

CONNECTWISE MANAGED SUPPORT & ADMIN

DATASHEET

What Is It

CATAPULT NOW is your always-on and always-expert ConnectWise operations team. Whether you're looking to offload technical tasks, streamline your instance, fix what's broken, or get ahead with smart automation—this premium service gives you direct access to senior ConnectWise engineers and consultants who know the system inside and out.

At Decision Digital, we understand that managing ConnectWise efficiently is critical to your MSP's success — but hiring and training a dedicated ConnectWise admin can be costly and risky. Our flat-rate managed admin program delivers expert-level PSA support and optimization at a predictable monthly price — with significant savings compared to typical hourly consulting fees.

Our Mission



Tame The Tech

We streamline your ConnectWise world so it runs smoother, faster, and smarter—no heroics required.



Call In The Experts

Flat-rate access to the ConnectWise pros you already know (and actually like working with).



Keep Getting Better

Continuous tuning, automation, and insight so your systems—and your team—never stop evolving.

LEARN MORE:

www.decisiondigital.com/connectwise-consulting | 404-303-0330

Tiers

CORE

Essential ConnectWise Support

Dependable, flat-rate administration and technical support tailored for smaller MSPs.

- ✓ User setup & management
 - ✓ Ticket board & template upkeep
 - ✓ PSA workflow maintenance
 - ✓ Annual reporting review
 - ✓ Queue & routing updates
 - ✓ SLA monitoring & adjustments
 - ✓ Maintain access controls
- Priority response SLA:**
1 business day

CALIBRATE

Proactive ConnectWise Optimization

Proactive tuning, reporting, and automation designed for growing MSPs.

- ✓ Everything in Core
 - ✓ Proactive user reviews & compliance
 - ✓ Workflow & escalation tuning
 - ✓ ASIO workflow optimization
 - ✓ BrightGauge Blindspot dashboards
 - ✓ Knowledge base & admin updates
 - ✓ Quarterly optimization call
- Priority response SLA:**
1 business day (usually sooner)

COMMAND

Strategic ConnectWise Partnership

Executive-level planning, prioritized improvements, and embedded expertise for MSPs ready to lead.

- ✓ Everything in Calibrate
 - ✓ Role alignment with processes & automation
 - ✓ Ticket flow optimization
 - ✓ Strategic workflow & automation roadmap
 - ✓ CATAPULT methodologies
 - ✓ Access to CATAPULT Academy (coming soon)
 - ✓ Continuous performance reporting
- Priority response SLA:**
Same day

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Service Level Comparison

Feature/Service	CORE	CALIBRATE	COMMAND
Ideal For	Smaller MSPs needing on-demand ConnectWise support	Growing MSPs optimizing automation and performance	Mature MSPs seeking strategic direction and continual improvement
User Administration	<ul style="list-style-type: none"> Add/remove users Update permissions & security Maintain access controls 	Everything in Core, plus proactive user reviews & compliance checks	Everything in Calibrate, plus alignment of roles with process and automation strategy
Ticket Administration	<ul style="list-style-type: none"> Board & status maintenance Ticket template upkeep Queue/routing rule updates 	Everything in Core, plus workflow and escalation tuning	Everything in Calibrate, plus ticket flow optimization tied to roadmap objectives
Workflow Management	PSA workflow upkeep	ASIO workflow tuning	Strategic workflow design & automation roadmap execution
Reporting & Dashboards	Annual configuration review	<ul style="list-style-type: none"> Quarterly reports BrightGauge Blindspot dashboard 	Continuous performance insights & roadmap reporting
SLA Management	Monitoring & adjustments	Escalation path design	SLA strategy alignment & executive review
Training & Enablement	—	Knowledge base & admin updates	Access to CATAPULT methodologies & (coming soon) CATAPULT Academy
Strategic Support	Guided by best practices	Quarterly optimization call	Quarterly strategy session & prioritized recommendations
Response Priority	1 business day	1 business day (or sooner)	Same day
Embedded Consultant	Shared	Shared	Embedded
Subscription Model	Annual	Annual	Annual

Contact for pricing

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