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*From the [Dec. 2007 Review](#) of
High-End Accounting Systems*

Microsoft Dynamics NAV is a strong player in the mid-market accounting software lineup. NAV is a great choice for mid-size operations of larger organizations or mid-size companies. NAV's greatest client load consists of companies with five to 500 employees. The multi-language and multi-site capabilities allow NAV to compete internationally with competitors such as Accpac 500 ERP. NAV is best suited for companies in the distribution and manufacturing industries.

Modules/Scalability – 5 Stars

Microsoft Dynamics NAV offers business solutions through components that include Financial Management, Business Intelligence and Reporting, Supply Chain Management, Project Management, Customer Relationship Management, Human Resource Management, Languages, Manufacturing and Workspace Collaboration. Microsoft's mid-market ERP products all use a flat pricing model known as "Business Ready Licensing," where the products are sold in one of three pricing bundles or tiers consisting of an entire suite of modules.

Tier one is the Business Essentials Edition for customers who need core financial management and trade functionality that includes Basic Financial Management, Basic Supply Chain Management, Basic Business Intelligence and Reporting, and Configuration and Design tools. Tier two is the Advanced Management Edition for growing, mid-market or high-functional needs customers who are looking for an adaptive solution with a broad set of functionality. The Advanced Management Edition includes all functionality in the Business Essentials Edition in addition

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and Development Tools with secure code development components are also available a la carte for all editions to serve unique business needs.

Usability/User Experience/Security – 5 Stars

With the release of version 5.0, Microsoft introduced a variety of application enhancements that focus on user flexibility and the user experience. Version 5.0 continues to build on that functionality by improving data sharing across applications. Using a familiar user interface and increased integration with other Microsoft products, Microsoft NAV 5.0 increases employee efficiency and effectiveness. Tight integration with the Microsoft SharePoint server allows users who are out of the office to access vital information from anywhere. With the improvements offered in release 5.0 and even more on the way with 6.0 due to be released in late 2008, Microsoft NAV is undeniably headed in the right direction.

Data-entry screens are easy to use and easy to navigate. The integration with Microsoft Office (especially Outlook, Excel and Word) gives the user tightly integrated tools with which they are already familiar. Integration with Microsoft Visio is also a nice feature; I especially liked the ability to create workflow diagrams in the software for users to view and access. Those workflow diagrams allow the user to visually see the flow of transactions through the entire process if so desired. Dashboards are a nice touch, and they enhance the user experience, as well.

Product security is satisfactory at all levels. NAV allows access to security-enhanced information with reliable backup processes. Administrators can control security by restricting users access to only those pieces of the software to which they have permissions, and change Logs give Administrators the ability to monitor changes to the system after the fact.

Extensibility – 5 Stars

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Chemical Manufacturing, Consumer Packaged Goods, Construction, Food & Beverage, High Tech, Industrial Equipment Manufacturing, Public Administration, Specialty Retail, and Wholesale Distribution.

Portals and collaboration is a strong theme in Microsoft's vision of how businesses should work to extend their workplace. Dynamics NAV can expose your business applications to customers, to partners and to employees using SharePoint Services. SharePoint, especially with Office 2007, provides a set of services called the Office Business Application services that enable you to connect transactional systems and really expose portals and collaborations.

Integration/Customization – 5 Stars

Dynamics NAV offers a variety of tools and methods for customizing the product and integrating it with other Microsoft products. NAV works like and with the Microsoft Office system programs people use every day, which helps them work productively because they can access, use and share data and information without switching applications or re-entering data. You can work in Microsoft Office Excel spreadsheets, use Word formatting, synchronize with Outlook, exchange data with Microsoft Biz Talk Server, and find maps and directions from right inside the software using Windows Live Local Search. NAV's integration with Microsoft's SQL Server streamlines a company's business processes from start to finish. Using Celenia CRM Connector, a third-party connection component, users are able to connect valuable information stored in NAV with sales-oriented CRM tools of Microsoft Dynamics CRM. CRM connector uses two-way synchronization to provide consistent and current information.

Reporting – 5 Stars

NAV allows users to "own" their reports. Users can build and modify reports to fit their needs at any specific time. The export functionality of the reports allows greater flexibility in the presentation of company data.

Reports can be exported to any program that supports SQL Cubes. Business Analytics

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Also included is unlimited online training (called E-Learning), which provides classroom equivalent online training on specific topic areas such as product modules. A wealth of written training materials as well as “what’s new” training materials provide detailed training between product versions. Users also have access to Customer Source, an authorized website that contains a searchable knowledgebase, downloads, documentation, discussion boards, online training, news and other features.

With the Deluxe Support Services option, users get a Deluxe Support Services professional who will manage the user’s support relationship with Microsoft, facilitate the escalation of support incidents and act as the user’s advocate within Microsoft Dynamics. Also included is remote supportability review and report, 10 support incidents, 24×7 support on severity one issues such as situations like the user’s system being down, one-hour guaranteed response rate on other support calls, a subscription to TechNet Plus, and a Deluxe Support Services newsletter.

Customers must be enrolled in the Business Ready Enhancement Plan in order to purchase Deluxe Support Services. The only concern I see is that you must purchase the Deluxe Support Services option to obtain telephone support from Microsoft. Without this purchase, the user’s telephone support will be dependent on their Reseller.

Overall Assessment

Microsoft Dynamics NAV continues to be one of the strongest players in the mid-market

accounting software arena. NAV offers the look and feel of Windows, which users will find very comfortable, and integration with other Microsoft products allows users to be much more productive. The use of SharePoint Services extends the

desktop beyond the walls of the organization. In short, Microsoft Dynamics NAV

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