



# Covalence for ConnectWise

**Synchronize  
security alerts  
and tickets in  
one platform.**



**Covalence**

Your clients count on you to deliver the service and protection they expect —yet investigating cybersecurity alerts is time-consuming and tedious at the best of times.

The average security professional spends up to 25% of their time chasing false positive alerts across disparate toolsets.

Covalence for ConnectWise gives MSPs like you a way to manage cybersecurity information in a single convenient location, letting you drive efficient and actionable alerts to improve security management. Covalence provides real-time visibility and recommendations that let you quickly prioritize and easily triage remediation, all from your existing ConnectWise Service Board.



# Access actionable cybersecurity alerting and reporting in ConnectWise



## Simplified alerting

Covalence precisely identifies and prioritizes cyber risks by aggregating security events into contextual, high-fidelity, low-volume information as AROs—Actions, Recommendations, and Observations—that give you actionable insights into what matters most.

## Predictive resourcing

Actionable alerts make it easy to effectively prioritize, triage, and allocate proper technical resources to resolve tickets.

## Streamlined platform

Generate, remediate, and resolve security issues and tickets. Capture and document actions. Synchronize it all from your ConnectWise Service Board.



# Experience the advantages of ARO alerts.

Synchronize ARO alerts between Covalence and your ConnectWise Service Boards, as well as ticket management.

AROs automatically populate into your ConnectWise Service Boards as tickets.

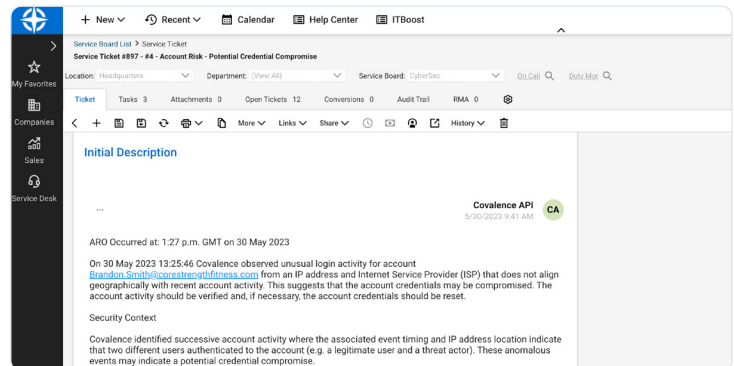
The screenshot shows a ConnectWise Service Board interface. The top navigation bar includes 'New', 'Recent', 'Calendar', 'Help Center', and 'ITBoost'. The main content area displays a list of tickets with columns for 'Ticket #', 'Priority', 'Subtype', 'Status', 'Summary Description', 'Age', 'Total Hours', and 'Budget'. The tickets are filtered by 'ARO' and show various alerts such as 'Suspected Malware Blocked', 'Account Risk - New Info Risk Detected', and 'Account Risk - Potential Credential Compromise'.

Resolving a ticket in ConnectWise will mark the ARO as resolved in Covalence and vice versa.

The screenshot shows the same ConnectWise Service Board interface, but with a modal dialog box open. The dialog is titled 'Update Service Ticket Status' and contains the following text: 'NOTE: Only parent tickets will be updated', 'Service Status: Resolved', and 'You are about to update 1 ticket. Do you wish to continue?'. There are 'SAVE' and 'CANCEL' buttons at the bottom of the dialog. The background table shows the same list of tickets as the previous screenshot.



Actions with tickets are automatically reflected in the Covalence management dashboard of your ConnectWise platform.



Triage and resource security issues through AROs.

SLA Dashboard

Actions

SEARCH

CLEAR

Card Icon

Type

Company

Ticket #

Priority

Subtype

Status

Summary Description

All

Priority 1 - Critical

Priority 2 - High

Priority 3 - Medium

Priority 4 - Low

Do Not Respond

|     |                      |     |                       |                |      |  |
|-----|----------------------|-----|-----------------------|----------------|------|--|
| ARO | Acme Corporation     | 892 | Priority 1 - Critical | Action         | Open | #5 - Suspected Malware Blocked           |
| ARO | Acme Corporation     | 898 | Priority 2 - High     | Observation    | Open | #1 - Account Risk - New Inbox Rule Del   |
| ARO | Acme Corporation     | 897 | Priority 3 - Medium   | Action         | Open | #4 - Account Risk - Potential Credential |
| ARO | Acme Corporation     | 896 | Priority 4 - Low      | Recommendation | Open | #2 - Endpoint Risk - End-of-Life Operati |
| ARO | Acme Corporation     | 895 | Do Not Respond        | Observation    | Open | #1 - Tools for Remote Administration D   |
| ARO | Anderson Ave. Realty | 894 | Do Not Respond        | Action         | Open | #5 - Suspected Malware Blocked           |
| ARO | Anderson Ave. Realty | 893 | Do Not Respond        | Action         | Open | #4 - Account Risk - Potential Credential |
| ARO | Anderson Ave. Realty | 892 | Do Not Respond        | Observation    | Open | #3 - Account Risk - New Inbox Rule Del   |
| ARO | Anderson Ave. Realty | 891 | Do Not Respond        | Recommendation | Open | #2 - Endpoint Risk - End-of-Life Operati |
| ARO | Anderson Ave. Realty | 890 | Do Not Respond        | Observation    | Open | #1 - Tools for Remote Administration D   |
| ARO | Halogen Optical      | 889 | Do Not Respond        | Action         | Open | #5 - Suspected Malware Blocked           |
| ARO | Halogen Optical      | 888 | Do Not Respond        | Action         | Open | #4 - Account Risk - Potential Credential |
| ARO | Halogen Optical      | 887 | Do Not Respond        | Observation    | Open | #3 - Account Risk - New Inbox Rule Del   |

# Experience the advantages of Covalence, all from your ConnectWise dashboard.

Easy to use and easy to deploy, Covalence for ConnectWise does the heavy lifting, delivering the capabilities you need to simplify security management.

Contact our team today.

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