Malwarebytes | **ConnectWise®**

Malwarebytes integration with ConnectWise Manage

Deliver best-in-class endpoint security and customer management through the ConnectWise Manage platform

Malwarebytes integration with ConnectWise Manage, an award-winning professional service automation (PSA) tool, helps managed service providers (MSPs) consolidate billing, sales, marketing, customer management, and more across their IT and security tools into a single platform.

Overview

MSPs work tirelessly to provide top notch service and support to their customers often using PSA tools that consolidate many manual business tasks into one platform. To help our MSP partners, Malwarebytes has integrated our OneView platform with the award-winning ConnectWise Manage PSA tool to provide MSPs using our endpoint security products with streamlined billing, service ticketing, and account management.

KEY BENEFITS

Reduces manual efforts of billing and customer management

Syncs customer data automatically

Allows full visibility into customer endpoints

ConnectWise Manage®
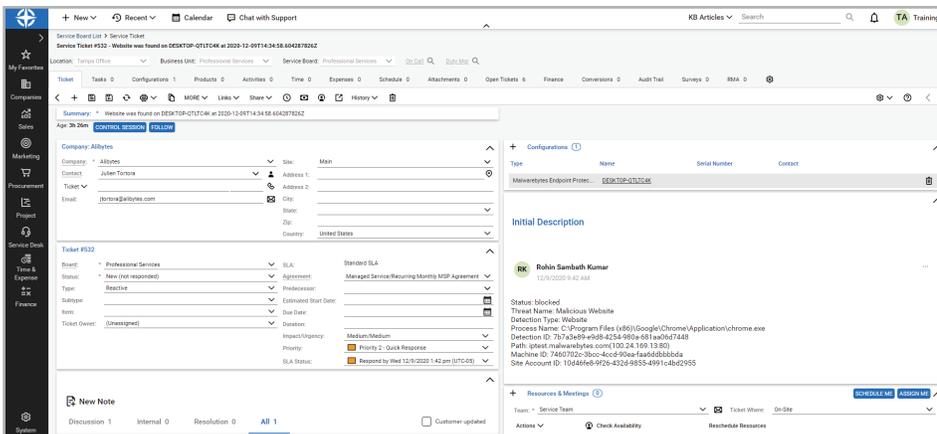
Block of a malicious website by Malwarebytes Endpoint Protection (EP) triggers a new service ticket in ConnectWise Manage.

Key capabilities

The benefits of Malwarebytes' integration with ConnectWise Manage include security AND the customer endpoint management capabilities of Malwarebytes' OneView console. Together, these powerful solutions boost your team's productivity by eliminating manual tasks and blocking malware that threatens your clients' businesses.

Enhance visibility into customer endpoints

The Malwarebytes integration with ConnectWise Manage allows MSP teams to be immediately aware of malware attacks and automatically generates a support ticket. It captures endpoint information in ConnectWise Configuration and shares it directly with the ConnectWise Manage UI giving MSP teams full visibility into customer endpoints and critical endpoint status information such as: OS version, IP address, MAC address, protection service version, installation date, policy, and last known user.

Automatically bill and keep customer data in sync

Streamline billing and licensing through the ConnectWise Manage integration and automatically bill for Malwarebytes seats based on subscription usage per customer site. MSPs can also keep all license usage in sync with ConnectWise Manage agreement additions, removing the need for staff to repeat similar account creation steps between both applications. Additionally, MSP staff will not be required to log into OneView, pull license reports, and manually resolve client agreements every billing cycle.

Integration benefits

Reduce manual efforts required for billing and customer account management
- Streamline back office processes
- Eliminate redundant, manual account creation tasks
- Save MSP staff time by consolidating billing, sales, marketing, and more

Automatically keep customer data in sync between platforms
- Reduce manual process of keeping customer account information in sync across multiple tools and platforms
- Automatically keep license synced between OneView and ConnectWise Manage

Enjoy full visibility into endpoints
- Understand key aspects of endpoints, including software version, status, and more
- Capture endpoint information in ConnectWise Configuration and view in the Manage UI

Provide a higher level of service and support to customers
- Automatic mapping of company information between OneView and ConnectWise Manage drastically reduces the amount of manual effort required for customer management (licensing, billing, etc)
- Reduce staff time with increased automation of customer management processes allowing more time for delivering high quality service

Best-in-class endpoint security for MSPs

Available through OneView, the cloud-based Malwarebytes for Business portfolio provides a broad range of solutions to support the endpoint security needs of your customers, including:

Malwarebytes Endpoint Detection and Response
Endpoint detection and response (EDR) technology automatically detects, isolates, and remediates new threats for both workstations and servers, providing proactive protection and zero dwell-time in recovering from attacks. EDR also includes the industry's only 72-hour ransomware rollback feature, allowing full recovery from ransomware in minutes.

Malwarebytes Endpoint Protection
Advanced endpoint threat prevention that uses multiple detection techniques for full attack chain protection for both workstations and servers. With advanced remediation capabilities, Malwarebytes endpoint protection uncovers and removes hidden malware artifacts to stop an infection from spreading.

Effective Protection

With multiple layers of protection, Malwarebytes stops threats before they become problems for your employees. Malwarebytes automates threat protection and detection across web, memory, application, and files, leveraging adaptive detection techniques, including behavioral monitoring and cloud-based machine learning.

Proactive Remediation

In the event of a successful attack, Malwarebytes provides active threat response capabilities that optimize your ROI and time efficiency with effective threat response at a fraction of the cost of manual remediation and endpoint reimaging. Malwarebytes provides automated, granular attack isolation to prevent the attack from spreading. Our "one-and-done" remediation maps the correct path to automatically and permanently remove all traces of malware, allowing your team to focus on other strategic projects.

LEARN MORE

To learn more about Malwarebytes for Business, please visit
www.malwarebytes.com/business

For more information on the Malwarebytes Managed Service Provider program and the Malwarebytes OneView management console, please visit
www.malwarebytes.com/msp

Visit the ConnectWise Marketplace at
marketplace.connectwise.com/malwarebytes

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Malwarebytes is a cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against malicious threats, including ransomware, that traditional antivirus solutions miss. The company's flagship product uses signature-less technologies to detect and stop a cyberattack before damage occurs. Learn more at www.malwarebytes.com.