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Jobecca to Implement ConnectWise PSA™

Leading Business Practice Management Software Improves Service Delivery

By Michael Einbinder-Schatz

Ten months ago, I was attending a meeting of Managed Service Providers (MSPs) in New York. During the discussion, I became interested as MSPs from around the region spoke of using a program called ConnectWise. Some referred to it as, “Arnie’s program.” Arnie, it turned out, was Arnie Bellini, CEO of ConnectWise, who was sitting in the room.

We had an opportunity to briefly talk that day. What I heard intrigued me. ConnectWise is a web-accessible, practice management application. It’s designed to allow IT firms to significantly streamline their operations and eliminate a number of cumbersome applications and manual steps. I was intrigued because I know we’ve found ourselves encumbered by just these issues as we’ve grown Jobecca over these past eleven years.

I came back to Langhorne, and over the next few weeks we took a close look at the program. I was very impressed, but unable to pull the trigger. The cost felt high and the prospect of change, no matter the benefit, was something that I didn’t relish.

Months went by. I would continue to talk to other ConnectWise users and continued to hear great things. Finally in mid-March, I attended a different MSP forum – this one in Washington, DC. It was two days of great speakers and networking with leading MSP firms from all over the country. When I talked to these leaders about their technology platform, I found that over 80% were using ConnectWise. When I told them that I was considering it, the chorus always rang out with, “what are you waiting for?”

It just so turned out that Arnie was at this forum as well. He presented on the future of MSP and the tight integration of MSP tools into ConnectWise. I couldn’t help but be impressed, not only with the product, but with his vision for empowering MSPs to strive for and achieve a higher level of partnership and service to their clients.

Well, I signed on the spot, and we are now in the early phase of implementing the software. I'll be writing more on specific benefits in coming issues and how we'll be able to provide an even higher level of service for our clients.

While we may not be the biggest ConnectWise client (while in DC, I met with a few of their clients that had 50 - 70 staff members), Arnie hit upon the keys that make a compelling case for why we are taking this step, at this time, to improve our service delivery and thus give us the potential to significantly grow our business. As he said, "Our experience shows that Technology service providers have improved their business and drastically raised their client satisfaction by implementing ConnectWise, We know the same will be true for Jobecca. They have an awesome team with a keen focus on providing the highest possible level of service and support to their clients.

"For eleven years Jobecca has constantly worked to delight their clients. The addition of ConnectWise will enable them to take their customer satisfaction to the next level. We look forward to enabling their quest to thrill their clients with awesome IT support."

You can probably tell that Arnie is someone who has a certain level of passion for what he does. His enthusiasm is infectious, and I know that we will be a much stronger company for our association with this fantastic company.

Stay tuned for more details.