



Managed Services

Navigating business technology

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.

On-demand and cost-effective management services for CRM and ERP applications

Today's businesses are challenged with implementing, managing and maintaining an increasingly complex spectrum of applications. As a result, many organizations who lack in-house support utilize qualified, external resources to manage their business applications.

On-Demand & Cost Effective Services

Green Beacon Solutions Managed Services is an integrated portfolio of offerings for organizations requiring on-demand and cost-effective services for the day-to-day management of their business applications. We incorporate a blend of advisory services, management and ongoing support for CRM and ERP business applications.

Our offerings keep your critical applications running and your business secure. Our qualified and experienced resources evaluate your technology and support requirements, offer solutions designed with your present and future needs in mind, and enable applications to ensure that your business functions optimally.

Why Managed Services?

Green Beacon Solutions Managed Services enables clients to achieve an ongoing return-on-investment from their business solutions. Our unique combination of technology, people and process quickly help identify and implement strategies to support a client's goals and achieve success in today's competitive environment. We work hard to understand your objectives, challenges, and needs to ensure that we deliver the solutions that you require.

Managed Services

Advisory:

Initially companies focus on having their system's basic features up and running. However, many companies subsequently look for additional ways to leverage their system. By partnering with our consultants, they learn best practices around innovative and comprehensive uses of their software features. Our resources become virtual extensions of their organization since we gather requirements, document changes, and provide the knowledge transfer. Clients commonly work with Green Beacon Managed Services to expand and sustain growth within their business, and our consultants suggest the best course of action to handle these challenges.

- **Business Process Optimization:** Starting point for businesses that want to improve their internal processes without the disruption caused by a system overhaul. Green Beacon consultants work directly with you to evaluate your business and make recommendations that streamline and optimize your operations using modeling and documentation tools.
- **Application Customization/Integration:** For companies with existing Microsoft CRM or ERP business applications that want to tailor their system to meet their changing needs, or tie applications into existing disparate systems to maximize efficiencies.
- **Upgrades/Enhancements:** Businesses with existing Microsoft CRM or ERP business applications who recognize the importance of staying current on new capabilities to support their business objectives
- **Knowledge Transfer/Training:** Our experienced resources provide the necessary training to technical resources and/or end users to streamline implementation and ensure the ongoing management of a client's Microsoft CRM or ERP system.

Support and Maintenance:

Running a business can be increasingly complex. Effective and reliable application support makes all the difference in your ability to compete effectively and grow your business. We strive to rise above your expectations every step of the way. With Green Beacon Solutions you gain the skills and resources you need to optimize solution performance and enhance your core business processes so you can realize your strategic objectives.

You expect timely, high-quality support for your mission-critical software. When an issue arises, you need to ensure productivity is maintained and that your team has all of the information that they need. Green Beacon's skilled and experienced resources ensure that issues are resolved quickly and efficiently with minimal disruption by identifying and isolating issues so that your systems are consistently operating at high availability.

- **Triage:** Frontline support that gathers information, reviews all new incidents, identifies critical issues, and provides a response within the time frame designated by the client's agreement according to support level and incident severity. The goal of this team is to leverage Green Beacon resources to effectively and efficiently resolve as many incidents as possible.
- **"How To" Helpdesk:** Experienced resources that help answer your "how do I...?" questions and walk end-users through system processes.
- **Supplemental Support:** Planned or unplanned assistance support during off-hours, emergency assistance for unforeseen events to improve availability and reduce system downtime
- **Maintenance**

Maintain Microsoft Dynamics with Green Beacon's

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



GREEN BEACON SOLUTIONS

- 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
- Support & Managed Services

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