

CONSULTING SERVICES

An Integrated Suite of Enterprise Consulting Services Programs.

The integrated suite of Flintfox consulting services is designed to help customers efficiently: analyse their entire value chain and current capabilities as well as develop, deploy, and manage technology and business relationship infrastructures.

Flintfox Consulting Group implements strategic solutions that create the most appropriate technical infrastructure to meet business objectives as well as help employees, business partners, and customers interact more efficiently.



IMPLEMENTATION SERVICES

End-to-end Implementation and Project Management Services for Flintfox and Dynamics® AX, NAV, and CRM solutions.

Flintfox provides implementation resources for Flintfox and Microsoft Dynamics® AX, NAV, and CRM solutions. We offer deep domain expertise in Trade and Revenue Management alongside Microsoft Dynamics® AX, NAV, and CRM knowledge through our extensive partner network.

Our consultants and partners are specifically tasked with providing our clients with best practice guidance and assistance to create a competitive advantage within their chosen market or industry.

We provide a wide range of Implementation Services including:

- Installation Support
- Technical Environment Assistance
- Microsoft Sure Step Methodology
- 90 Day Check-Up
- Training
- Maintenance
- Design/Solution Reviews

Flintfox provides customers with support for a successful implementation that allows them to get their new system up and running in a timely and cost effective manner.



DEVELOPMENT SERVICES

Custom Software Development Services for Flintfox and Dynamics® AX, NAV, and CRM solutions.

Flintfox Development Services range from simple development projects through to creating complex functional modules for customers.

Our team provides development services for Dynamics® AX, Dynamics® NAV, Microsoft CRM, and the Flintfox suite of Trade and Revenue Management solutions.

We provide development services to:

- Maintain Environment of Customisation
- Version Control of all Customisations
- Customisation Development Process
- Requirements Gathering and Analysis
- Quality Assurance and Release Management

Flintfox provides customers with the option for custom software development building on the Dynamics® AX, NAV, CRM, and Flintfox family of solutions. This allows our clients to deploy the software in a manner that best meets their business requirements.



MANAGED SERVICES

Ongoing Managed Support for Flintfox and Dynamics® AX, NAV, and CRM solutions.

Flintfox provides optional, client-specific tiered Managed Support Plans as part of our Managed Services Program.

Flintfox Managed Support Plans are not intended to cover the engagement of professional services for implementation, development, or performance engineering tasks. The Flintfox Managed Support Plans are designed to provide our clients with support that is specific to their implementation needs and typically begins 90 days post project go-live.

With annual break-fix incidents, self-help resources, and a wealth of e-learning to ensure your team can learn at their own pace and address routine technical issues as they arise, Managed Services alongside Microsoft Support Services provides a winning custom support combination.

- **Dedicated Customer Service Manager**
- **On-Call Support**
- **Priority Resource**
- **Troubleshooting**
- **Performance Engineering and System Optimisation**
- **Training**
- **SQL System Tuning**
- **Annual Health Checks**

If you'd like to discuss your Managed Services Support requirements, please contact us. We'd be happy to talk to you about how we can deliver the managed services to suit your unique project or environment and meet your managed support goals.



TECHNICAL SERVICES

Dedicated Technical Service Support for Flintfox and Dynamics® AX, NAV, and CRM solutions.

As the primary resource for all support, performance, and maintenance issues, Flintfox offers the services of a completely trained and certified staff of Technical Support professionals.

Our goal is to help you stay informed, work smarter, and stay focused on your business post implementation.

We provide technical services including:

- **Help Desk**
- **Online Portal**
- **Monthly Support Calls**
- **Microsoft Premier Support Program**
- **Annual System Health Checks**
- **Escrow Services**

Would you like an annual engagement with a technical services provider to ensure you are getting the best possible return on investment for your system?

If the answer to this question is yes, and you'd like to discuss your technical service and support requirements, please contact us.



BUSINESS SERVICES

Business Life Cycle Services for Flintfox, Dynamics® AX, NAV, CRM, and other enterprise solutions.

Flintfox provides assistance with the strategy and tactics to be adopted to address key business issues that affect your bottom line. We consider sales planning, trade promotion, and demand planning processes all to be interrelated revenue management elements. When these elements are combined together effectively, they lead to a common objective of increased profitability and enhanced customer relationships.

Flintfox consultants offer advanced configuration and functional expertise including strong analytical and problem solving skills demonstrable across many customers. This allows us to provide our customers with guidance and recommended best practices.

- **Project Management**
- **Initial Site Review**
- **Analysis**
- **Trade Promotion Management Maturity Guidance**
- **Business Process Analytics**
- **Interim Executive Support**

Leveraging the unique capabilities of the Flintfox suite of solutions, you'll be able to drive an increase in trade spend efficiency; enable proactive annual customer and sales planning processes; and integrate into your supply chain planning suite. Flintfox has the knowledge and experience to help you expedite the change management process across your enterprise.



PERFORMANCE SERVICES

Flintfox provides the skills, toolset, and experience to help optimise the performance of your Dynamics® AX, NAV, and CRM solutions

Flintfox has extensive experience providing system performance optimisation, support, and monitoring of SQL Server and Microsoft Dynamics® environments to a range of customers including some of the largest and most complex implementations of Dynamics® AX, NAV, and CRM.

We offer a deep knowledge of diagnostics, best practices, benchmarks, code optimisation, and database performance tuning techniques. A Flintfox System Performance Health Check is often where our engagement begins. This service can be used to identify performance and application risks, ensure compliance with industry best practices, as well as detect problems before they arise and adversely affect your business.

We provide a wide range of Performance Engineering Services including:

- **Our Expertise**
- **System Health Check**
- **System Monitoring and Servicing**
- **Load Testing and Benchmarking**
- **Pre Go-Live Load Testing**
- **Code Analysis and Optimisation**
- **Performance Diagnostics, Analysis & Tuning**

Flintfox provides the skills and toolset to help optimise the performance of Dynamics® AX, NAV, and CRM systems.

What are the key benefits to your organisation?

- **Successful Implementation** - Flintfox provides customers with a successful implementation that allows them to get their new system up and running in a timely and cost effective manner.
- **Proven Methodology** - Flintfox follows a proven implementation methodology using Microsoft Sure Step and Lifecycle Services to ensure clients receive the greatest possible benefit from the implementation while providing solid risk management.
- **Custom Development** - Flintfox provides customers with the option for custom software development building on the Dynamics® AX, NAV, CRM, and Flintfox family of solutions. This allows our customers to deploy the software in a manner that best meets their business requirements.
- **Customised Support Plans** - You may choose an Annual Support Engagement with the Flintfox team to ensure you are getting the best possible return on investment for your system.
- **Support** - Provided whenever and however you need it via multiple lines of communication to ensure your issues and questions are resolved effectively and in a timely fashion.
- **Flexible Executive Level Support** - For companies going through a transition, Flintfox provides experienced Financial and IT executive support and strategic guidance to assist customers as they move through a deliberate process of identifying and onboarding an in-house executive.
- **Performance Optimisation** - Flintfox provides the skills and toolset to help optimise the performance of Flintfox solutions as well as Dynamics® AX, NAV, and CRM systems.

If you'd like to review your service requirements, we'd be happy to help. Please contact us to discuss how we can deliver the service solutions to suit your unique project or enterprise environment and meet your long-term goals.

WORLD-CLASS INDUSTRY AND DYNAMICS® CONSULTING EXPERTISE FOR YOUR BUSINESS

To support our mission to become a global revenue management leader, we have evolved our business to deliver Dynamics services alongside our existing Flintfox solutions. In November 2015, Flintfox Consulting Group, a subsidiary of Flintfox International Limited, was created to focus on improving business performance by providing distinctive solutions and leading-edge services to enterprise businesses.

Flintfox Consulting Group provides an integrated suite of consulting services structured to help our clients efficiently: analyse their entire value chain and current capabilities; develop, deploy, and manage technology and business relationship infrastructures; and implement strategic solutions that create the most appropriate technical infrastructure to meet their business objectives as well as help employees, business partners, and customers interact more efficiently.



OUR CUSTOMERS

At Flintfox, we recognise the foundation of our success lies in our pursuit of exceptional customer satisfaction. If our customers are successful, we are successful. Flintfox Services programs reflect our dedication to helping our team build enduring, successful partnerships with our customers. These solid relationships are defined by mutual confidence and trust.



POWER OF INFORMATION

The continuing technology revolution is challenging companies to rethink the way they do business. At Flintfox, we want all of our customers to benefit not only from our knowledge, but also from the valuable experiences that may be gained from each other. We provide a learning environment that encourages customers to share ideas, problems, and more importantly, solutions with other professionals and companies.



CONTINUED SUCCESS

Our relationships with our customers do not end once they achieve success today. Our journey continues together to help ensure our customers' success into the future. Flintfox offers programs focused on taking our customers to the next level of performance and achievement as their businesses evolves.



For full details contact your local Flintfox Services Professional at:

 www.flintfox.com

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