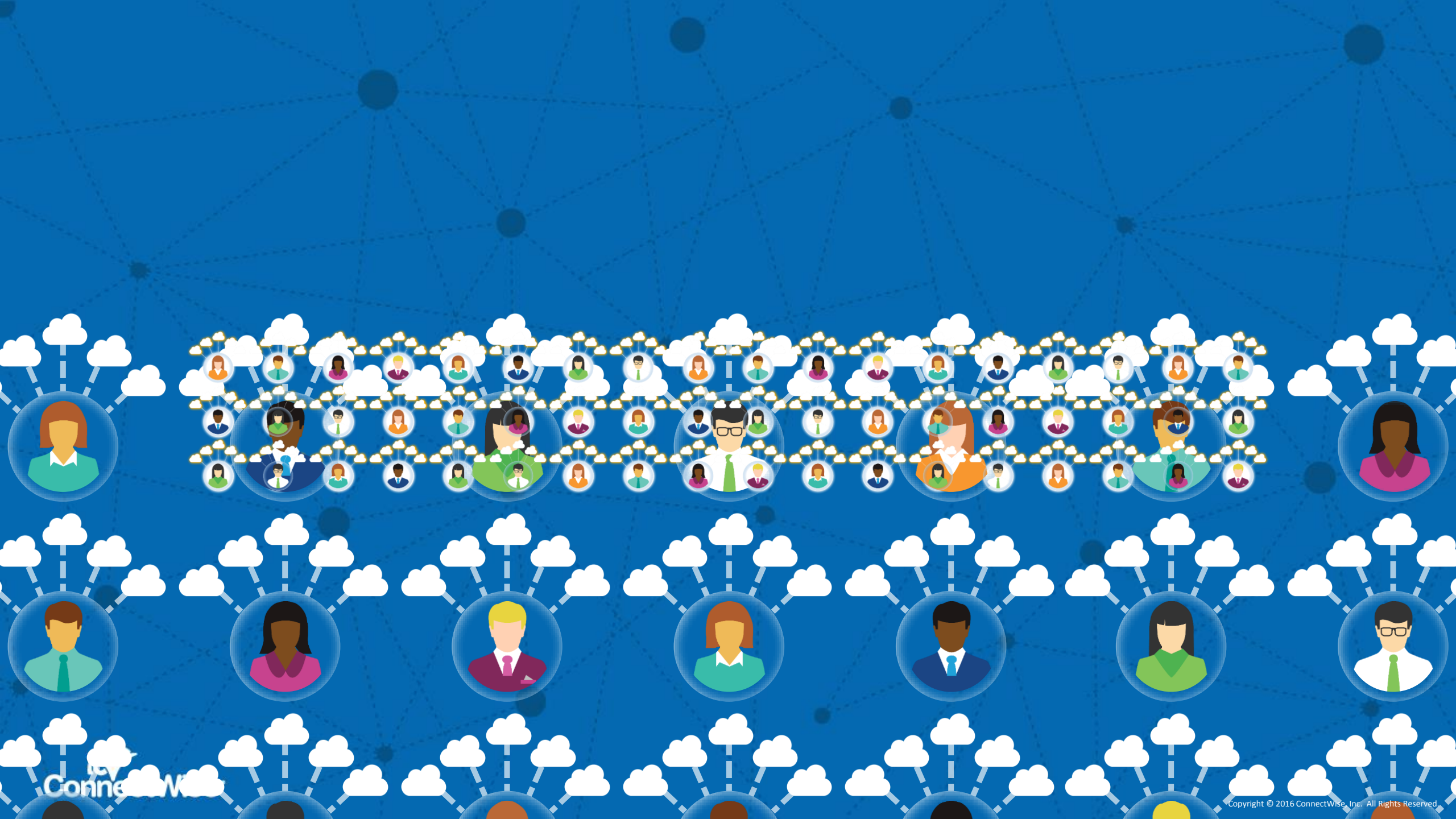
Challenges

Just how bad is it?












































PRACTICE AREAS



Business Services
IT & Managed Services














PARTNER 1

AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Mediation with	 Opportunities with			 Ongoing Support	 Agreements with
AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Mediation with	 Opportunities with			 Ongoing Support	 Agreements with
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 Mediation with	 Opportunities with			 Ongoing Support	 Agreements with
AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Marketing with Campaign Director	 Opportunities with ConnectWise	 Cloud Services		 Ongoing Support with ConnectWise	 Agreements with ConnectWise
 Quotes & Proposals with Quosol	 Direct Support with ChatAssist			 Invoicing with ConnectWise	
	 Remote Control with ScreenConnect				

PARTNER 2

AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Mediation with	 Opportunities with			 Ongoing Support	 Agreements with
AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Mediation with	 Opportunities with			 Ongoing Support	 Agreements with
AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Mediation with	 Opportunities with			 Ongoing Support	 Agreements with
AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Marketing with Campaign Director	 Opportunities with ConnectWise	 Automated Deployment with LabTech		 Ongoing Support with ConnectWise	 Agreements with ConnectWise
 Quotes & Proposals with Quotal	 Direct Support with ChatAssist			 Invoicing with ConnectWise	
	 Remote Control with ScreenConnect				
Help Desk Services					

PARTNER 3

AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Mediation with	 Opportunities with			 Ongoing Support	 Agreements with
AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Mediation with	 Opportunities with			 Ongoing Support	 Agreements with
AWARENESS	EVALUATION	PURCHASE	DELIVERY	SUPPORT	BILLING
 Marketing with Campaign Director	 Opportunities with ConnectWise	 			

Tools to Transition You to a **Cloud Solution Provider**



ConnectWise®




LabTech®

ConnectWise
Business Suite™



Quosal®



ScreenConnect™

 **ConnectWise**
Business Suite™

1 PC

Business Suite

1 PC

Business Suite

 **ConnectWise**
Business Suite™

Success Made Simple

 **ConnectWise**
Business Suite™
Success Made Simple

 **ConnectWise**

 **LabTech**

 **Quosal**

 **ScreenConnect**

 **LabTech**

 **Quosal**



Success Made Simple

 **ConnectWise**

Wise®
Wise™

BUYER'S JOURNEY



AWARENESS

EVALUATION

PURCHASE

DELIVERY

SUPPORT

BILLING



Marketing
Campaign
Direct



Interacts with
ConnectWise



Interacts with
ConnectWise



ConnectWise Invoice Report Form

Open PDF | Viewing Invoice(s)

Invoice 71333

Total \$7,404.00 Due Date 4/21/2016 Invoice Date 3/22/2016 Attention Lori Angler

Managed Services Details

Agreement: Office365 Support Services	Quantity	Price	Amount
-Unlimited Remote Control Support	16	\$25.00	\$400.00
-Desktop Optimization & Management			
-Spyware and Adware Removal			
-Windows Patch Management			
-Antivirus Software Management & Update			
-Unlimited Phone Support			
-Service Availability Control Support			
-Service Availability Monitoring			
-Microsoft Patch Management			
-Event Log Monitoring			
-Daily Office Data Backup	1	\$399.00	\$399.00
-Unlimited Disaster Recovery Restore			
-Unlimited File Restores			
-Antivirus Support			
-Antivirus Software Management & Update			
Managed Users: Matt Hensley, Tom Allen, Jeff Johnson, Michael Jones, Gavin House, Lori Angler, Alex Cobb, Brandon Gomes, John Paul, Justin O'Conner, Lori Anderson, Matt Brown, Peter Smith, Ryan Seymour, Ben Gardner, Stephen Smith	1	\$198.00	\$198.00
-Anti-Virus Protection	20	\$20.00	\$400.00
-Unlimited Support	16	\$150.00	\$2,400.00
Office365 User Accounts: Matt Hensley, Tom Allen, Jeff Johnson, Michael Jones, Gavin House, Lori Angler, Alex Cobb, Brandon Gomes, John Paul, Justin O'Conner, Lori Anderson, Matt Brown, Peter Smith, Ryan Seymour, Ben Gardner, Stephen Smith	16	\$200.00	\$3,200.00
Office365 User Accounts: Alex Cobb, Brandon Gomes, John Paul, Justin O'Conner, Lori Anderson, Matt Brown, Peter Smith, Ryan Seymour, Ben Gardner, Stephen Smith	8	\$9.00	\$72.00
Office365 User Accounts: John Paul, Justin O'Conner, Lori Anderson, Matt Brown, Peter Smith, Ryan Seymour, Ben Gardner, Stephen Smith	10	\$9.00	\$90.00
Office365 User Accounts: Matt Hensley, Tom Allen, Jeff Johnson, Michael Jones, Gavin House, Lori Angler, Alex Cobb, Brandon Gomes, John Paul, Justin O'Conner, Lori Anderson, Matt Brown, Peter Smith, Ryan Seymour, Ben Gardner, Stephen Smith	16	\$5.00	\$80.00
Office365 User Accounts: Matt Hensley, Tom Allen, Jeff Johnson, Michael Jones, Gavin House, Lori Angler, Alex Cobb, Brandon Gomes, John Paul, Justin O'Conner, Lori Anderson, Matt Brown, Peter Smith, Ryan Seymour, Ben Gardner, Stephen Smith	8	\$15.00	\$120.00
Office365 User Accounts: Matt Hensley, Tom Allen, Jeff Johnson, Michael Jones, Gavin House, Lori Angler, Alex Cobb, Brandon Gomes, John Paul, Justin O'Conner, Lori Anderson, Matt Brown, Peter Smith, Ryan Seymour, Ben Gardner, Stephen Smith	9	\$5.00	\$45.00
Terms Net 30 days			
Subtotal			\$7,404.00
Tax			\$0.00
Total			\$7,404.00

Notes

Financial Dashboard

Accounting Interface

Invoice Search

Carryover un...

Allow Overruns?

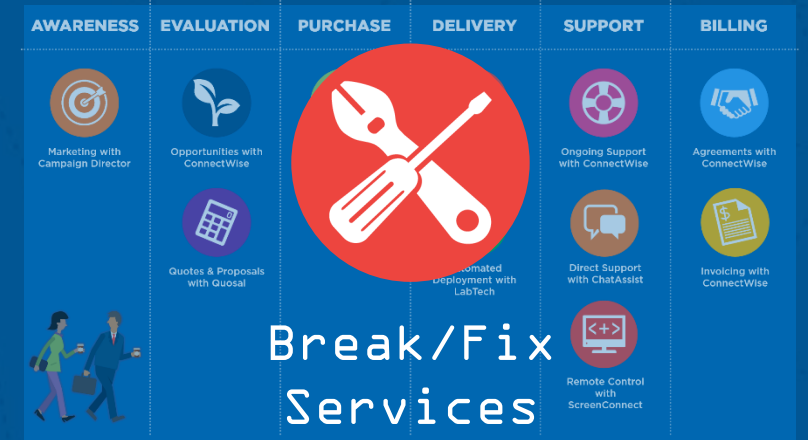
Expires when Available is zero:

Manage Session Groups

Type your

ConnectWise

UNIQUE BUYER'S JOURNEY





CloudConsoleTM

By ConnectWise[®]

CLOUDCONSOLE



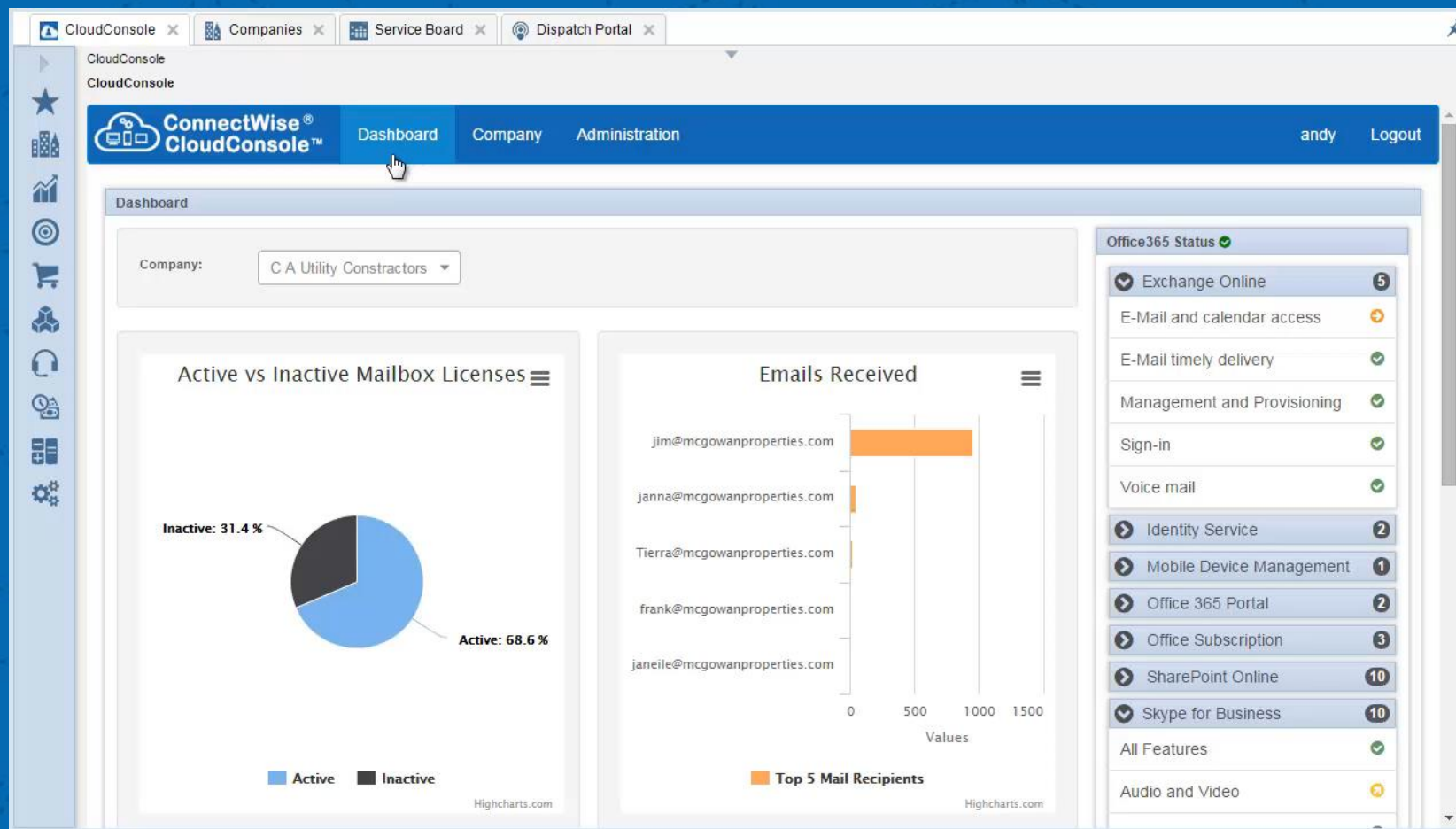
MANAGE
THE CLOUD



MONITOR
THE CLOUD



BILL
THE CLOUD





One place to get
your work done



Streamline
existing
practice areas



Grow your
business and
bottom line



One solution to
run your
business



Grow new
practice areas

For More
Information:
ConnectWise.com/controlthecloud



— ANY QUESTIONS? —