

Thursday, September 12, 2024 at 08:43:36 Eastern Daylight Time

Subject: Axcient is joining forces with ConnectWise – our mutual commitment to you

Date: Tuesday, September 10, 2024 at 15:36:33 Eastern Daylight Time

From: Rod Mathews, CEO of Axcient

To: Jonathan Addington



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****EXTERNAL ****

Axcient

800.352.0248

Dear partner,

Rod and Kevin here...

We're excited to share that Axcient has agreed to be acquired by ConnectWise. Axcient has gained tremendous momentum since we launched the x360 platform. Even at 5,000+ partners strong, there's much more to be done. Our vision – to cure data loss – requires strong resources and a large community to make it a reality. ConnectWise shares our vision and is exactly the right platform to help us accelerate our path to becoming the MSP market leader for data protection.

Our commitment:

We recognize that many MSPs have had deeply painful experiences in the past after a key vendor gets acquired and the integration goes bad. Axcient and ConnectWise commit to retain your trust and partnership in the coming weeks and months by our actions.

Together, we want to make Axcient stronger and even better, not break what you love!

To this end, ConnectWise and Axcient are mutually committed to the following:

- **Continuing simple, predictable, usage-based billing:**
 - Axcient has a differentiated pricing model that is a flat price per protected system or protected user per month, with bundled cloud storage aggregated at the MSP-level, and based on actual usage. This is continuing.

- **Continuing month-to-month contracts:**
 - Axcient doesn't require long-term contracts and earns your business every day of the month. We know many of you left competitors because of multi-year contract lock-ins, and we're not going to take that approach here.

- **Continuing the ecosystem where you can purchase Axcient:**
 - Some MSPs buy Axcient through partners like Pax8 – Axcient and ConnectWise are committed to all of our valuable strategic partners. MSPs are welcome to continue purchasing Axcient through these partners without any changes, on the same terms, just like you do today.

- **Accelerating product innovation:**
 - While Axcient's pace of innovation to cure data loss has been fast, we need to speed up even more! Our vision is big and our roadmap is expansive. Learn more at our forthcoming [MSP Xperience Summit!](#)
 - We're making investments to accelerate Axcient's time to market with Azure cloud-to-cloud restore, incremental BMR, native Copilot+ PC backup, NAS backup, PST export, native virtualization for Linux, and more.
 - ConnectWise is betting big on data protection and just announced their acquisition of SkyKick, a market leader in M365 backup with millions of protected users. MSPs from both companies can look forward to more

options and capabilities as we all come together.

- **Deepening integrations while remaining open:**

- More than half of Axcient MSPs already take advantage of integrations between Axcient and ConnectWise. We're investing to deepen these integrations, to automate even more, and to make reporting even better. For those running their MSPs on the ConnectWise stack, there is much to look forward to! Stay tuned at the next IT Nation Connect in November for more details!
- We're committed to an open API ecosystem. Axcient public APIs are now available and native integrations with technology solution partners are in progress.
- We're also committed to deepening integrations with other PSA and RMM platforms: we recognize many MSPs will have a "mixed stack" and that integrations are important for all.

- **Investing in support:**

- Axcient tech support has a great reputation, because we ensure MSPs get the help they need when it matters most. We know that backup & DR systems are critical, and when your client is down, having prompt and competent help is absolutely vital.
- As we've grown, we've invested in people and processes to scale our support. As we accelerate our growth with ConnectWise we will continue to make these investments to drive exceptional support experiences.

- **Listening and learning from mistakes:**

- We know we might not get everything right at first. We're going to listen carefully and respond decisively.

In line with the above commitments, we want you to know that we're listening to your feedback and we've set aside some times and resources for you interact with the leadership of both companies:

- We're holding a joint town hall virtual meeting on [Thursday, September 12th](#) at 1pm eastern time featuring open discussions with ConnectWise CEO Jason Magee, and both of us.
- We've created a detailed FAQ with more information – it will be updated in real time based on your feedback and work that the two companies will do together.
- If you have any additional questions or feedback, please join our virtual town hall, reach out to your Partner Success Manager (PSM), or join a discussion online with us.

Together ConnectWise and Axcient will accelerate our mission of keeping businesses running and helping MSPs both protect their clients and run more profitable businesses. Actions speak louder than words and we look forward to continuing to earn your partnership.

Sincerely,

Rod Mathews, CEO

Kevin Hoffman, Co-Founder and CTO

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