

## CompassPoint Solutions TeamAX

A constant process overview



### About Us

Green Beacon Solutions partners with clients to implement integrated financial, supply chain, sales automation, and marketing business solutions built on proven Microsoft technologies. Our unique combination of technology, people, and process quickly help identify and implement expert strategies that support our client's business objectives within the distribution, professional services, banking/banking services, and manufacturing industries.

### Why Green Beacon?

Our technology and consulting expertise, combined with our success in solving customer issues, have resulted in our unmatched industry reputation. We have an outstanding track record developing, delivering, and integrating ERP, CRM BI and Marketing Automation technology solutions that deliver direct business benefits for our customers.

**“Since using CompassPoint TeamAX, we always know why certain actions were taken during an implementation.”**

### Why CompassPoint TeamAX?

CompassPoint TeamAX is an issue management system, which can be used to register, monitor and settle all problems and potential improvements that occur during or after a Microsoft Dynamics AX implementation. Since all issues are registered in one place, no single aspect is overlooked.

CompassPoint TeamAX is a control system that allows the chosen solution's progress to be tracked. This ensures that problems are not left unattended, but are actually dealt with and solved. As a result, processes and products are improved, leading to immediate quality improvement. Registering the issues and the corrective measures taken builds up a history of events that provides insight into all past issues, as well as the solutions and the employees involved in the process.

### What is CompassPoint TeamAX?

Besides implementation issues, there are a variety of issues in various places in the company that are specific to a certain department, such as improvements in order forms in the Sales Department or virus alerts in the IT Department. Various issue types can be predefined and an automatic workflow created per defined type. This workflow

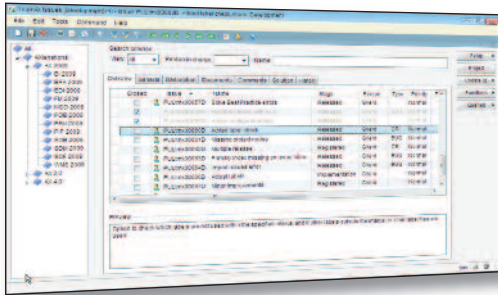
can be within a company, but also to an external party. The authorization profiles defined in standard Dynamics AX are fully integrated in CompassPoint TeamAX.

Every entered issue can be linked to a category (such as a department) and assigned a priority (low, normal or high). The issue can be linked to a related issue or to similar group issues. CompassPoint TeamAX can follow the flow of every issue. The full list of issues gives a complete overview at a glance. Filtering is possible on, for example, issues per owner (the person who entered the issues), all outstanding issues or all solved issues.

## What are the advantages?

CompassPoint TeamAX offers the following advantages:

- Central registration of issues
- Improved quality through the structured administration of issues and their solutions
- A history of issues and their solutions
- Insight into outstanding and completed points of improvement
- Definition of issue types and specific workflows



Maintain Microsoft Dynamics AX with Green Beacon's

## SmoothSail Managed Services

- Dedicated support staff at our Newton, MA HQ
- On-demand and cost-effective management services for CRM and ERP applications
- Advisory services to increase business efficiency by improving system usage
- Support and maintenance services to reduce down-time and ensure productivity so that systems operate at high availability



- Established in 2001
- Headquartered in Boston, Massachusetts
- Offices in New York, Philadelphia, and Houston
- Specialists in Microsoft Dynamics Business Solutions
- ERP and CRM Consulting Services
- CompassPoint Solution Software Accelerators
- SmoothSail Support & Managed Services