High-Tech

Microsoft Dynamics NAV
Solutions for the High-Tech Industry

Gain agility and outpace the competition

Microsoft Dynamics NAV

RESPOND

Master volatility to drive innovation, collaboration, and change

Companies in the high-tech manufacturing and service segments face daily upheaval and change. The rate of innovation and intense competition demand superior insight and extreme agility in the race to achieve first-to-market positioning. Meanwhile, only deft control of complex value networks can hold down costs and fight price erosion while helping ensure the flawless process integration required for success. Small to midsize companies that can't seize opportunities and thrive in such volatile conditions don't make it.

A reliable, integrated management system is crucial in this business environment to getting information where it's needed, when you need it. A flexible, attractively priced business management solution, Microsoft Dynamics™ NAV, can help you share information, control

processes, improve operational efficiencies, and link members of your supply chain and value networks. This single comprehensive solution connects all your critical financial, technical, and operational data with market intelligence, so you can make sound, rapid decisions and respond quickly to change.

With its open development environment and feature-rich application areas, Microsoft Dynamics NAV is easy to customize, so employees can begin improving your market agility right away. With support from a global network of Microsoft Certified Partners that specializes in developing and implementing solutions for high-tech companies just like yours, your organization can tailor an application to suit your unique industry and business needs.

A Microsoft Dynamics NAV solution can help you:

- **Respond quickly to market and technical changes.**
- **Collaborate with others in effective supply chains and networks.**
- **Gain control of product quality and support life cycles and overall value to customers.**
- **Improve cost control for strong profitability and a competitive edge.**
- **Empower your workforce to maximize skills, time, and operational resources.**

Boost flexibility and speed to capitalize on new developments

Whether you're building innovative high-tech products, assembling bundles for new applications and markets, integrating solutions into customers' systems, or providing high-tech services and support, speed is paramount to capturing and keeping a competitive advantage. A Microsoft Dynamics NAV solution for the high-tech industry can help you gain insight, streamline operations, and communicate faster to help ensure quick responses to shifting conditions and customer demands.

Link people and information in real time

With a Microsoft Dynamics NAV solution for the high-tech industry, your company can integrate the business insight and technical intelligence that flows from all corners of your operations. Manufacturers can quickly implement engineering changes, rapidly deploy new processes, and interact closely with outsource partners, suppliers, and vendors.

Service providers can quickly take advantage of market intelligence to differentiate offerings, build innovative partnerships, and create new ways to add value. Employees and suppliers gain simultaneous access to real-time data, boosting operational insight and empowering your team to:

- **Quickly identify, organize, and assign needed tasks, decisions, activities, and analysis.**
- **Coordinate planning, marketing, contracting, and delivery of services.**
- **Monitor specifications, inventories, orders, work in process, and distribution of manufactured goods.**
- **Manage resources, workloads, projects, accounts, billing, and profitability.**

Easy drill-down capabilities help ensure that details are never more than a few clicks away, even when working in Microsoft Office system programs such as Microsoft Office Outlook®, Microsoft Office Word, or Microsoft Office Excel®. By defining roles and access rights for employees and external partners, you can control access to business information.

Collaborate quickly with less effort

Provide 24-hour access to key business information for increased efficiency, flexibility, and transactional speed. Employees, partners, and customers can rely on up-to-date information for smart decisions, and the impact of changes can be quickly integrated into processes and partner operations. Give customers and suppliers self-service capability through the Internet without compromising information security. Robust multilanguage and multicurrency support help smooth global business relationships and can ease financial transactions and reporting across locations or affiliate companies.

A Microsoft Dynamics NAV solution for the high-tech industry empowers your entire value network to take advantage of new developments first.

ANALYZE

UNDERSTAND

Gain insight to add value and adapt

Transform data into intelligence so you can manage product life cycles, capitalize on new developments or business models, and drive your company forward. A Microsoft Dynamics NAV solution for the high-tech industry simplifies reporting with intuitive access to integrated data. With interactive views, you can quickly analyze key performance indicators (KPIs) and visualize trends. Your Microsoft Dynamics NAV solution supports online analytical processing (OLAP) services, making it easy to extract the data you want and helping you to spot patterns, relationships, and trends. Information is presented in a way that is familiar to Outlook users, and authorized managers and employees can perform the dynamic analysis that's pertinent to them.

- **Drill down to details driving revenues, KPIs, trends, and profitability.**
- **Assign attributes to specific types of information, and then set up dimension value hierarchies that reflect specific reporting and accounting needs.**
- **Track data and components throughout product life cycles or service histories.**
- **Maintain a full audit trail for even the most complex transactions.**

Boost efficiency to take control over costs

Create a highly productive work environment where sales, customer relationship management (CRM), manufacturing, project management, and accounting processes and data are linked in a central database. With centralized data, you can reduce redundant data entry and help ensure accuracy and timeliness.

Providing self-service options using the Internet can give partners access to key data and processes and help trim the cost of transactions while streamlining customer support and supply chain activities. Take advantage of integrated information and tools to enhance project planning, implementation, and evaluation. The simplified manufacturing foundation of a Microsoft Dynamics NAV solution offers growing businesses tight control over design, inventory, work in process, and order fulfillment operations with the flexibility to add new functionality as production requirements become more complex. Clear market, operational, and financial insight can help you identify unprofitable activities or relationships, manage materials and resource costs, and plan effectively for growth.

EMPOWER

Empower employees for strong customer and market responsiveness

Outclass the competition by equipping employees at every level with the reliable information they need to take full advantage of their individual expertise, time, and supply chain resources. With drill-down access to account data, contracts, warranties, and service histories, you can pinpoint customer service needs and innovative ways to add value. And with full access to product information, order or project status, and account histories, your customer service representatives can provide fast answers to customer inquiries and respond to preferences for service contacts and billing options. Manufacturers can even modify customer orders at any point to accommodate last-minute changes, demand shifts, production substitutions, and process innovations.

When you automate repetitive tasks, streamline timekeeping, monitor mission-critical activities and projects, and enable user-specific alerts for key conditions or issues, you can maximize operational efficiency and focus on innovation, product differentiation, competitive threats, and growth opportunities for a proactive approach to the ever-shifting landscape of the high-tech industry.

"Our manufacturing turnaround

time from order to shipping

is now within 24 to 48 hours.

[Microsoft Dynamics NAV]

has allowed us to react quicker

to get the orders filled and out

the door."

Dale Raffauf, IT Manager,
Harger Lightning and Grounding

Build a competitive advantage with a knowledgeable business partner

Working closely with a Microsoft Certified Partner, you can implement the solution you need to fit your specific industry and business requirements. The Microsoft global network of partners includes experts who specialize in solutions for the high-tech industry. These experts have long-term experience and can speak your language and understand your concerns, as well as familiarity with Microsoft technology and the open development environment, toolkits, industry templates, and scalability of Microsoft Dynamics NAV. With the industry and technical know-how to answer your questions and guide your decisions, they can help you tailor a solution to your unique situation.

With partner support, a Microsoft Dynamics NAV solution is quick and cost-effective to implement. You won't get bogged down in complicated configurations or an overbuilt installation. Microsoft Dynamics NAV solutions are also easy to use, maintain, and upgrade, so your management system can grow with the success of your business.

PERFORM

Microsoft®

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