



Crestwood Associates
www.crestwood.com



Product & Services Overview

Crestwood is pleased to offer our expert consulting services for your ERP and CRM needs. Our objective is to enable you to be self-sufficient in the operation of critical business applications.

OUR PRODUCTS & SERVICES INCLUDE:

DYNAMICS 365 BUSINESS CENTRAL

ACUMATICA

DYNAMICS GP

DYNAMICS SL

GREENTREE

CLOUD SERVICES

CRESTWOOD ADD-ONS

CUSTOM DEVELOPMENT

TECHNICAL SUPPORT

DISCOVER & ADVISE

We advise key stakeholders on which technology solutions will have the greatest impact on their business goals by reviewing their system and processes. We then quantify the goals, and map out a plan for action to achieve them. Services include:

- System Documentation
- System Requirements Definition
- Business Process Review
- Performance Improvement Guidance
- Two to Five Year Strategic Planning
- System Customization and Development Proposals
- Third Party Application Recommendations
- Governance / Best Practices Guidelines
- Reporting and Business Intelligence Direction

IMPROVE & SUSTAIN

We don't disappear once your system is up and running. Whether you have a newly deployed solution, or your business is growing and you need more features, or you've added staff, we've got you covered.

- Responsive Support - Break / Fix Assistance
- ERP and CRM System Upgrades
- Upgrading Customizations and 3rd Party Applications
- Application Monitoring and Performance Tuning
- Data Import / Export / EDI
- End User Training (Remote, Onsite, Custom)
- Staff Mentoring
- Hosting / SaaS / IaaS



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Product & Services Overview (continued...)

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BUILD AND DEPLOY

With business goals identified, and system specifications documented, we build and deploy your solution ensuring a successful project and maximum user adoption. Services include:

- ERP and CRM System Implementation
- Project Planning and Management
- External System Integration
- Data Migration
- Customization and Development
- Project Accounting
- Project Budgeting
- Financial Reporting (SSRS, Crystal, Report Writer)
- Custom Report Development and Modifications
- Business Intelligence Reporting
- 3rd Party Application Implementation
- User Acceptance Testing
- Go-Live Support
- Project Close Meeting and Success Sign-off
- Mobility Applications
- System Performance Monitoring and Reporting
- Sales Tax Software Expertise
- Affordable Care Act Reporting Expertise
- Warehouse Management and Control Recommendations
- Field Service
- Expense Reporting and Tracking
- Job Cost and Service Management
- Electronic Document Management
- SharePoint Services
- Workflow Creation, Modification, Scheduling
- Intercompany Transactions and Reporting

SERVICES & RESOURCES

As a Crestwood customer, you get a variety of resources to help you stay up to speed in an ever growing and changing world of technology.

- Free Webinars
- Large and Constantly Growing Blog Library
- Monthly Newsletters
- Publisher Updates
- Live Events
- Comprehensive month-end and year-end training and advisory resources



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