

**IMPLEMENTATION SERVICES  
FOR MICROSOFT  
DYNAMICS 365 BUSINESS CENTRAL  
GENERAL OVERVIEW**

NPS

20  
YEARS  
IT'S ABOUT  
PEOPLE!

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# 1 About our Services

At **NPS d.o.o. Belgrade**, we provide end-to-end **Microsoft Dynamics 365 Business Central** implementation services designed to help businesses streamline their operations, improve decision-making, and enhance overall efficiency. Our services cover all aspects of ERP deployment, from the initial analysis to Go-live, ensuring a smooth transition and long-term success.

With over **350 successfully completed projects** across a variety of industries and markets, we combine deep expertise with a flexible, client-focused approach. Our certified team of functional, technical, and project management professionals delivers tailored solutions that meet the unique needs of each business.

## Key Features of Our Implementation Services

- Comprehensive Business Process Analysis
- Tailored ERP Development and Customization
- Data Migration and Integration
- User Training and Post-Go-live Support
- System Optimization and Ongoing Maintenance

## 2 Implementation Phases

We follow a structured implementation methodology that ensures efficiency, security, and customization while minimizing disruptions to your business operations. Our methodology is based on a combination of **Microsoft Sure Step**, **Agile**, and **Rapid Implementation** practices, ensuring a reliable and tailored ERP solution.

### 2.1 Phase 1: Analysis

The process starts with a thorough **business analysis** through meetings and workshops to gather detailed information about your current operations. This phase includes:

- Forming the project team (both client and implementer)
- Defining the project plan and communication protocols
- Detailed process mapping by department (finance, procurement, sales, etc.)
- Development of the **Functional Requirements Document (FRD)** and **FIT-GAP Analysis**

At the end of this phase, we provide a clear understanding of what functionalities your business needs and how Dynamics 365 Business Central can meet those needs.



## 2.2 Phase 2: Development

The prerequisite for starting the development phase is the acceptance of the analysis phase (FRD and FIT-GAP) and the creation of the environment,

Based on the findings of the analysis phase, we proceed to develop any necessary custom functionalities identified in the GAP analysis. Key activities include:

- Development of custom modules or modifications
- Rigorous internal testing by the implementor
- Presentation and joint testing of developed functionalities with your team

This phase ensures that the system is aligned with your business requirements and ready for implementation.





## 2.3 Phase 3: Implementation

During the implementation phase, we set up your company in the new system and begin migrating your data.

This phase includes:

- **Company Setup:** Create and configure companies with document numbering and posting schemes.
- **Data migration** using predefined templates for customers, suppliers, inventory, and other key datasets
- **User training:** Comprehensive training sessions tailored to your key users and departments
- **User Acceptance Testing (UAT):** Ensuring the system works according to predefined processes
- **Initial state transfer:** Transfer initial state data using Excel templates.
- **User permissions and rights:** Set user access rights and personalize interfaces.
- **Go-live Readiness Document** Assess readiness and finalize Go-live plans.



## 2.4 Phase 4: Go-live

We guide your business through the **Go-live** phase, ensuring a smooth and successful transition to the new system. Key activities include:

- **System activation:** This is the moment when the new ERP system is officially put into operation.
- **Monitoring and support:** After the system is activated, its performance is monitored to identify and resolve any potential issues. Support is provided to users during this period.
- **Optimization and adjustments:** After the initial "Go-live" period, certain system optimizations and adjustments may be necessary to ensure its efficiency and to tailor it to the specific needs of the organization.
- **Project handover:** Once the system is stabilized, a document called "Project Handover Report" is adopted, confirming the completion of the Business Central information system implementation.



## 3 Our Expertise

Our certified team combines deep product knowledge with practical implementation experience across various industries. We are skilled in delivering solutions that cover all critical areas of **Microsoft Dynamics 365 Business Central**, including:

- Financial Management
- Supply Chain Management
- Sales and Service Management
- Inventory and Warehouse Management
- Project Management



Our team's approach ensures that your ERP system is not only fully functional but also tailored to the specific needs of your business.

## 4 Tailored Solutions for Your Business

At **NPS d.o.o. Belgrade**, we understand that each business has unique requirements, and that's why our implementation process is fully adaptable. Whether you're a small enterprise looking for rapid deployment or a large organization needing extensive customization, we can tailor our services to fit your business model and industry demands.

### Key Benefits of Our Services:

- **Custom-fit solutions:** We ensure the ERP system is specifically configured to support your workflows and business goals.
- **Data accuracy and integrity:** Our structured data migration process ensures a seamless transition from your legacy systems to Dynamics 365 Business Central.
- **Improved efficiency:** By optimizing business processes, you gain improved control, better visibility, and faster decision-making.
- **Comprehensive support:** From training your team to post-Go-live support, we're with you every step of the way.





## 5 Get Started Today

Our proven methodology, extensive expertise, and commitment to customer success make us the ideal partner for your **Microsoft Dynamics 365 Business Central** implementation. Whether you're transitioning from another ERP system or looking to enhance your business operations, we're here to help you make the most of your investment.

**Contact us** today to learn more about how we can help you streamline your business with Microsoft Dynamics 365 Business Central.

### Contact Information

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