

Customer testimonials: Dynamics Nav services provided by Fraser Price Consulting Limited
EDM Group Ltd

Dynamics Nav (Navision) services provided by FPC

First line support

As the first point of contact for all user queries on Nav. Resolution within 2 hours of receipt of email / phone call whether this is a solution or a recommendation for developing a solution.

Developments

To customer spec delivered on time to budget.

All developments completed are supported by step by step process based instructions (with supporting screen dumps) to allow the user to use the new development.

Training

On site interactive training provided to customer requirements. All training supported by step by step process based instruction so that users can concentrate on actually using Nav.

Application configuration and data migration

Base configuration of business books to enable the posting of documents and journals within Nav.
Accounts schedules configuration for monthly reporting suites.

Comment on services

1. Fraser Price Consulting clearly demonstrate in-depth understanding of the Navision package.
2. They also understand our business and management information systems and how they need to link to and be supported by Navision.
3. They have demonstrated the ability to tailor Navision to meet our reporting, billing and integration requirements.
4. In general, Fraser Price deliver a good service to EDM Group with which we are satisfied.
5. Fraser Price task estimation is accurate and they deliver to their cost estimates without overrun.

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Details of person providing testimonial

Name	Zoe Hill
Signature	
Position	Financial Controller
Business	EDM Group Limited