



ConnectWise Launches Exclusive Booster Pilot Program for HTG Members

ConnectWise recently unveiled the HTG Booster Pilot Program during the Q3 HTG Peer Group meeting in Denver. The program, provided at no cost to HTG members, is designed to give HTG members expert-level product support and direct access to a dedicated Senior Business Advisor. This next step in the HTG – ConnectWise partnership is reflective of ConnectWise’s commitment to invest in the success of our partners by delivering high-quality products and superior support to customer communities.

HTG Booster Program Highlights

Tier II Support

Whenever you need responsive, expert-level support to ensure your timetable meets its goals, you can find peace of mind in knowing that we have your back. In an effort to speed up support resolution for HTG members, all new support requests will be automatically routed to Tier II support. This auto-escalation will apply to all ConnectWise tickets.

Dedicated Senior ConnectWise Business Systems Guide

ConnectWise has committed to providing a dedicated Senior Business Advisor to HTG members. Currently, Jeanine Sullivan will be responsible for building out the framework for this program. Mrs. Sullivan has vast industry knowledge in addition to expertise with the entire ConnectWise platform. She is also a former ConnectWise partner and admin.

Account Managers Business & Systems Health Checks

The role of the ConnectWise Account Manager is constantly evolving. Most recently, our Account Management leadership team has been working with Territory Account Managers to act more like partners of those in their territory. The focus has shifted to building relationships through understanding with the goal to become a trusted resource for the ConnectWise ecosystem of goods and services.

Product Roadmap Visibility & Voting System

To enhance communication with our partners, ConnectWise recently implemented UserEcho, a community forum tool that helps manage feedback. UserEcho will enable each partner to submit a feature request for others to vote on. While we may not be able to implement every request, each partner will receive transparent, candid responses and timely status updates.

IT Nation & Empower Compatibility

As partners with ConnectWise, we have many ways we'd like to engage with you. These opportunities are designed to help our partners see the difference that HTG makes within your organization, and will be used as recruiting tools for future HTG members. Be sure to get involved in these efforts as we collectively work to grow the HTG Community. Please visit ConnectWise in the HTG Hub for list of events.

Visit [ConnectWise](#) in the HTG Hub to learn more about the HTG Booster Pilot Program, view the HTG [Booster Charter](#) or watch the [recording](#) of the ConnectWise HTG Booster Program session.

Kevin Gibson

Director Transformational Services – HTG Liaison

813-769-1806

kgibson@connectwise.com