



Microsoft Dynamics Partner Solution Case Study



RoleTailored Experience Helps IT Consultancy Work Smarter, Provide Better Solutions

Overview

Country or Region: Denmark
Industry: Professional services—IT consulting

Partner Profile

Microsoft® Gold Certified Partner NaviCom A/S provides consulting and implementation support for Microsoft Dynamics® NAV and a range of add-ons that serve industry-specific needs.

Business Situation

NaviCom wanted to upgrade to Microsoft Dynamics NAV 2009 to improve operations and gain firsthand insight into the newest version of the solution that it provides to customers across Europe.

Solution

NaviCom teamed with TopSolutions and engaged in the Microsoft Technology Adoption Program to gain prerelease access to the solution and ensure project success.

Benefits

- Get a head start on the future
- Work more effectively with an interface tailored to your role
- Drive more value from ERP

“With Microsoft Dynamics NAV 2009, we can work smarter and focus on the tasks that need attention.”

Henrik Hofmann Boyhus, Business Development Manager, NaviCom

Microsoft® Gold Certified Partner NaviCom A/S provides consultancy and implementation expertise for Microsoft Dynamics® NAV. The company prides itself in using the solution internally to drive productivity and gain the firsthand experience it needs to lead successful customer engagements. When Microsoft announced plans to release Microsoft Dynamics NAV 2009, NaviCom teamed with TopSolutions for consulting, deployment support, and prerelease access to Microsoft Dynamics NAV 2009 through TopSolutions’s enrollment in the Microsoft Technology Adoption Program. Now, NaviCom takes advantage of the new Microsoft Dynamics RoleTailored interface, helping staff members focus on high-priority tasks that are linked to their position in the company. NaviCom expects a full return on investment in one year and looks forward to using the solution in future customer engagements.



“The Microsoft Dynamics NAV 2009 TAP helped us keep the project on schedule because we didn’t have to wait to resolve issues.”

Tina Thomsen, CEO, TopSolutions

Business Needs

Microsoft® Gold Certified Partner NaviCom A/S specializes in IT consulting, the implementation of Microsoft Dynamics® NAV, and the deployment of the Project Management add-on from Microsoft Gold Certified Partner TopSolutions. NaviCom has 25 employees and serves customers across Denmark.

NaviCom has traditionally been an early adopter of the latest version of Microsoft Dynamics NAV to drive its own operational efficiencies and improve the service it can offer to customers. Because the company stays up-to-date with the latest version of Microsoft Dynamics NAV internally, its consultants approach every client engagement with full understanding of the capabilities of the software and firsthand insight into how people use—and may improve the use of—the solution everyday. When Microsoft first announced its plans to release Microsoft Dynamics NAV 2009, NaviCom understood that the Microsoft Dynamics RoleTailored interface and updated three-tiered architecture with prebuilt Web services would bring advantages to the company and its customers.

Henrik Hofmann Boyhus, Business Development Manager for NaviCom, was particularly impressed by the RoleTailored interface. “The RoleTailored interface is the linkage between your role and the necessary processes within your organization,” explains Boyhus. “This will help a lot of our customers go beyond traditional ERP, because more people will use a RoleTailored interface, and they can use it for managing processes.”

Solution

Adopting Microsoft Dynamics NAV 2009 as both an internal system and a client offering was the natural next step for NaviCom. Says Boyhus, “NaviCom operates in some highly competitive markets, so being among the first

to offer Microsoft Dynamics NAV 2009 is a critical advantage.” To ensure that it would be among the first to offer and support the new version, NaviCom teamed with TopSolutions for consulting, deployment support, and prerelease access to the solution through TopSolutions’s enrollment in the Microsoft Technology Adoption Program (TAP) for Microsoft Dynamics NAV 2009. At the same time, TopSolutions used the engagement with NaviCom as an opportunity to ready its Project Management add-on for Microsoft Dynamics NAV 2009, which NaviCom and TopSolutions’s other partners resell worldwide.

Engaging in the TAP Program

Through the TAP, NaviCom worked closely with a technical account manager (TAM) from Microsoft to gain insight into Microsoft Dynamics NAV 2009 and ensure a smooth upgrade process. When NaviCom and TopSolutions encountered issues during the upgrade or had suggestions for areas of improvement in the solution, the companies reached out directly to the Microsoft product development teams.

Says Tina Thomsen, CEO of TopSolutions, “The Microsoft Dynamics NAV 2009 TAP helped us keep the project on schedule because we didn’t have to wait to resolve issues. Errors we observed one day were corrected the next, and we could talk to developers from Microsoft about what would be the best solution for a certain function.”

Taking Advantage of Role Centers

With Microsoft Dynamics NAV 2009, NaviCom employees each work in a client interface that includes tasks, reports, and other functionality specific to their role. NaviCom managers can set priorities for content to ensure that people work on high-priority projects and have the information they need to be productive. The company currently uses five distinct Role Centers, ranging from

“For our customers who will use the solution, Microsoft Dynamics NAV 2009 will help us concentrate more on building solutions focused on business processes and adding value to the customer, rather than focusing on the operations of the ERP system itself.”

Henrik Hofmann Boyhus, Business Development Manager, NaviCom

development to top management. One Role Center, designed specifically for project managers, provides insight into project portfolios, identifies issues on projects, and provides functionality for rescheduling projects—all from one screen.

Extending Functionality with Integrated Project Management

With the Project Management add-on from TopSolutions, NaviCom can assign project tasks to employees across roles, assign budgets to tasks, handle time registry, perform expense reporting, and perform work in progress. By taking advantage of Role Centers in Microsoft Dynamics NAV 2009, the Project Management solution ensures that people get the information they need.

Benefits

Following its own early success with Microsoft Dynamics NAV 2009, NaviCom is now poised to offer its customers new, more powerful solutions. “Using Microsoft Dynamics NAV 2009, we will improve the quality of how we work, ensure better support for internal processes, and make sure that salespeople,

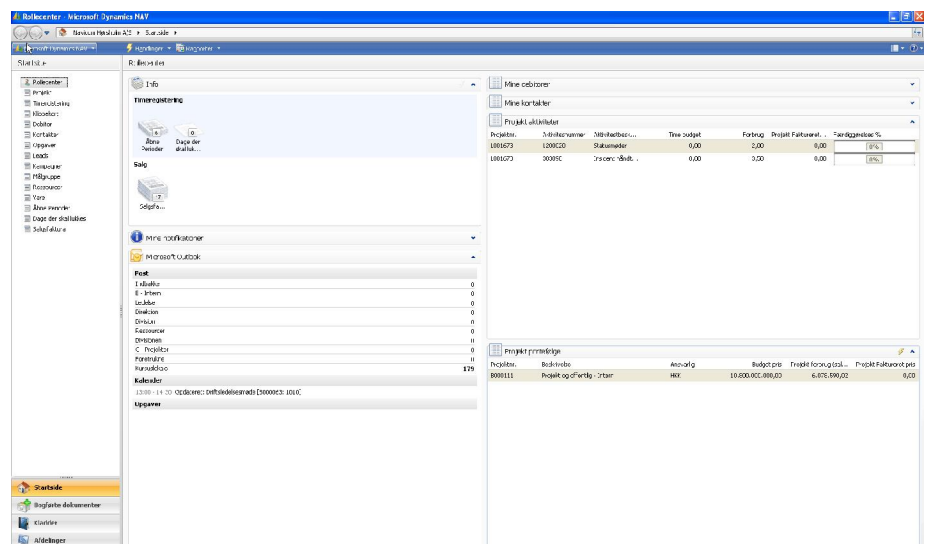
project managers, and managers focus on those customers and projects that need attention,” says Boyhus. “For our customers who will use the solution, Microsoft Dynamics NAV 2009 will help us concentrate more on building solutions focused on business processes and adding value to the customer, rather than focusing on the operations of the ERP system itself.”

Get a Head Start on the Future

Through the TAP, NaviCom was able to take advantage of a deep level of personalized support direct from Microsoft, giving the company the confidence, experience, and insight it needs to offer Microsoft Dynamics NAV 2009 to its clients. In addition, the company’s interaction with the development teams at Microsoft let NaviCom provide input into the final features and capabilities of the software.

“Microsoft gave our company a lot of attention and provided us with new builds during our upgrade to solve critical issues,” says Boyhus. “Microsoft also listened closely to us. For instance, we discussed certain

Role Centers in Microsoft Dynamics NAV 2009 provide people with any easy way to access all tasks and information related to their role.



functionalities that we needed to make the add-ons we offer better, and now those functionalities are available in Microsoft Dynamics NAV 2009. Having the opportunity to provide this feedback was priceless.”

Work More Effectively with an Interface Tailored to Your Role

By taking advantage of Role Centers in Microsoft Dynamics NAV 2009, NaviCom employees can work on high-priority projects and tasks without needing to sort through their information first. Now, information is easier to find and more relevant to employees across roles.

“With Microsoft Dynamics NAV 2009, we can work smarter and focus on the tasks that need attention,” says Boyhus. “People used to develop reports to reveal what they needed to work on, now it’s readily available to them. From the time that we’re now saving, we expect payback within a year.”

Drive More Value from ERP

With the three-tiered architecture and Web services in Microsoft Dynamics NAV 2009, NaviCom expects future integration work and customizations at its own office and those of its customers to be considerably easier. Because many of the company’s customers access ERP data through the Web, Web services will enable the client applications to be developed more quickly, as the business logic will all be contained within Microsoft Dynamics NAV 2009. Explains Boyhus, “Web services will help us create more effective ways for customers to access their data, improving scalability and helping us attract new and different types of customers. This will also make future upgrades easier for everyone because Web services will make many integrations independent of patches.”

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:

www.microsoft.com

For more information about NaviCom products and services, call 45 4516 0600 or visit the Web site at:

www.navicom.dk

For more information about TopSolutions products and services, call 45 7027 1720 or visit the Web site at:

www.topsolutions.dk

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to:

www.microsoft.com/dynamics

Software and Services

- Microsoft Dynamics
 - Microsoft Dynamics NAV 2009

Partners

- TopSolutions