

# The Four Parts of a Software Solution



**Software**



**Services**



**Support**



**Relationships**

# Software

Software is the tool being deployed to accomplish a given purpose. It can be a financial package, HR, payroll, ERP, CRM, CPQ, CAD, etc..

Many companies that pursue an ERP system spend much of their time evaluating the software product capabilities – and some spend thousands of dollars and months going through extensive and exhaustive functional requirements and demo iterations.

After 30 years in the ERP business, working for several major players, and competing with a whole gamut of software vendors – my feeling is the top 10 will all have the functional capability to meet well over 80% of your needs. They have spent millions in R&D to get there.

INFOTECH is a VAR (Value-Added Reseller) of Microsoft Dynamics 365 Business Central ERP, the Microsoft Power Platform, and associated and supporting applications. We believe it is the best for small-to-midsize businesses, with the breadth and depth needed, and plenty of 3<sup>rd</sup> party apps and low/no-code development to fill any gaps.



**Software**

# Services

Services is where the rubber meets the road. If software is the tool, the services partner is the craftsman. Anyone can swing a hammer, but a craftsman can build a beautiful table with it.

Services typically include implementation, education & training, any enhancement or customization, integrations, data management, business intelligence (reports, analytics, dashboards) and workflows and other automation.

Services are where projects succeed or fail. You can have the best software product and a failed implementation, or you can have a mediocre software product and have a glowing success. The services partner makes the difference.

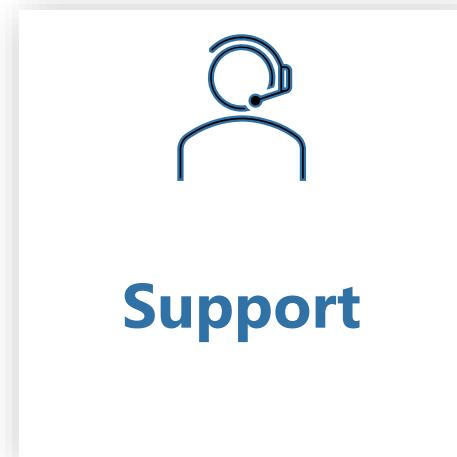
My opinion – companies should spend more time understanding the capabilities of the services partner than they do evaluating the software product. More money is usually spent on services than software – so due diligence on services should reflect that.



**Services**

# Support

So, you bought the software, and have it implemented. Congratulations! Now what? You will now live with that investment for 5, 10, 15, maybe even 20 years! Support is now your best friend, or worst nightmare!



There are really two types of support: Software support, and implementation support. The software support comes from the software vendor – and is focused on bugs and fixes, and how the product is designed and coded to function. But they don't know how it was deployed. The implementation support comes from the services partner – they know how it was deployed in your business.

Having a long-term partner (partner for life) is key to consistent support over the duration of your deployment. It is also important to have a partner that is accessible, with direct contact information to the key people supporting you. Partners come and go quickly, so pick one that has been around a while!

# Relationships

Software, services, support, and now the most important of all: relationships!

A long-term investment in technology will provide the best ROI with a mutually beneficial relationship with a services partner.

Business relationships, like personal relationships, require frequent, quality communication, and good cultural alignment. An implementation should never be considered complete after go-live. There should be ongoing dialogue with executive business reviews (quarterly or semi-annually) to collaborate and plan to optimize and exploit the full capabilities of the software deployed. The more capabilities utilized, the higher the long-term ROI and benefit.

An excellent services partner will have customers that have been clients for many years, 5-10-15, even 20 years or more! The longer, the stronger the partner.



**Relationships**

# Infotech At-a-Glance

- Founded in 1993, Microsoft Business Partner since 2001
- HQ in Onalaska, Wisconsin
- Focused on NAVISION and Microsoft D365 Business Central ERP, CPQ
- Total Solution Provider: Software, Services, Support, Relationship
- Serving Manufacturing, Distribution, Job Shops and more
- Proven Implementation Methodology 3-Phase Approach
  1. Kickoff, Planning & Design
  2. Configuration & Development
  3. Training, Deployment & Go-Live
- Innovative: Infotech Specialties that Expand & Enhance Capabilities & Value

# Why Infotech? Almost 30 Years w/NAV & BC

- Experienced
  - Core team has 12-21 years at Infotech, working with NAV & BC and related apps
- Knowledgeable
  - Over 150 projects: implementations, upgrades and conversions
- Responsive
  - Direct access: No 1-800 lines or support tickets needed to get response
- Resourceful
  - Problem Solvers: BC + Third Party Apps + Infotech Specialties/Innovation
- Committed to Your Success
  - Many clients have been with Infotech 10-15 years – “Partners for Life” is our goal

# Why Infotech? What do others say?

“We have been a **customer of Infotech since 2007**. They are **very knowledgeable & responsive** to our needs. Great company to work with!!”

“We have been very satisfied with Infotech’s expertise. What they deliver **goes well beyond following some implementation methodology**. The team at Infotech walked the talk and delivered. I would not hesitate to recommend them to anyone.”

“Infotech had many upgrade versions to go through to get us to the current version. It was a very **smooth transition**. Tammy was **always very responsive** and wonderful to work with. She **always had a suggestion or solution** for any report or process we were trying to figure out in the new version.”

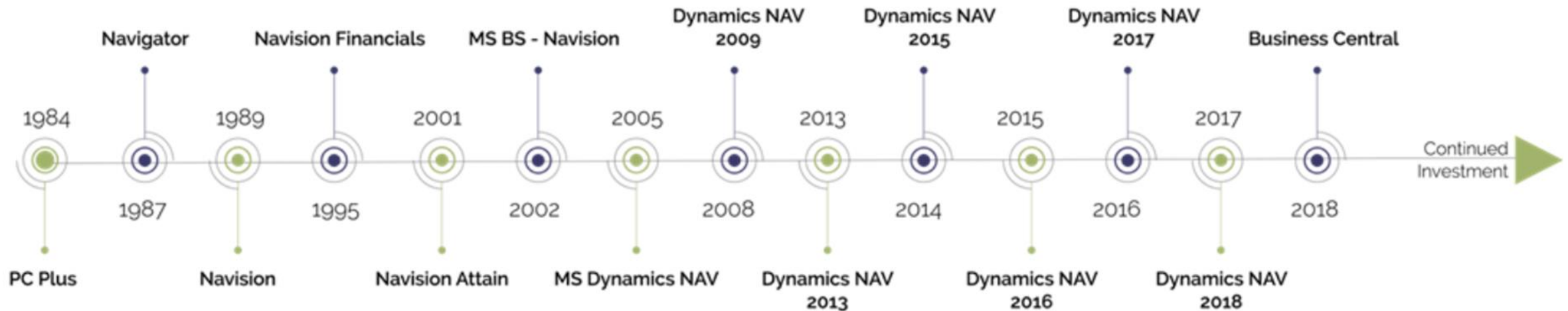
“Infotech **went above and beyond** in implementing our ERP software and in **creating an integration** to our existing purchasing and requisition system. **It works the way they said it would**”

“The people at Infotech are great to work with. We are a software company ourselves, so we appreciate **experts in their field** when we see them. They are also **extremely responsive** to our requests and questions”



# Why Microsoft Dynamics 365 Business Central?

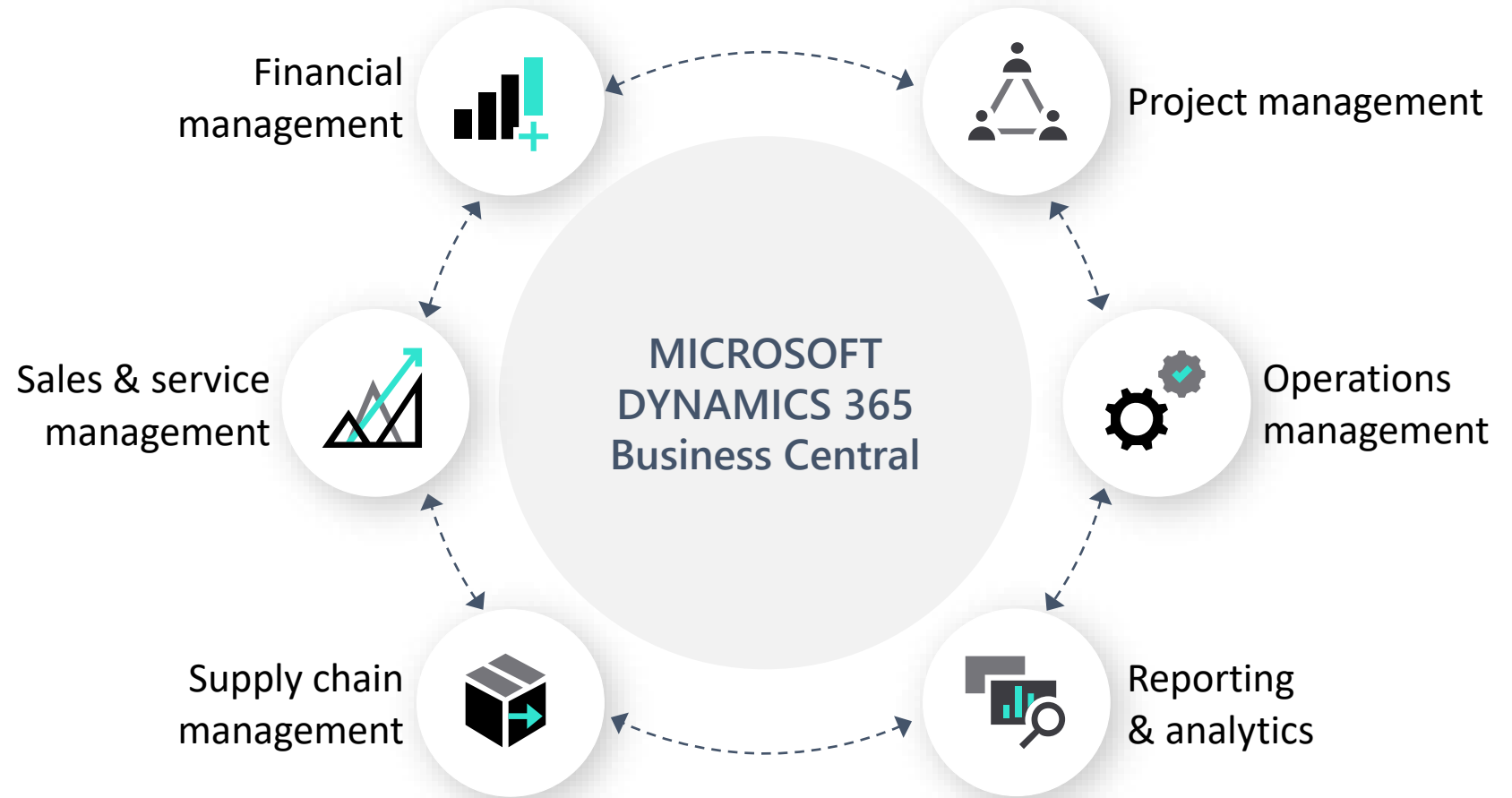
- One of the most widely used ERP solutions in the world
- Over 180,000 companies use Business Central worldwide
- Users now number in excess of 1.2 million
- Available for both on-premise and cloud deployment









# A single, comprehensive solution to meet the needs of growing businesses

Automatically pull systems and processes together to manage financials, sales, service, and operations

Connect with 3<sup>rd</sup> party applications like payroll, banking, CPQ, CRM, or industry-specific systems



# D365 Business Central Core Capabilities

 Financial management	Account receivables/payables	Bank reconciliation	Fixed asset management	Month/year end closing
 Sales and service management	Quote generation	Contact management	Sales invoicing	Payment processing
 Project management	Capacity planning	Budgets and estimates	Job and process costing	Resource management
 Supply chain management	Inventory and purchasing control	Shipment and distribution	Returns and cancellations	Procurement and vendor management
 Operations management	Forecasting	Production planning	Manufacturing capacity	Warehouse management
 Reporting and analytics	Customer insights	Self-serve reports	Interactive dashboards	Built-in intelligence

# For more information...

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- Visit the Infotech website:

<https://www.infotech-inc.com/>

- DIY Research @ Microsoft Business Central website:

<https://docs.microsoft.com/en-us/dynamics365/business-central/>