

## It Comes Down to Trust

Throughout your search for a new Microsoft Dynamics 365 Business Central or Dynamics NAV (Navision) partner, have you asked yourself what is it you are actually looking for?

If you're like most businesses:

- **You are looking for a partner that has your best interest in mind.**
- **You are looking for a relationship that will make your day easier, not harder.**
- **And you are looking for a partner you can trust that understands your industry and unique needs.**

To help, we've compiled several data-driven reasons why Innovia Consulting is the partner you can trust.

## Stability and Experience

- Innovia Consulting has helped **more than 300 customers worldwide** get the most out of their Microsoft ERP system. We work with businesses like yours to create meaningful strategies to improve their bottom line.
- We have **team members strategically located across the country**. Our team is large enough to support your needs yet small enough to deliver the personalized service you deserve.
- We are in it for the long haul. With **35+ years in the business** and hundreds of accounting and ERP software implementations under our belts, Innovia Consulting isn't going anywhere.
- Innovia Consulting is **distinguished as one of the nation's top 100 value-added accounting and ERP software resellers by Accounting Today magazine and industry analyst Bob Scott**. Being named to the VAR 100 lists means that customers have chosen Innovia Consulting over thousands of other companies that implement and support business management software.

## Dedicated Product Focus

- We know that ERP isn't your primary line of business, but it is ours. Innovia Consulting has been **implementing and supporting Microsoft ERP systems since 1999**, starting with Navision, then NAV, and now Business Central.
- Innovia's team of consultants have the expertise to solve the specific challenges your business faces.
- Innovia Consulting is **Gold-Certified** in Microsoft Enterprise Resource Planning (ERP) Software, Cloud Platform, Cloud Productivity, Application Development, Data Analytics, and Small and Midmarket Cloud Solutions.
- We are one of only a handful of Microsoft partners that focus **exclusively on Microsoft Dynamics 365 Business Central / NAV**.
- With Innovia you will work with the same people every time, allowing your team to build relationships and share knowledge about your system more effectively.
  - **Innovia Consulting has 4 project teams, each including the talents of:**
    - 4 Application Consultants
    - 2 Development Consultants
    - A Technology Consultant
    - A Project Manager to oversee your project
  - We have a **24/7/365 dedicated cross-functional support team** to handle your day-to-day support requests.
  - Our **Power Platform team** is here to help businesses like yours save time and money with workflows and apps. They also build customized dashboards to give your team insights into how your business performs daily.
  - As an Innovia client, you also have a **dedicated Customer Engagement Specialist**, an experienced professional, to help you plan for the future. We hire senior leaders with outstanding results leading teams. They know how to manage projects and can anticipate potential problems. This service is yours for no additional cost!
  - Innovia has the expertise to support your entire IT infrastructure. **We have certified systems engineers on staff to support your other business applications**, including Azure, Microsoft 365, and Microsoft Teams powered phone system.

## Commitment to Excellence

- Our customers achieve truly remarkable results, including earning 5 Microsoft Dynamics Customer Excellence Awards (formerly known as Pinnacle Awards). These awards recognize Microsoft customers that achieve outstanding success with their Dynamics ERP or CRM software. There are more than 350,000 Microsoft Dynamics customers worldwide, and these Innovia clients were selected to be recognized for:
  - **Alarm Detection Systems** – Overall Winner: Small & Medium Businesses
  - **Technical Prospects** – Excellence in Productivity (*Finalist*)
  - **Saris Cycling Group** – Excellence in Manufacturing Productivity
  - **Batteries Plus** – Excellence in Innovation
  - **Single Source, Inc.** – Excellence in Distribution Industry Leadership
  - **Promega** – Excellence in Customer Service
- These achievements mean we have Microsoft's eyes, ears, and added support, resulting in more access for your requests.

## Our Values & Guiding Principles

- **We have been in business for more than 35 years because we believe in long-term relationships** with fair-minded people. When you partner with Innovia Consulting, you will find consultants who know how to ask the right questions, which help us get to know you and your business. Our time-tested approach reflects our solid values, a sense of teamwork, and ultimate respect for your budget and deadline. Here are just a few of the ways we are different:
  - **Open Door:** You won't have any surprises. Innovia commits to ethical, transparent business practices at every level of the company.
  - **Open Communication:** We stand shoulder-to-shoulder with our customers and partners to reach common goals.
  - **Open Minds:** Share your thoughts! We listen carefully and adapt to serve you best.
- We are committed to doing whatever is necessary, period.
- **Our enduring values stretch back to our roots**, values that reflect fundamental ideas about who we are. We believe:
  - There is no substitute for personal and professional integrity.
  - Doing well and doing good can go hand in hand.
  - Trust and respect have always been the cornerstones of our success.

## Don't Take Our Word for It. Here's What Innovia Clients Have Achieved:

"I place a heavy emphasis on soft skills and look for three 'C's in my partners – culture, chemistry and creativity. Innovia perfectly captures that. They make us a smarter organization, they make us a priority when problems arise, and they treat us like family and not just another number in their portfolio."

*Tony Darden, Chief Information Officer at Caplugs*



"I don't think we could be where we are today without the partnership with Innovia since 2007. They've really taken the time to know our business and know what I expect to happen. It would terrify me to start with someone else and have to explain all that again. Innovia cares about the end result and customer satisfaction."

*Rob Newhart, Vice President / CIO at SingleSource*



"My life is so much easier. Because I run all the technology for the business from the internet to phone to software solutions, to know I have a team in Innovia that I can call on 24/7 if something comes up that we can't solve ourselves means I can sleep a lot sounder at night."

*Rik Fleming, Director of Technology at OMT-Veyhl*



"I switched to Innovia as our partner of record primarily because of the depth and breadth of knowledge that each member of their team brought to the table. That's what I was missing: Getting the feedback I needed to move forward."

*Marty Pepper, Vice President of Operations at Busch Systems*



Read our case studies and watch customer testimonials on our website:

[innovia.com/case-study](http://innovia.com/case-study)