



A practical guide to

*be* **NAV** *happy*

*What you can expect of life  
with Technology Management*

# Become NAV Happy

## Selection, Implementation & Go Live



### ■ Picking your team

We are focused on helping small and medium sized businesses grow, so we make it our primary goal to recognise the challenges your business faces.

With over 20 years' experience with Microsoft Dynamics, we've seen our fair share of differing organisations. And with most of our consultants having worked in industry before they joined us, understanding exactly what is required for your specific business processes is what we do best.

Our Managing Director is a Business Applications MVP (Most Valuable Professional). As a Microsoft-recognised product expert, it enables him to work even closer with the Business Applications teams and help influence the future of the product - based on the needs of our customers.



### ■ Practice makes perfect

Every Dynamics 365 Business Central implementation is assigned a project team. A team that can consist of a project sponsor, project manager, one or more consultants and a developer, depending on the scale and needs of the project, that really get to know and understand your business.

Experience has shown us that this increases innovation and productivity and means there is always someone on hand who understands your organisations' needs.



### ■ Delivering results

Delivering a successful Go Live means being on-site with you as you make the switch-over and complete your First Month End, VAT Return or any other key milestone for your organisation. Whether it's Dynamics expertise, infrastructure support or help with integration to other systems, our team are with you every step of the way.



# Be NAV Happy

## Ongoing Customer Service & Support



### ■ Meeting your Business Champion and Support Team

As part of the formal handover process from your implementation team, you'll be introduced to your customer service contact who acts as your business champion across our organisation and provides you with a single, familiar point of contact.

You'll also meet our customer help desk manager to understand how you best take advantage of our dedicated help desk support team - one of the biggest here in the UK. Available from 8am to 6pm as standard – by phone, email or online support portal.

Your business champion will work with you every step of the way to ensure we continue to support your business needs, understand your Microsoft Dynamics implementation and most importantly, recognise how you like to work.

### ■ Setting your goals and tactics

Beyond your initial implementation, every business needs a plan of attack – the business goals you want to achieve and KPI's you want to track.

Through the formal handover process we will work to document your longer term objectives and how Microsoft Dynamics can be used to achieve them. We'll also agree how often that needs to be reviewed – so it all stays on track.



# Be NAV Happy

## Ongoing Customer Service & Support



### ■ Tapping into multi-disciplinary expertise

We're armed to the teeth with multi-disciplinary experts. We take pride in understanding not just Dynamics 365 Business Central & Dynamics NAV in all their releases, but Dynamics 365 CRM, Office 365, Microsoft SQL, Power BI & Reporting, Mobile & Warehousing solutions as well as on-premise and cloud deployments.

15 years' experience of eCommerce, 12 years' experience of Dynamics CRM or 9 years' hosting/cloud experience to name a few, your dedicated customer services contact will pick the talent you need to create the perfect dream team for all your project requirements.



### ■ Training for enhanced performance

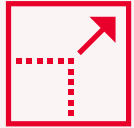
Come rain or shine, we provide both webinar and classroom training to help you get the most out of your Dynamics investment. With a dedicated trainer in our team that delivers courses, who has also created on-demand Dynamics training videos, our training offering enables your team to learn something new or refresh their skills at a time/location that suits them best.

We also want you to get the most out of Dynamics on an ongoing basis so free training credits for our scheduled Dynamics training courses (Dynamics Learning) are included every year with your annual support contract - allowing you to take advantage of our classroom training in the areas you choose. And for those times when you need a few extra training days, as our classroom training is pre-scheduled and priced per user, it means you can keep topping up your teams' knowledge cost-effectively and also get those Dynamics "newbies" up to speed in no time at all.



# Stay NAV Happy

## Upgrades & Apps



### ■ A focus on the bigger picture

Our directors are project architects. Few others in the industry are able to provide such extensive experience as we can with Dynamics. As your business changes and grows, strategic reviews with our directors help identify and map out how your Dynamics 365 Business Central / Dynamics NAV solution can best support you.

Investment in a Microsoft solution means access to one of the biggest R&D software budgets in the world with more functional and productive solutions being made available every year.

Our ongoing relationship with you means helping you to take advantage of these improvements - so we can help you develop and grow, without the growing pains!



### ■ Supplementing your performance

Sometimes, you need that little something extra to make things seamless.

Microsoft Dynamics solutions help organisations like yours manage their end-to-end business processes across finance, manufacturing, distribution, sales, marketing and customer service... but our Dynamics Apps add further functionality, or simplify existing tasks and processes, without the need for expensive ground-up development.

With our cost-effective Dynamics Apps such as Handheld for Warehousing, Document Delivery, Credit Management, Landed Costs, Shop Floor Data Capture, EDI, etc. – we will ensure you are always on the crest of the wave.

***Our Apps add further functionality to enhance your Microsoft Dynamics business solution, without the need for expensive ground-up development.***

# Stay NAV Happy

## Upgrades & Enhancements



### ■ Your ongoing well-being

As you grow with us, your sense of well-being will remain our focus. Your dedicated customer services contact will ensure we keep the lines of communication open at all times, even in the quiet moments.

Complimentary workshops to explore unfamiliar, potentially beneficial areas of Microsoft Dynamics, annual Customer Briefings and other communication updates ensure you are always up-to-date and benefiting from the latest best practice hints and tips.



# Be NAV Happy

Perks of life with us

1

## Annual support contract

We don't need to lock you into a long term contract like some partners  
- renew annually, if you want to

1

## Named customer service contact

A familiar point of contact

10

## Support hours a day

10 hours a day as standard from 8am to 6pm - Monday to Friday

FREE

## Monthly workshops

Explore new areas within Dynamics to help your business [tecman.co.uk/Events](https://tecman.co.uk/Events)

20+

## Clever Apps

Enhance Dynamics, without the need for expensive ground-up development  
[tecman.co.uk/DynamicsApps](https://tecman.co.uk/DynamicsApps)

1

## Annual customer briefing

Discover what's new with Dynamics and with us

FREE

## Minor developments

Pay nothing for minor changes/developments

FREE

## Scheduled training courses

Included with every support contract\*  
[tecman.co.uk/DynamicsLearning](https://tecman.co.uk/DynamicsLearning)

# Transform your business process and operations

We help Manufacturing and Distribution organisations enhance performance with Microsoft Dynamics 365 Business Central (formerly known as Dynamics NAV), Dynamics 365/CRM and Office 365. Having delivered over 6,000 successful projects, we've plenty of experience implementing business systems, Microsoft Dynamics solutions and the technical infrastructure to support them.

We are a Microsoft Gold Certified Partner and can deliver Microsoft Dynamics solutions on your own IT infrastructure, hosted in our UK data centre or in the Microsoft Cloud. Based in the Midlands and in the North East, we support clients across the UK and further afield.

Talk to us today for a jargon-free discussion on how we can help your business transform its processes and operations:

## Get in touch

### Wolverhampton

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Gold Enterprise Resource Planning  
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Gold ISV  
Silver Cloud Customer Relationship Management  
Silver Collaboration and Content  
Silver Cloud Platform  
Silver Data Analytics

Microsoft Dynamics

Office 365

Microsoft Azure

