

Dynamics 365, AX, CRM, Business Intelligence (BI) Partner and Consultants

Arbela Technologies is a consulting services firm with offices in North America and Europe that provides innovative and integrated financial, supply chain, manufacturing, customer relationship management, business intelligence, and security solutions.

For more than 20 years, we have served the manufacturing, distribution, aerospace, building materials, life sciences, high tech, food, and retail industries. Arbela has a 98% client satisfaction rate.

Leading organizations around the world rely on Arbela to provide reliable, expert services around Dynamics 365, AX, and CRM, and Business Intelligence implementations. We pride ourselves on our proven methodology and customer-centric focus throughout the entire process.

Global Implementation Services

Whether your initiative is a complete business system replacement, or you are adding a single functional capability to your Dynamics 365 production systems, our expertise and proven methodology will enable you to achieve faster and better results in both the short and long term. The Arbela Agile Methodology (AAM) is based on agile principles and focused on predictable execution and client education. Our guidelines revolve around minimizing customization and educating your super users in IT and each functional area of the system.

- ▲ Adaptation of a proper methodology and timeline that meet your business needs
- ▲ Best practice procedures and efficient technology to optimize your project implementation
- ▲ A professionally configured and fine-tuned solution by people who know Dynamics 365, AX, CRM, and BI technology the best
- ▲ A single partner accountable for all aspects of your technology, implementation, and support
- ▲ Higher adoption through an education program tailored to your organization's needs

Global Support Services

A successful deployment requires a seamless transition to post go-live activities and support. Our Support Services include issue resolution, system maintenance, gap analysis and development of customized enhancements, upgrades and escalation procedures, as well as post-resolution follow-up to ensure that our proposed solution meet your expectations. Support is provided around the world, around the clock by local staff members and can be tailored to each client's specific requirements. Standard support hours are M-F, 7:00 am to 6:00 pm in the client's local time zone. Extended hours and 24/7 support packages are also available.

Deliver service and structure to support the production and enhancement environments with the appropriate people, tools, and procedures

Fully managed services, as well as strategic consulting offerings

Provide support for day to day business applications and requirements

Establish and maintain end user system knowledge through ongoing training and help desk support

Periodic assessment of business needs against new available capabilities

Upgrade Services

To take full advantage of the latest innovations of Dynamics products, regular upgrades are recommended. We provide upgrade assessments and services for up to 3 previous versions. Key reviews performed prior to ERP upgrades include:

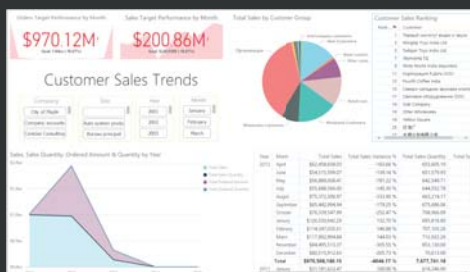
- ▲ Assessment of latest version and ROI of new version
- ▲ Business process/functional review
- ▲ Technical, customization, and architectural review
- ▲ Minimization of customizations through business process-engineering

Rescue Project Assessment & Services

Arbela often succeeds where others have failed. We have rescued many complex, multi-national projects, including re-establishing budget, meeting business objectives, knowledge transfer, and end-user system ownership. We provide a full project assessment before any engagement takes place including identification of key risk factors associated with people, processes, and technology. We are then able to craft a business release plan that is able to achieve results rapidly ensuring value from your investment.

Business Intelligence/Analytics Assessment

To maximize the value of your business intelligence system and help your organization become more agile and data-driven, Arbela offers services that take your current system to the next level. From generating reports and charts that depict business performance to implementing a truly transformative solution that uses powerful advanced analytics to predict behaviors and outcomes and prescribe actions, Arbela can help make your business intelligence system a strategic weapon that significantly impacts your bottom line.



"Working with Arbela Technologies through their educational, collaborative, and flexible approach has enabled Copper State Bolt & Nut Co. to maximize our use of Microsoft Dynamics AX across our organization. With one source of truth we support sales, CRM, order management, inventory management, purchasing, production, and financial management in AX."

Brian Cates,
CFO at Copper State Bolt & Nut Co.



Security Assessment

Creating and maintaining Dynamics 365 or AX security, preparing for audits, and achieving compliance can be daunting and highly complex. Our team of security experts and CPAs understand the challenges and intricacies of the Dynamics 365 security model.

Arbela also has the only natively built security management and reporting solution for Dynamics AX - Audit and Security Manager (ASM). ASM reduces security creation, audit preparation and management time by more than 80%. ASM also includes more than 140 Segregation of Duty (SOD) rules to give you a jump start in meeting your compliance requirements.

Training

Arbela's trainers have more than 20+ years' of experience with Dynamics 365, AX, and CRM solutions. We offer on-premise, web-based, video, and documentation-based training options in multiple languages. Our training approach is comprised of hands-on exercises tailored to your business processes.



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