

Building seamless omnichannel integrations to support operational efficiencies

Businesses succeed or fail based on their speed to scale and how they minimize operational burdens. Many partners are still struggling with manual processes unable to optimize service delivery and customer experience.

AvePoint Elements has partnered with ConnectWise to simplify and automate customer management. By combining the power of Elements Multi-Tenant Management and the versatility of ConnectWise IT service management tools, we're able to offer MSPs a way to scale and improve operational efficiency through automated billing and ticketing support. AvePoint Elements Platform supports integrations with both SaaS and On-premise ConnectWise Manage.

Integrations that scale your operations

Automated billing

Synchronize monthly and annual invoicing to ConnectWise Manage allowing you to quickly and effectively generate invoices and submit to your customers in a timely manner.

Improved ticketing support

Easily create tickets and auto-close when you're addressing your customers' most pressing issues such as license expirations or backup job status.

How it Works:



Log in or Sign up for AvePoint Elements



Configure ConnectWise Manage API through Settings



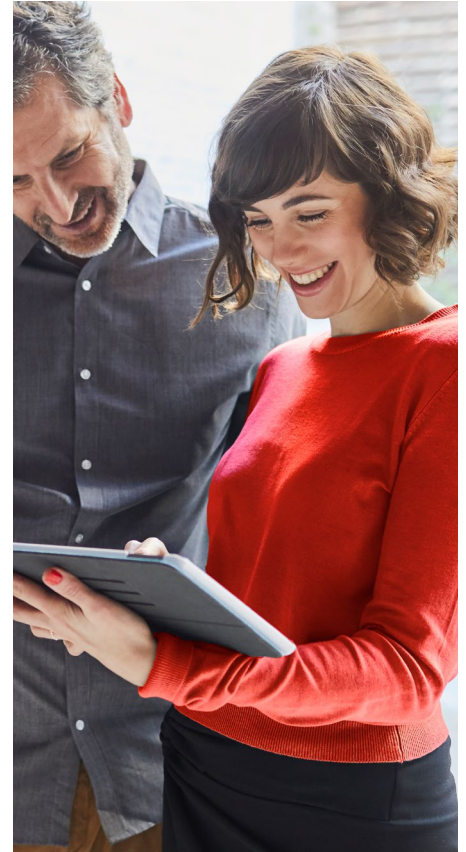
Connect your services and customers in Elements with your ConnectWise platform



Monitor your synced projects for job status and license expirations



Create ConnectWise service tickets to sync detected Elements alerts



The Stakes are High

A [Forrester Total Economic Impact™ study](#) of the

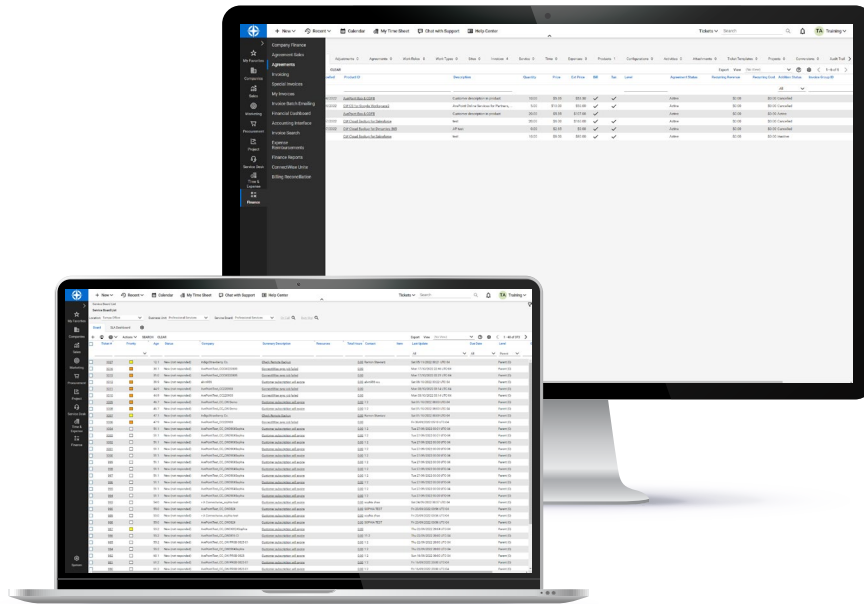
ConnectWise Platform found that by reducing arguments over bills, the platform **improved the productivity of finance teams by 25 percent** and led to an average **saving of \$238,798 over three years.**

[Learn More →](#)

Solutions

It's more important than ever for companies to streamline their business processes. For existing Elements users, navigating to the ConnectWise integration is easy. Simply log into the Elements interface, go to the **Settings** tab, and then click on the **ConnectWise** card in the set up your integration.

Aside from consolidating processes and making life easier for our MSPs, this announcement only furthers AvePoint's commitment to continue investing in the ConnectWise community. AvePoint is a proud member of an IT Nation Evolve peer group and participate in IT Nation Evolve itself as a gold-level sponsor.



About ConnectWise

The ConnectWise Marketplace is a platform to showcase vendor partner integrations. A [certified integration program](#) is built to industry best practices and has passed [security reviews](#). As a certified integration partner, AvePoint is part of the Invent Program, where vendors like AvePoint are invited to collaborate on development of robust integration experiences with ConnectWise products such as Manage, Automate, and control for the benefit of our mutual partners.

About AvePoint Elements

Accelerate cloud adoption and usage by delivering comprehensive coverage for Microsoft 365 with enterprise grade software in addition to data protection for Google Workspace, Dynamics 365, and Salesforce. [Elements](#), AvePoint's partner-centric intelligence platform allows you to streamline operational efficiencies and build value-added services. Easily provision, manage, and analyze your customer licenses and usage all in one place. Provision at scale without losing visibility into support tickets and ongoing activity. View our [Confidence Platform Security Brochure](#) or visit our [Trust Center](#).

How everyone benefits

Customers have a more seamless service experience—timely delivery of invoicing and remediation.

Employees are happier, feel more valued, and are more productive.

Partners have the tools they need to automate billing and quickly resolve service delivery.



Learn more about [Elements Portal](#) and [AvePoint Partner Program!](#)
[Elements for Partners User Guide](#)