



Top 10 Reasons to Choose Fullscope As Your Microsoft Partner

FULLSCOPE, AN ALITHYA COMPANY, IS AN AWARD-WINNING MICROSOFT PARTNER THAT DELIVERS INNOVATIVE MICROSOFT ERP, CRM, BI, AZURE AND DIGITAL SOLUTIONS AND SERVICES IN THE CLOUD. FULLSCOPE IS ONE OF THE LARGEST RESELLERS OF MICROSOFT DYNAMICS 365. HERE ARE THE TOP 10 WAYS OUR EXPERIENCE AND HISTORY BENEFIT YOU AS A CUSTOMER:

1

Top Microsoft Partner

Fullscope has achieved the prestigious Inner Circle award 13 times for Microsoft Business Applications. Membership in this elite group is based on sales achievements that rank Fullscope in the top echelon of Microsoft's Business Applications global network of partners. We have a privileged relationship with Microsoft R&D and executives that brings ongoing value to our customers.

2

People and Culture

Product, process and people are the three pillars of Fullscope. Our employees have industry backgrounds and expertise as well as extensive experience with Microsoft business applications. Our company culture established by our President and SVP, who founded the company together 17 years ago and still hold those positions today, is based on trust, accountability and integrity.

3

Satisfied Customers

Fullscope customers come from different industries, with diverse revenues and system requirements. Our goal is satisfied customers. A recent survey showed our overall customer satisfaction average is 91%, and over 90% of our customers would recommend Fullscope Connect customer services.

"We selected Fullscope because of their Customer Support and Optimization (CSO) services team. The fact that they had a dedicated organization not focused on implementation, but more focused on the care and feeding of a client after go-live. It's a very consistent, stable team and it's always the same folks that we work with. It eliminated my having to work with internal IT to set up access for a new consultant over, and over, and over."

Jimmy Stewart, Director,
Financial Operations, Shentel

4

Dedicated Customer Care Team

Our customer programs include Fullscope Connect, a day-to-day support team with responsive service level agreements, educational webcasts, as well as D365 University training courses, strategic advisory services and optimization programs designed to help maximize a Microsoft investment. Our customer programs are delivered by dedicated teams focused on customers and are separate from our delivery teams involved in implementing our solutions.

5

ERP+CRM+More

We leverage the complete line of Microsoft solutions to offer the products and services that our customers require, including Business Applications such as ERP, CRM, Field Service, Talent, Marketing and the surrounding technologies like Business Intelligence, SharePoint, Office 365, Portals and eCommerce tools.

6

Full-Service Upgrade

Assistance Fullscope has been helping customers upgrade since 2003. Whether you're upgrading from Dynamics AX 2009 or 2012 to Dynamics 365 for Finance and Operations or moving your Dynamics CRM to the cloud, talk to us. We have the people, processes and experience to minimize the impact on your customers while helping you transform your business.

"The reason we chose Fullscope as our implementation partner came down to the strength and depth of the Fullscope team. When we decided to upgrade our ERP system, we knew it was important to have a good partner. The Fullscope team really stood out to us in terms of the number of years of experience in both industry and in the product itself."

Janet Scott, Senior Director,
IT Corporate Systems,
Insulet Corporation

7

Industry Focused

Known in the Microsoft ecosystem as a go-to partner for manufacturing, Fullscope also delivers solutions and services to professional service firms and equipment dealers (discrete). We know manufacturing at the industry level, so think food, chemicals, life sciences and industrial equipment. We offer industry-specific deployment templates (Xpress products and Edge for Operations) to get you up and running quickly, saving time and money. We also offer industry-specific solutions to services-oriented firms like equipment dealers, property management, consulting and law firms.

8

Proven Track Record

We have helped over 500 companies implement Microsoft Dynamics products over the last 17 years, and we have 7 Microsoft Customer Excellence Award Winners and even more customer success stories to prove it.

9

End-to-End Solutions

One size does not fit all, so we work closely with other Dynamics partners to recommend the right ISV solutions to solve business challenges that extend beyond ERP or CRM. We have level 100, 200 and 300 ISVs and those that are horizontal (reporting and financial services) where others are more vertically specific such as supply chain for proteins manufacturers or crop production. We also offer our own industry, sales, productivity, and integration and database services solutions.

10

Global Experience

Many of our customers are global and require local and country-specific support for deployments. Fullscope is a founding member of Absolute Process Partners (absoluteprocesspartners.com), a worldwide group that provides implementation services and support to global companies.

"Having worked on various deployment projects within five divisions of O'Neal Steel over the past 25 years, I can honestly say that Fullscope provided one of the most comprehensive consulting and technical delivery services I've experienced to date."

David Goff, Sales & Marketing
Manager, O'Neal Steel

2018/2019 INNER CIRCLE

for Microsoft Dynamics

Contact Us

FULLSCOPE BECAME PART OF THE ALITHYA GROUP IN NOVEMBER OF 2018. Alithya is a leading strategy and digital technology company, with over 2,000 highly skilled professionals delivering solutions across Canada, the US and Europe. Alithya's Microsoft practice covers a wide array of capabilities, including Dynamics, Azure, business analytics, digital solutions, advanced analytics, application development and architecture. Focused on business outcomes, our combined companies have delivered Microsoft solutions to over 1,200 clients. Alithya's global offering is to deliver strategy and digital technology services in addition to implementing ERP and integrated solutions.

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Microsoft Dynamics 365 is only sold by authorized Microsoft resellers like Fullscope. For more information, visit www.fullscope.com or send an email to D365difference@fullscope.com.

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