Microsoft Dynamics 365 Business Central

Microsoft Dynamics 365 Business Central, the next generation of Dynamics ERP, offers a cloud-based, all-in-one business management solution with a modern user experience. It can help companies connect their financials, sales, service and operations to streamline business processes, improve customer interactions and make better decisions. Dynamics Business Central puts flexibility at the core of your business, enabling you to start quickly, grow at your own pace and adapt in real time.

Experienced and knowledgeable professionals

RSM’s highly trained professionals have worked in a variety of industries as accountants, controllers and operations managers, and in other critical business areas. Not only do we enjoy a thorough familiarity with industry best practices, but our diverse experience gives us the insights and perspectives needed to generate the kind of fresh, innovative ideas that can measurably affect your business.

Understanding your business

Our business enterprise technology consultants go far beyond implementing new software—we offer a broader business perspective to ensure your technology investment is wisely spent.

That is why RSM begins an engagement by asking in-depth questions and listening carefully in order to fully understand your business objectives, including:

- Connecting with prospects, customers and vendors
- Gaining better business insights

The RSM approach

It is important to follow a clearly established methodology when implementing any packaged software system. RSM’s experience allows the utilization of a preconfigured approach that emphasizes a strong upfront solution verification process. This is coupled with rapid prototyping and hands-on use of the software. The delivery of a successful implementation is dependent on strong consulting resources and full participation from client personnel as necessary.

Dynamics NAV assessment and optimization services

Microsoft Dynamics NAV is highly flexible and often heavily customized. For that reason, RSM recommends a high-level database assessment for clients currently using Dynamics NAV or other enterprise resource planning (ERP) software. We analyze the following areas of your Dynamics NAV environment:

- Overall general database health
- Development environment—Amount and quality of customizations
- General configurations
- Data consistency
- License and third-party installations

MICROSOFT DYNAMICS 365 BUSINESS CENTRAL AND DYNAMICS NAV SERVICES
We provide deliverable findings and recommendations to provide assistance in understanding areas where NA V may be more effective.

**Rapid Assessment**

Our Rapid Assessment service takes our database assessment a step further. It is designed as a quick-hit tool to provide:

- Actionable and sustainable quick-win opportunities
- Key process improvement recommendations based on industry best practices
- Longer-term planning advice for performance enhancements
- A road map for improvement including a recommendation for upgrade vs. reimplementation, including a review of customizations

**RSM hosting**

RSM also offers application hosting and management. We are a full-service SOC 2 Type II compliant hosting provider and Azure provider. Our ability to provide comprehensive solutions in a completely secure environment means we can offer all the services needed to fully support your IT requirements.

**ERP implementation and upgrade services**

We work with you to understand how your business currently performs, identify business process enhancements and determine how technology can be used to improve your operations.

RSM’s implementation services include:

- Business process review and system design
- Software installation and configuration
- Data conversion
- Integration configuration and testing
- System training and go–live support
- Customization and optimization
- Upgrade services
- Report writing and analytics
- Post–implementation review

**Business intelligence and reporting**

Microsoft Dynamics 365 Business Central comes fully equipped with a number of out–of–the–box reporting options to provide meaningful insight across your organization. RSM offers guidance around all reporting options including:

- Analysis reports and account schedules
- Jet Basics/Jet Reports/Jet Analytics
- Microsoft Power BI

**Training**

RSM offers customized training. We will work with you to determine the appropriate training plan. Our goal is to educate your staff to be independently capable of operating the system on a daily basis. Training for staff in remote locations can be accommodated by on–site training, training in an RSM training facility or via an internet connection (web meeting) for simple training needs.

**Support**

Our clients have direct access to our dedicated resource center: our help desk. Our help desk is available all day, every day, and is staffed by experienced, qualified professionals who can answer operational and general how–to questions, provide troubleshooting assistance, and offer critical, timely help.

**Industry specific knowledge and focus**

RSM consultants have high–level technology experience across a number of industries. This means that we spend less time getting to know your industry and more time helping you find cost–effective ways to address your business technology needs. Some industry specialties include:

- Food and beverage
- Consumer products
- Discrete/light process manufacturing
- Wholesale distribution

**Recognition from Microsoft**

RSM has been a Microsoft Partner since 1984. As a multicompetency Gold Partner, RSM has demonstrated the highest level of competence and experience with Microsoft technologies. In recognition of these efforts, Microsoft has honored RSM with several awards including:

- US Outstanding Partner
- Dynamics Excellence Award
- Microsoft Dynamics Inner Circle
- President’s Club
- Direct CSP Partner

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