

EFFECTIVE TECHNOLOGY  
SOLUTIONS START WITH A  
SOLID UNDERSTANDING OF  
YOUR BUSINESS.



## MICROSOFT DYNAMICS® CONSULTING AND IMPLEMENTATION



## Microsoft Dynamics services provided by RSM

Anticipating and planning for technology investments can be a daunting challenge for companies and their leaders. Overcoming these challenges requires first gaining a thorough understanding of your company's aspirations and the strategies for fulfilling them, including the ways your people, processes and technology intersect.

That's why RSM begins an engagement by asking penetrating questions and listening carefully to fully understand your business objectives, whether they be:

- Connecting with prospects, customers and vendors
- Gaining better business insights
- Improving productivity
- Controlling organizational growth
- Managing financial accountability and compliance
- Reducing IT costs
- Responding to changing business conditions

We then assemble a seamlessly integrated team of industry and technical specialists who work collaboratively to develop and implement the right solutions for your business.

We have implemented more than 2,000 Microsoft-based enterprise resource planning (ERP) and customer relationship management (CRM) systems, and are consistently ranked among the nation's top partner implementers. Our full-service, national capabilities are matched by our commitment to personal, attentive client service.

## Experienced and knowledgeable professionals

Our highly trained professionals have worked in a variety of industries as accountants, controllers, operations managers and other critical business functions.

Not only do we enjoy intimate 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 impact your business. Regardless of your organization's size, scope or complexity, our focus is on helping you gain maximum value from your technology investment.

## Technology solutions for growing companies

RSM offers a full range of accounting, human resources, ERP and CRM solutions, including an array of Microsoft business management products:

- Microsoft Dynamics® 365
- Microsoft Dynamics® Business central
- Microsoft Dynamics® GP
- Microsoft Dynamics® NAV
- Microsoft Dynamics® SL

Our technology consulting services include:

- Design, implementation and support
- Optimization
- Upgrades
- Customization
- Integration

Our industry specializations include:

- Governmental entities
- Health care organizations
- Nonprofit organizations
- Manufacturing and wholesale distribution
- Professional services
- Financial institutions
- Government contracting
- Retail
- Food and beverage
- Life sciences

# TECHNOLOGY DECISIONS CAN BE COMPLEX AND COSTLY. LEVERAGING THE RIGHT TECHNOLOGY PLATFORM TO SUPPORT YOUR GROWING BUSINESS REQUIRES SPECIALIZED KNOWLEDGE, ON-POINT EXPERIENCE AND THE DEPTH OF RESOURCES TO RESPOND QUICKLY.

## On-the-ground support resources

We work closely with clients to improve their businesses, utilizing tools to increase productivity and provide accurate and timely information.

RSM resource support center. Our clients have direct access to our dedicated resource center, which is staffed by experienced, qualified professionals who can answer operational and general how-to questions, provide troubleshooting assistance and offer mission-critical help.

Dedicated customer account manager. Each of our account managers have more than 10 years experience implementing and supporting accounting and business management solutions.

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

Quarterly user groups. In addition to participating in the annual Microsoft Dynamics® user conference each spring, we host Microsoft Dynamics® user groups several times per year throughout the U.S. These sessions regularly attract hundreds of clients from our community of Microsoft Dynamics® 365, Microsoft Dynamics® GP, Microsoft Dynamics® SL, and Microsoft Dynamics® NAV users.

## Extend your Microsoft Dynamics® system

We live in a world in which it is essential to do more with less. Yet there is still a difference between working *efficiently* and working *effectively*. RSM can help your organization improve its efficiency and its effectiveness by extending the functionality of your existing Microsoft Dynamics® system using some of Microsoft's latest technologies, including Microsoft SharePoint®, PowerApps, Microsoft SQL Server Reporting Services, Microsoft SQL Integration Services, Microsoft BizTalk® and other products in the Microsoft technology stack.

Software customization and integration is a specialized service that extends the data and process-flow interactions between multiple systems in an enterprise. By increasing system adoption and improving process efficiencies, it can have a positive effect on both the user experience and the system ROI. By enabling automatic data import and export to the relevant systems, it can reduce data duplication and process redundancies that can occur in the overall solution.

## Recognition we've received from Microsoft

- Gold Certified Partner of Microsoft Dynamics® Business Solutions. As a Gold Certified Partner, RSM has demonstrated the highest level of competence and expertise with Microsoft technologies, while maintaining a close working relationship with Microsoft.
- Inner Circle. RSM has been recognized as one of the top one percent of Microsoft Dynamics Partners in the U.S.
- President's Club. RSM was awarded this for our exceptional sales record and business success.

**+1 800 274 3978**  
**[www.rsmus.com](http://www.rsmus.com)**

This document contains general information, may be based on authorities that are subject to change, and is not a substitute for professional advice or services. This document does not constitute audit, tax, consulting, business, financial, investment, legal or other professional advice, and you should consult a qualified professional advisor before taking any action based on the information herein. RSM US LLP, its affiliates and related entities are not responsible for any loss resulting from or relating to reliance on this document by any person. Internal Revenue Service rules require us to inform you that this communication may be deemed a solicitation to provide tax services. This communication is being sent to individuals who have subscribed to receive it or who we believe would have an interest in the topics discussed.

RSM US LLP is a limited liability partnership and the U.S. member firm of RSM International, a global network of independent audit, tax and consulting firms. The member firms of RSM International collaborate to provide services to global clients, but are separate and distinct legal entities that cannot obligate each other. Each member firm is responsible only for its own acts and omissions, and not those of any other party. Visit [rsmus.com/aboutus](http://rsmus.com/aboutus) for more information regarding RSM US LLP and RSM International.

RSM® and the RSM logo are registered trademarks of RSM International Association. *The power of being understood®* is a registered trademark of RSM US LLP.

