

Boost efficiency with the ConnectWise x Field Effect MDR integration



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

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.

MSPs like yours use Field Effect's ConnectWise integration to manage cybersecurity information in a single convenient location.

Experience 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

Field Effect MDR 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.

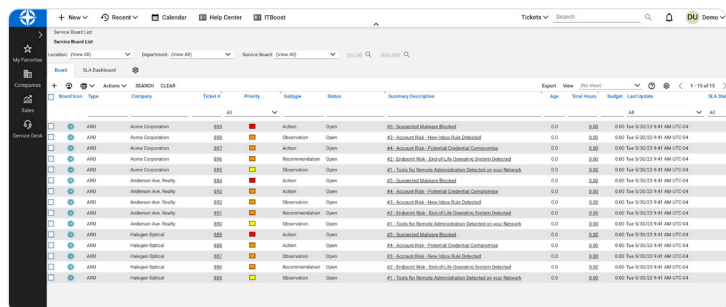
Streamlined platform

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 and ticket management between Field Effect and your ConnectWise Service Boards.

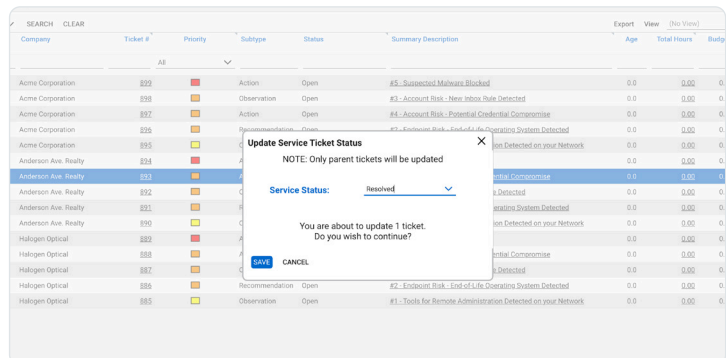
AROs automatically populate into your ConnectWise Service Boards as tickets.



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

Company	Ticket #	Priority	Subtype	Status	Summary Description	Age	Total Hours	Budget
Acme Corporation	899	High	Action	Open	#5 - Suspected Malware Blocked	0.0	0.00	0.00
Acme Corporation	899	High	Observation	Open	#5 - Account Risk - New Info Risk Detected	0.0	0.00	0.00
Acme Corporation	897	High	Action	Open	#4 - Account Risk - Potential Credential Compromise	0.0	0.00	0.00
Acme Corporation	895	High	Recommendation	Open	#3 - Account Risk - End of Life Operations Systems Detected	0.0	0.00	0.00
Acme Corporation	895	High	Observation	Open	#1 - Tools for Remote Administration Detected on your Network	0.0	0.00	0.00
Anderson Ave. Realty	899	High	Action	Open	#5 - Suspected Malware Blocked	0.0	0.00	0.00
Anderson Ave. Realty	899	High	Observation	Open	#5 - Account Risk - New Info Risk Detected	0.0	0.00	0.00
Anderson Ave. Realty	897	High	Action	Open	#4 - Account Risk - Potential Credential Compromise	0.0	0.00	0.00
Anderson Ave. Realty	895	High	Recommendation	Open	#3 - Account Risk - End of Life Operations Systems Detected	0.0	0.00	0.00
Anderson Ave. Realty	895	High	Observation	Open	#1 - Tools for Remote Administration Detected on your Network	0.0	0.00	0.00
Halgren Optical	899	High	Action	Open	#5 - Suspected Malware Blocked	0.0	0.00	0.00
Halgren Optical	899	High	Observation	Open	#5 - Account Risk - New Info Risk Detected	0.0	0.00	0.00
Halgren Optical	897	High	Action	Open	#4 - Account Risk - Potential Credential Compromise	0.0	0.00	0.00
Halgren Optical	895	High	Recommendation	Open	#3 - Account Risk - End of Life Operations Systems Detected	0.0	0.00	0.00
Halgren Optical	895	High	Observation	Open	#1 - Tools for Remote Administration Detected on your Network	0.0	0.00	0.00

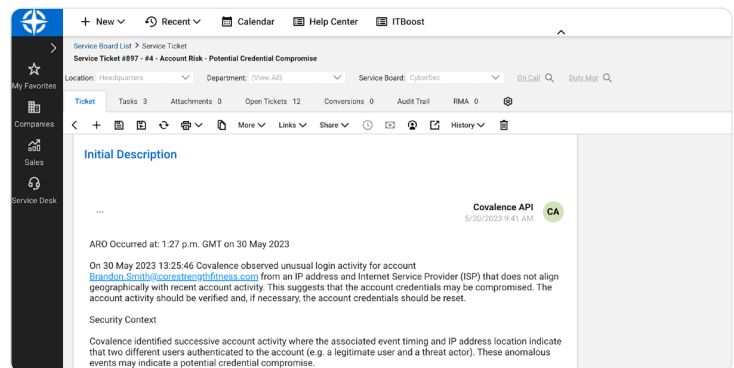
Resolving a ticket in ConnectWise will mark the ARO as resolved in the Field Effect dashboard and vice versa.



The screenshot shows the ConnectWise Service Board interface with a modal dialog for updating service ticket status. The dialog has a title 'Update Service Ticket Status' and a note 'NOTE: Only parent tickets will be updated'. It includes a dropdown for 'Service Status' with 'Resolved' selected. Below the dropdown, it says 'You are about to update 1 ticket. Do you wish to continue?'. There are 'SAVE' and 'CANCEL' buttons. The background shows the same list of tickets as the previous screenshot.

Company	Ticket #	Priority	Subtype	Status	Summary Description	Age	Total Hours	Budget
Acme Corporation	899	High	Action	Open	#5 - Suspected Malware Blocked	0.0	0.00	0.00
Acme Corporation	899	High	Observation	Open	#5 - Account Risk - New Info Risk Detected	0.0	0.00	0.00
Acme Corporation	897	High	Action	Open	#4 - Account Risk - Potential Credential Compromise	0.0	0.00	0.00
Acme Corporation	895	High	Recommendation	Open	#3 - Account Risk - End of Life Operations Systems Detected	0.0	0.00	0.00
Acme Corporation	895	High	Observation	Open	#1 - Tools for Remote Administration Detected on your Network	0.0	0.00	0.00
Anderson Ave. Realty	899	High	Action	Open	#5 - Suspected Malware Blocked	0.0	0.00	0.00
Anderson Ave. Realty	899	High	Observation	Open	#5 - Account Risk - New Info Risk Detected	0.0	0.00	0.00
Anderson Ave. Realty	897	High	Action	Open	#4 - Account Risk - Potential Credential Compromise	0.0	0.00	0.00
Anderson Ave. Realty	895	High	Recommendation	Open	#3 - Account Risk - End of Life Operations Systems Detected	0.0	0.00	0.00
Anderson Ave. Realty	895	High	Observation	Open	#1 - Tools for Remote Administration Detected on your Network	0.0	0.00	0.00
Halgren Optical	899	High	Action	Open	#5 - Suspected Malware Blocked	0.0	0.00	0.00
Halgren Optical	899	High	Observation	Open	#5 - Account Risk - New Info Risk Detected	0.0	0.00	0.00
Halgren Optical	897	High	Action	Open	#4 - Account Risk - Potential Credential Compromise	0.0	0.00	0.00
Halgren Optical	895	High	Recommendation	Open	#3 - Account Risk - End of Life Operations Systems Detected	0.0	0.00	0.00
Halgren Optical	895	High	Observation	Open	#1 - Tools for Remote Administration Detected on your Network	0.0	0.00	0.00

Actions with tickets are automatically reflected in the Field Effect 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			
	ARO	Acme Corporation	899	Priority 1 - Critical	Action	Open	#5 - Suspected Malware Blocked
	ARO	Acme Corporation	898	Priority 2 - High	Observation	Open	#1 - Account Risk - New Inbox Rule Det
	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		Action	Open	#5 - Suspected Malware Blocked
	ARO	Anderson Ave. Realty	893		Action	Open	#4 - Account Risk - Potential Credential
	ARO	Anderson Ave. Realty	892		Observation	Open	#3 - Account Risk - New Inbox Rule Det
	ARO	Anderson Ave. Realty	891		Recommendation	Open	#2 - Endpoint Risk - End-of-Life Operati
	ARO	Anderson Ave. Realty	890		Observation	Open	#1 - Tools for Remote Administration D
	ARO	Halogen Optical	889		Action	Open	#5 - Suspected Malware Blocked
	ARO	Halogen Optical	888		Action	Open	#4 - Account Risk - Potential Credential
	ARO	Halogen Optical	887		Observation	Open	#3 - Account Risk - New Inbox Rule Det

Experience the advantages of Field Effect, all from your ConnectWise dashboard.

Easy to use and easy to deploy, Field Effect's ConnectWise integration does the heavy lifting, delivering the capabilities you need to simplify security management.

Contact our team today.

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