

Solvere One CASE STUDY



SOLVERE ONE®

How One Partner Found New Opportunities by Switching from Autotask to ConnectWise

Company: Solvere One
Website: <https://www.solveone.com>

Challenge Solvere One was struggling with a business management solution that didn't live up to their expectations, and needed something better to generate much needed business performance reports.

Solution By analyzing the market, Solvere One was able to make the transition from Autotask to ConnectWise, which helped them improve their business operations.

Results ConnectWise provided an effective way to access vital business information alongside a vibrant community and comprehensive educational resources, which gave Solvere One the power to grow farther, faster.

Solvere One solves IT and technology challenges for businesses across every market in Washington, DC. Started by three brothers, the company's success allowed it to expand to hire a team of experts across the United States. "Our business is three brothers and a dream," Chief Operating Officer Ryan Roney explained. The company focuses on providing high quality outsourced IT services with an emphasis on network security and proactive IT management solutions.

As Solvere One's COO, Roney is tasked with analyzing the business's data and metrics, which means he heavily relies on performance reports to manage the business. He grew extremely frustrated with his existing Professional Services Automation (PSA) platform of five years, Autotask.

"After working with Autotask for a couple of years, my frustrations only became more magnified, and I knew that I needed to make a change."

So what is a technology company to do when their existing provider fails to meet their data and business management needs?

Making the Switch to ConnectWise

As Roney grew more dissatisfied with the inability to generate the reports he needed and the "level of service" he received, he decided that 2015 was the year to switch to a new solution. A friend led him to ConnectWise.

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Roney began an in-depth study to find alternatives to Autotask, and was surprised to find that ConnectWise offered something more than just a PSA solution. He did not take the decision lightly, as he now had to transition 50 employees over to a new system and did not want to make the change again. The full business management platform offered by ConnectWise made the transition worthwhile.

"We have 50 employees, so switching the system and having two different companies work within a system was something that we weren't taking lightly. We did our due diligence, tore it apart, looked under the covers, and did everything we could to see how it would cause problems. We couldn't find that problem."

Their team searched for a way to break the system, and couldn't find a flaw. After spending several weeks analyzing and investigating, Solvere One chose ConnectWise.

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Ryan Roney, COO
Solvere One

During the Transition

Nobody likes to make a big change to how they work. This can be especially true for technology migrations away from existing and comfortable technology platforms. However, Solvere One found the transition to ConnectWise to be easy and immediately beneficial.

Solvere One partnered with the ConnectWise consulting team as part of the regular onboarding process. In-person visits helped the ConnectWise team understand the business and customize implementation to meet Solvere One’s unique business needs. This is an important, often overlooked step needed to ensure successful implementation.

From this, the ConnectWise consultants created a comprehensive implementation plan starting from day 1 and continuing through day 90. This allowed everyone to feel confident that they would be able to overcome obstacles and hit the milestones required for successful implementation.

“It’s extremely impressive. ConnectWise planned everything with the project plan and made sure that we knew what was expected from us, as well as what they would be doing to make the go live date. I was extremely impressed with the amount of resources and training that was available.”

It is equally important to clarify expectations in the early implementation phases to establish which company maintained responsibility for what. In order to meet the 90

day deadline, both companies needed to understand their part. Solvere One and ConnectWise partnered to facilitate a successful migration.

“If I don’t know how to do something in ConnectWise, it’s my own fault,” he shares. “It’s just because I haven’t gone out and watched the video or pulled up a search on what the issue was that I had.”

Life After Implementation

After completing the transition to ConnectWise, Roney and his team are proud to be spending even more time doing what they are most passionate about: giving time back to their clients through technology and streamlined processes.

By minimizing the frustration and time spent trying to generate reports, analyze data, and manage the business, Roney has the chance to identify new ways to improve Solvere One’s business.

Although Solvere One only set out looking for a new helpdesk software, Roney found so much more in the business management platform of ConnectWise. “I was looking for a good help desk software,” Roney elaborated, “and when I started looking at ConnectWise, my eyes were opened.” He was excited by the opportunities it provided for

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his business, including a marketing platform where his sales team can actually go in and create marketing campaigns—CampaignDirector™—and the integrated finance platforms built into the platform.

What does Solvere One have to say about their experience with ConnectWise and the dreaded platform switch?

“Working with the ConnectWise team has been an amazing experience. Currently, if you were to look at ConnectWise and point out its greatest resource...yes, it has a great software program, it has great functions that can help automate my business and do wonderful things. But more importantly, it has great people. The people are invested in my success. I look at it as a partnership more than me purchasing a software.”

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About ConnectWise

ConnectWise® transforms how technology solution providers successfully build, manage and grow their businesses. Through the ConnectWise® Business Suite™ – a comprehensive set of award-winning solutions that deliver a seamless user experience – ConnectWise gives its partners the ability to increase productivity, efficiency and profitability.

Just as importantly, ConnectWise’s relentless commitment to innovation and unparalleled passion for partner success assures its partners have comprehensive business support through every step of their journey. Today, more than 100,000 users in over 50 countries take advantage of the competitive edge that comes from ConnectWise solutions and its powerful network of ideas and experts. For more information, visit ConnectWise.com or call 800-671-6898.