



AXTEGRITY HEADQUARTERS ORLANDO, FLORIDA



EXPERTISE & CAPABILITIES

- Established in 2009 by ERP & Supply Chain Veterans
- 50+ years business software experience
- Extensive knowledge in Distribution, Manufacturing and Agriculture
- VAR Value Added Reseller & ISV

LOCATIONS

- Headquartered in Orlando, Florida
- Tech/Research Hub in Cambridge, MA - Kendall Square/MIT
- Offices throughout the U.S & Jamaica

Gold

Microsoft Partner



As a Microsoft Gold Partner, Axtegrity Consulting collaborates and has established a close working relationship with Microsoft.

Partnership benefits include:

- Continuous customer support, news & updates
- Stronger partner network connections
- Smarter training tools & programs
- Exclusive access to member resources

98% CUSTOMER
RETENTION

90% CUSTOMER
SATISFACTION

65+ CUSTOMERS



Atlanta Boston Denver Los Angeles Orlando Phoenix Washington, DC

WHY AXTEGRITY CONSULTING?

WHAT CLIENTS SAY:

Axtegrity Consulting took over our Dynamics AX implementation project in August of 2015. They had few big barriers to overcome. Not only did they need to re-implement our project and learn our business, they also had to support our existing AX implementation that was not successful. With their partnership, we were able to successfully go live with a system that will sustain our organization for growth and future use. I am confident that the Axtegrity Consulting team has setup our business successfully with Dynamics AX".

- Ian Weitz, IT Director, PPOA

As of last year, Axtegrity Consulting has successfully helped digitally transform over 65 companies in industries such as: foods, manufactures, distribution, agriculture, healthcare & government.

After utilizing Axtegrity Consulting as a partner of choice, our customers have reported:

- ✓ **"Reduced Implementation"**
- ✓ **"Highly knowledgeable"**
- ✓ **"Lowest implementation"**
- ✓ **"Excellent user training and hand off"**
- ✓ **"Axtegrity team are Industry experts"**
- ✓ **"Care about our project time and resources budgets"**
- ✓ **"Demonstrated integrity and honesty"**

INDUSTRY FOCUS

DISTRIBUTION

MANUFACTURING

NON-PROFIT

LIFE SCIENCES

TRANSPORTATION



SERVICES

ERP IMPLEMENTATION

UPGRADES

RAPID DEPLOYMENTS

**PERFORMANCE
TUNING**

MANAGED SUPPORT

CRM IMPLEMENTATION

**DIGITAL
TRANSFORMATION**

SOLUTIONS



Dynamics 365 for
**Finance &
Operations**



Dynamics 365 for
**Business
Central**



Dynamics
AX



Dynamics
GP



Dynamics
NAV



Dynamics 365 for
**Customer
Service**



Dynamics 365 for
**Human
Resources**



Dynamics 365 for
**Field
Service**



Dynamics 365 for
Sales



MANAGED SUPPORT



AXTEGRITY SUPPORT	Problem Resolution	Support Assistance	Information Services	Additional Services
Troubleshooting	✓			
Incidents	✓			
Errors	✓			
Break Fixes	✓			
Advice & Guidance		✓		
Consulting assistance		✓		
Root analysis documentation			✓	
Enhancements/Customization				✓
Consulting				✓
System Integrations				✓
Report Development				✓
Hours of Support Monday through Friday	9 a.m.(EDT) to 8 p.m. (EDT)	9 a.m.(EDT) to 8 p.m. (EDT)	9 a.m.(EDT) to 8 p.m. (EDT)	9 a.m.(EDT) to 8 p.m. (EDT)

STANDARD PLAN PRIORITY LEVEL SUPPORT

Priority	Situation/ Client Expected Response	AXtegrity Response	AXtegrity Resolution
High Submission via email or phone	<ul style="list-style-type: none"> Critical business impact. Significant loss or degradation of services. Allocation of appropriate resources to sustain continuous effort. Rapid access and response from change control authority Management notification 	<ul style="list-style-type: none"> 1st Response within 4-8 business hour(s). Notification to Our Senior Managers 	<ul style="list-style-type: none"> Resolution Proposed within 1 Business day. Notification to Our Senior Managers
Low Submission via email or phone	<ul style="list-style-type: none"> Minimum business impact: Substantially functioning with minor or no impediments of services. Accurate contact information on case owner 	<ul style="list-style-type: none"> 1st Response within 1 business day(s). Effort during Business Hours¹ only 	<ul style="list-style-type: none"> Resolution Proposed within 3 Business day. Effort during Business Hours¹ only

UNLIMITED PLAN PRIORITY LEVEL SUPPORT

Priority	Situation/ Client Expected Response	AXtegrity Response	AXtegrity Resolution
High Submission via email or phone	<ul style="list-style-type: none"> Critical business impact. Significant loss or degradation of services. Allocation of appropriate resources to sustain continuous effort. Rapid access and response from change control authority Management notification 	<ul style="list-style-type: none"> 1st Response within 1-2 business hour(s). Notification to Our Senior Managers 	<ul style="list-style-type: none"> Resolution Proposed within 1 Business day. Notification to Our Senior Managers
Low Submission via email or phone	<ul style="list-style-type: none"> Minimum business impact: Substantially functioning with minor or no impediments of services. Accurate contact information on case owner 	<ul style="list-style-type: none"> 1st Response within 1 business day(s). Effort during Business Hours¹ only 	<ul style="list-style-type: none"> Resolution Proposed within 3 Business day. Effort during Business Hours¹ only



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