ClearPath MSP
ClearWatch

COMPARISON GUIDE

from ClearPath MSP

CLEARWATCH COMPARISON GUIDE · CONNECTWISE RMM

One console, not a bundle.

ConnectWise promises an RMM that investigates its own tickets, with fewer alerts and expert review. ClearWatch does each in one product, and signs every command.

PUBLISHED NOVEMBER 2026 LENGTH 8 PAGES COMPARES CLEARWATCH AND CONNECTWISE RMM

EXECUTIVE SUMMARY

The same promises, in one product

ConnectWise leads with its new agentic RMM, an alert library built by its NOC, patches reviewed by experts, and an end to swivel-chair management. Much of that depth comes from other products and services: ScreenConnect, Auvik-based network tiers and a paid NOC.

ClearWatch keeps those promises inside one product: playbooks that investigate before the page, a quiet baseline for every new client, patching that proves it worked, remote control with recording by client policy, and every command signed by a separate authority.

KEY TAKEAWAYS

- **Investigated before the page:** readable playbooks, with the cause and fix attached.
- **Fewer alerts, learned per client:** a 14-day baseline before anything pages.
- **One console:** remote control, recording and network depth, no add-ons.
- **Every command signed:** a separate authority signs it, and each machine checks.

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WHO THIS IS FOR

IT teams and MSPs running ConnectWise RMM today, or choosing between the two.

AT A GLANCE

CONNECTWISE'S CLAIMS
Answered
Agentic, fewer alerts, reviewed patches, one place.

EVERY COMMAND SIGNED
ClearWatch only
By a separate authority, checked on every machine.

REMOTE CONTROL, RECORDED
In the product
No ScreenConnect add-on to buy.

NETWORK DEPTH
Included
Bandwidth and config history, no advanced tier.

01 AGENTIC RMM

CONNECTWISE RMM SAYS

"Your RMM Now Investigates Its Own Tickets"

CONNECTWISE PRESS RELEASE, OCTOBER 29, 2026

ConnectWise's agent runs read-only diagnostics and proposes a fix from a vetted catalog, which a technician approves. Its figures come from early-access partners.

Investigated before anyone is paged, by playbooks you can read

ClearWatch investigates before the alert is sent, not after the ticket opens. A fixed diagnostic playbook, a script you can read, runs on the machine, and the alert arrives with the cause 1, the evidence 2 and the fix 3 attached. No model guesses on this path.

The fix is one press, audited before it runs and signed by the command authority, so the machine itself checks that a person allowed to make that change approved it.

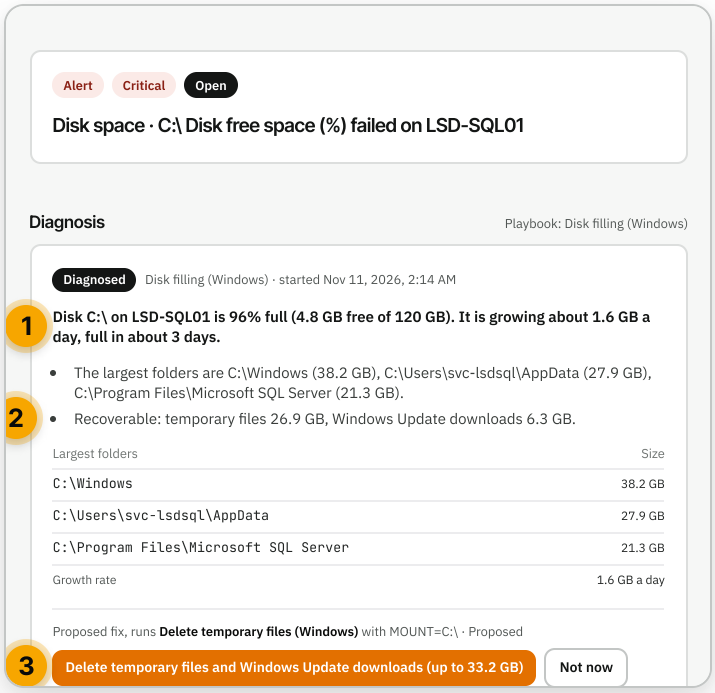


FIGURE 1 An issue on a demo SQL server as it arrives: the cause ClearWatch's playbook worked out, the evidence it read on the machine, and the fix it proposes, run only by a person's press.

From alert to fix

CAPABILITY	CLEARWATCH	CONNECTWISE RMM
Diagnosis before the page A playbook runs first; the alert carries cause, evidence and fix.	✓ **Cause and fix attached**	◑ Remediation steps
Self-healing A fix runs and rechecks while the alert is held.	✓ **Restart or script, then page**	◑ Fix runs, no hold
Knows when data stops Each check that stops, gaps or is misconfigured is flagged on its own.	✓ **Missing, gaps, misconfigured**	⊖ Not documented
AI assistants (MCP) Claude, ChatGPT and others, each as the person signed in.	✓ **Each person's own sign-in**	⊖ Community only
Inherited custom fields Values flow down to devices, lockable, with secrets from a vault.	✓ **Lockable, vault secrets**	◑ No inheritance

02 FEWER ALERTS

> CONNECTWISE RMM SAYS
>
> **“Fewer alerts, more room to scale”**
>
> CONNECTWISE.COM/PLATFORM/RMM, NOVEMBER 2026
>
> Up to 80% fewer alerts, from a library of over 1,000 monitors built by ConnectWise's NOC and correlation of related alerts. The same library applies to every client.

Fewer alerts, because it learned each client first

A library tuned for everyone is still a guess about each client. Every new ClearWatch client starts a 14-day baseline that learns what is normal for it (1), and only checks marked as floors page while it runs.

What the baseline found is grouped so you answer each group once (3), and Go live waits until every group is answered (2). After that, outages and heads-ups take separate routes, with an optional daily budget for pages.

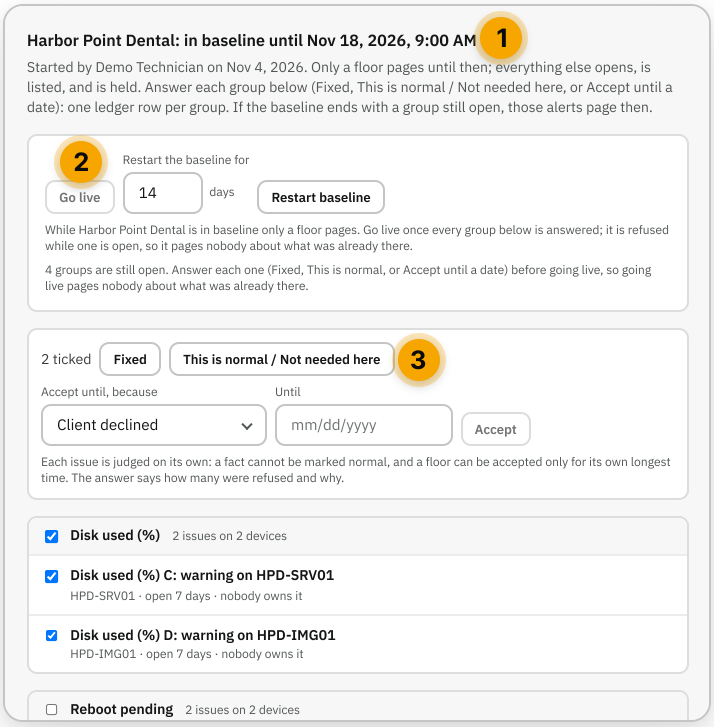


FIGURE 2 Alerts, Onboarding for a new client partway through its 14-day baseline, rebuilt with demo data.

Alerts worth reading

CAPABILITY	CLEARWATCH	CONNECTWISE RMM
Quiet onboarding baseline A new client learns what is normal before anyone is paged.	✓ **14-day learning period**	⊖ No learning period
Checks only where they apply Checks attach by detected platform, service and role. No filters.	✓ **By role, service, platform**	◑ Policies by group
Outage-first routing Outages and heads-ups route apart, with an optional daily budget.	✓ **Outage lanes, daily budget**	◑ Through PSA rules
End-user experience score How each machine feels to the person using it, as one score.	✓ **On by default** NEW	⊖ Not documented
Incident paging PagerDuty and SolarWinds IR, acknowledgments synced back.	✓ **PagerDuty, SolarWinds IR**	⊖ Not documented

03 PATCH REVIEW

> CONNECTWISE RMM SAYS
>
> **“Automate patch detection, deployment, and reporting with human review and control.”**
>
> CONNECTWISE.COM/PLATFORM/RMM, NOVEMBER 2026
>
> ConnectWise's NOC reviews Windows security updates every month before they are approved, a genuine strength. Its third-party catalog covers Windows apps.

Reviewed before. Proven after.

A review before an update ships is worth having. ClearWatch adds the proof after it: an update that needs a second pass gets one in the same window, up to five rounds 3 .

The Windows Update lockdown is read back from each machine rather than assumed 2 , and every restart a machine owes is recorded with the update that needs it and when it happened 1 .

Linux patching works too, across the Debian, Red Hat and SUSE families, under the same policies.

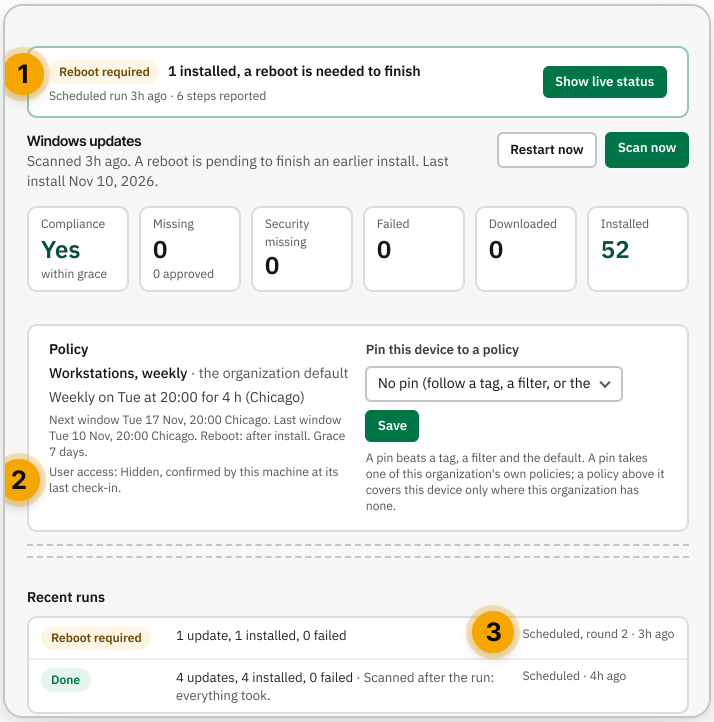


FIGURE 3 A workstation's Patches tab: the restart it still owes, the lockdown it reports back, and each install round. The update list is left out to fit.

Patching, side by side

CAPABILITY	CLEARWATCH	CONNECTWISE RMM
Windows and third-party apps Windows Update and third-party apps, patched by policy.	✓ **Windows Update plus winget**	✓ 7,000+ apps
Linux patching Approved Linux updates installed by policy, each result recorded.	✓ **Debian, Red Hat, SUSE**	⊖ Monitoring only
Several install rounds per window Updates that need a second pass get one in the same window.	✓ **Up to five passes**	⊖ Not documented
Update lockdown verified The Windows Update lockdown is read back from each machine.	✓ **Read back per machine**	⊖ Not documented
Owed-restart ledger Each restart owed, which update needs it, and when it happened.	✓ **Owed, why, and done**	◑ Policy options

04 ONE PLACE

CONNECTWISE RMM SAYS

> **“Stop swivel-chair management”**
>
> CONNECTWISE.COM/PLATFORM/RMM, NOVEMBER 2026
>
> Every package includes ScreenConnect Remote Access, a separate product with its own console. Recording and attended support are the Remote Support add-on.

One console, not a bundle of consoles

ClearWatch's remote control is part of the product itself, under the same sign-in, roles and audit log as everything else, and each client sets whether sessions are recorded 3 : on, off or enforced.

Terminal sessions are recorded as text 2 and searchable by what was typed and shown 1 , one-time support codes reach machines with no agent, and SSH to a switch opens from the browser. All of it is included.

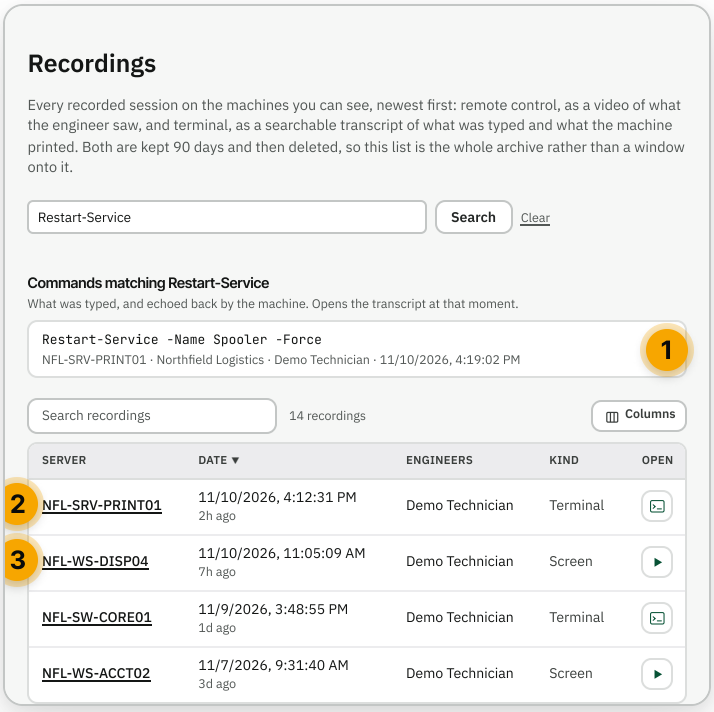


FIGURE 4 Admin, Recordings: screen sessions as video and terminal sessions as searchable transcripts, in one list, kept 90 days. A search for a command finds who ran it, where and when.

Remote access, side by side

CAPABILITY	CLEARWATCH	CONNECTWISE RMM
Remote control Full remote control in the RMM itself, no second product.	✓ **Included**	◑ Separate product, bundled
Recording by client policy Each client sets session recording on, off or enforced.	✓ **On, off or enforced**	⊕ Add-on, no client policy
Support without an agent A one-time code reaches a machine with no agent installed.	✓ **One-time code, Windows**	⊕ Remote Support add-on
Searchable terminal recordings Terminal sessions recorded and searchable by their text.	✓ **Full-text search**	⊖ Command log, no recording
Browser SSH to devices SSH or Telnet to a switch or firewall from the browser.	✓ **SSH and Telnet, no VPN**	⊖ No device terminal

05 NETWORK

See the connections, and the load on each one

In ConnectWise, bandwidth and config history are an advanced tier. In ClearWatch they are included.

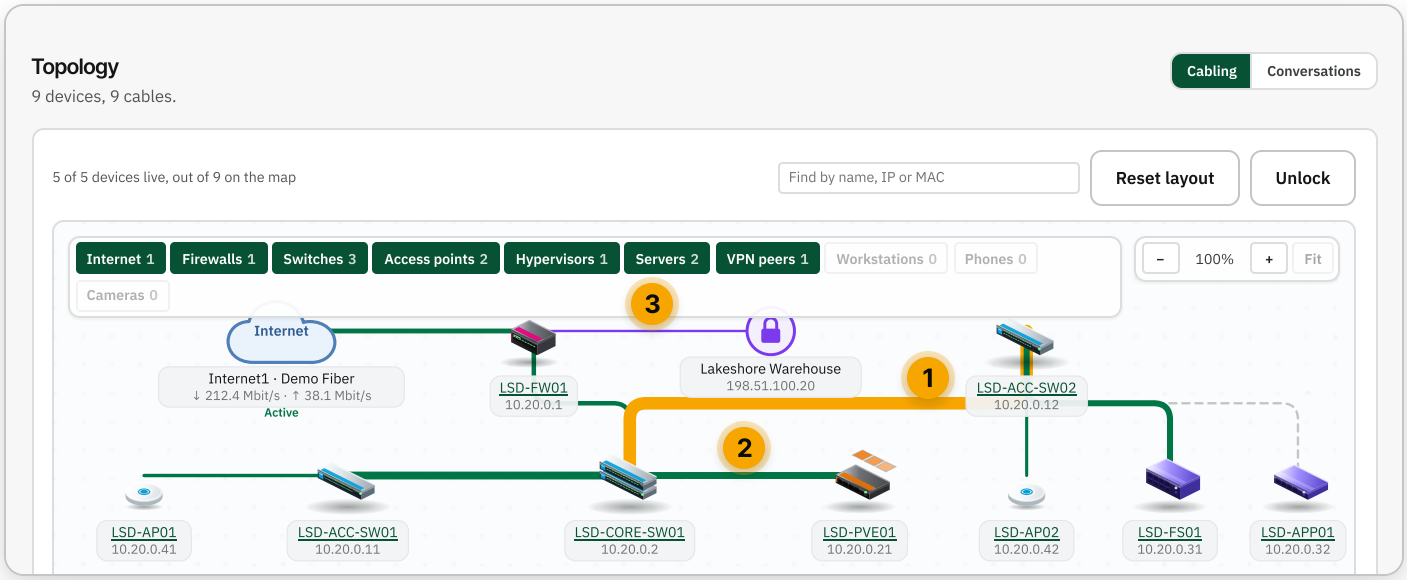


FIGURE 5 Topology, Cabling view: cables drawn from neighbor data, thicker the busier (1), an LACP link (2), a VPN tunnel (3).

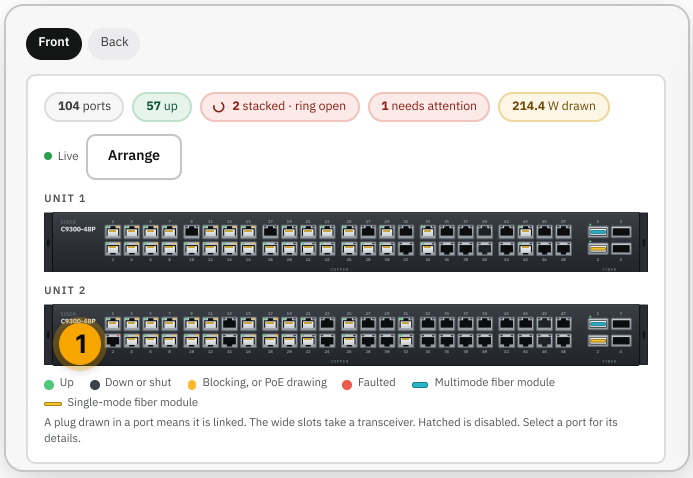


FIGURE 6 Ports, Front: link, PoE and modules per member.

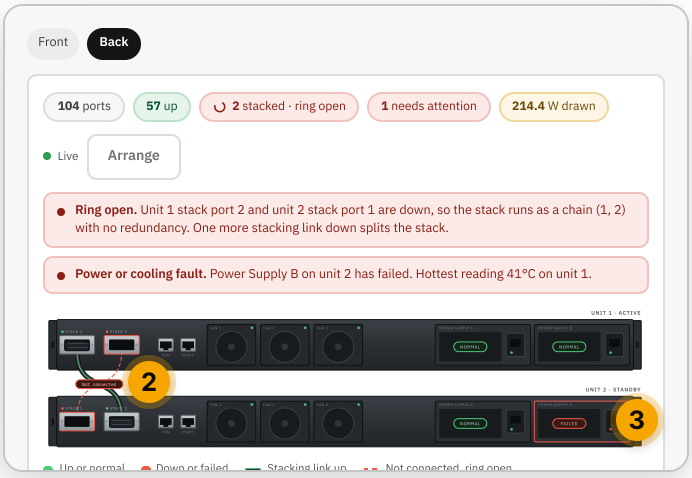


FIGURE 7 Ports, Back: stacking cables, power and fans.

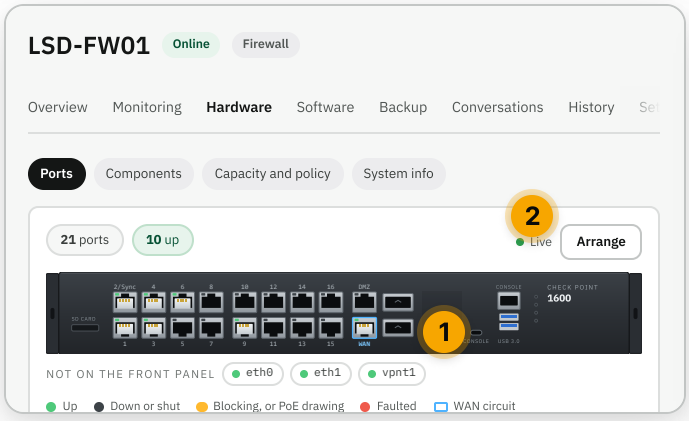


FIGURE 8 LSD-FW01, a Check Point 1600: each socket's link, on its own front.

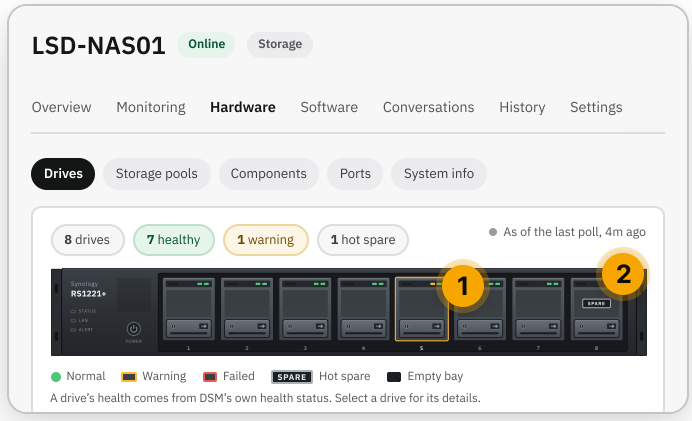


FIGURE 9 LSD-NAS01, a Synology RS1221+: each drive in its bay, one in Warning.

06 EVERY COMMAND SIGNED

A machine acts only on a signed command

An RMM can run anything on every machine it manages, which makes it the most valuable thing an attacker can reach. ClearWatch takes the power to command machines away from the console itself.

CLEARWATCH CONSOLE
A person asks
Run a script, open a session, install updates, uninstall an agent.

→

COMMAND AUTHORITY
Checked, then signed
A separate service checks that person's own approved permission, then signs with a key held in a hardware security module.

→

THE MACHINE
Verified, or refused
The agent checks the signature against keys built into it, and refuses anything unsigned.

WHAT IT COVERS

- **Everything that changes a machine:** scripts, remote control, the terminal, patch installs, uninstalls and protection settings.
- **A key that never leaves its hardware:** held in a hardware security module, apart from the console's servers.
- **Refused when unsigned:** new agents enforce from the first day.
- **Permissions checked twice:** a raise counts only once another administrator signs it off. Nobody raises themselves.
- **Automation under approved rules:** schedules, self-healing and patch windows run only within rules a person approved.
- **Sessions signed too:** each remote control window and terminal signs its own input.

What ConnectWise RMM documents

ConnectWise signs its own program files and requires MFA at sign-in. It publishes nothing that signs the commands, scripts or sessions it sends, or has an agent refuse unsigned work, and its new agentic AI asks a technician to approve each change it proposes. A signature checks the instruction itself, wherever it came from.

Every action accounted for

CAPABILITY	CLEARWATCH	CONNECTWISE RMM
Every command signed A separate authority signs each action; the agent refuses anything unsigned.	✓ **Separate authority, HSM key**	⊖ Not documented
Audited before it runs An action that cannot be logged first is refused.	✓ **Refused if not logged**	◑ Logged after
Installers verify the signer Every install script checks the agent's signature first.	✓ **Every install script**	⊖ Not documented
Agent tamper protection No uninstall without a code from the console, set per client.	✓ **Uninstall code, per client**	◑ Scope unverified
Client-controlled access A client can refuse or withdraw a provider's access.	✓ **Client can refuse**	⊖ Not documented

07 SIDE BY SIDE

ConnectWise RMM and ClearWatch: all 40 capabilities

✓ Included ◑ Partial ⊕ Add-on ⊖ Not offered or not documented

CAPABILITY	CW	CONNECTWISE
Quiet onboarding baseline	✓	⊖ No learning period
Diagnosis before the page	✓	◑ Remediation steps
Knows when data stops	✓	⊖ Not documented
Checks only where they apply	✓	◑ Policies by group
Outage-first routing	✓	◑ Through PSA rules
End-user experience score	✓	⊖ Not documented
Agentless with failover	✓	◑ No failover
Switch config history	✓	⊕ Auvik advanced tier
Browser SSH to devices	✓	⊖ No device terminal
Cabling topology map	✓	◑ Basic map, no bandwidth
Switch front and back views	✓	⊖ Not documented
Storage drive-bay view	✓	⊖ Not documented
Built-in IPAM	✓	⊖ Not documented
Controllers and cameras	✓	◑ Generic, no cameras
Windows and third-party apps	✓	✓ 7,000+ apps
Linux patching	✓	⊖ Monitoring only
Several install rounds per window	✓	⊖ Not documented
Owed-restart ledger	✓	◑ Policy options
Self-healing	✓	◑ Fix runs, no hold
Inherited custom fields	✓	◑ No inheritance

CAPABILITY	CW	CONNECTWISE
Every command signed	✓	⊖ Not documented
Audited before it runs	✓	◑ Logged after
Update lockdown verified	✓	⊖ Not documented
Installers verify the signer	✓	⊖ Not documented
Agent tamper protection	✓	◑ Scope unverified
Remote control	✓	◑ Separate product, bundled
Recording by client policy	✓	⊕ Add-on, no client policy
Support without an agent	✓	⊕ Remote Support add-on
Searchable terminal recordings	✓	⊖ Command log, no recording
Multi-vendor backup view	✓	✓ Five vendors, included
Backup status per device	✓	◑ Protected/unprotected view
SentinelOne	✓	◑ Deploy and status
Microsoft Intune	✓	◑ Sync and compliance
Password vault	✓	⊖ Not documented
Client-controlled access	✓	⊖ Not documented
AI assistants (MCP)	✓	⊖ Community only
API and webhooks	✓	◑ Webhooks unclear
Incident paging	✓	⊖ Not documented
Co-managed IT	✓	◑ Site Manager role
Help on every page	✓	◑ Separate site

How we compared. Each vendor's own public documentation, release notes, product and pricing pages, checked October and November 2026; quotes are from ConnectWise RMM's own pages as of November 2026. Included means it does what ClearWatch does, in the RMM itself, at no extra license; Partial covers part of it; Add-on needs a separately licensed product or tier; Not documented means we found no public documentation, not that the vendor cannot do it. Every cell is backed by a source, available on request. Screens are rebuilt from the ClearWatch console with demo data.

Running ConnectWise RMM today?

Start a free trial, or ask us to walk you through ClearWatch on your own devices.

clearwatch.com

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