



## WhiteStar USA and Microsoft Dynamics Sure Step

Skills, experience, and proven tools for your successful implementation.

### Confidence

Realize the benefits of your Microsoft Dynamics solution quickly and predictably with Sure Step, which helps us **complete your implementation on-time, on-budget and on-spec.**

Because we can draw from a large toolbox of proven guidelines, templates and best practices, we can deliver more value to you in a **Microsoft Dynamics solution streamlined just for you.**

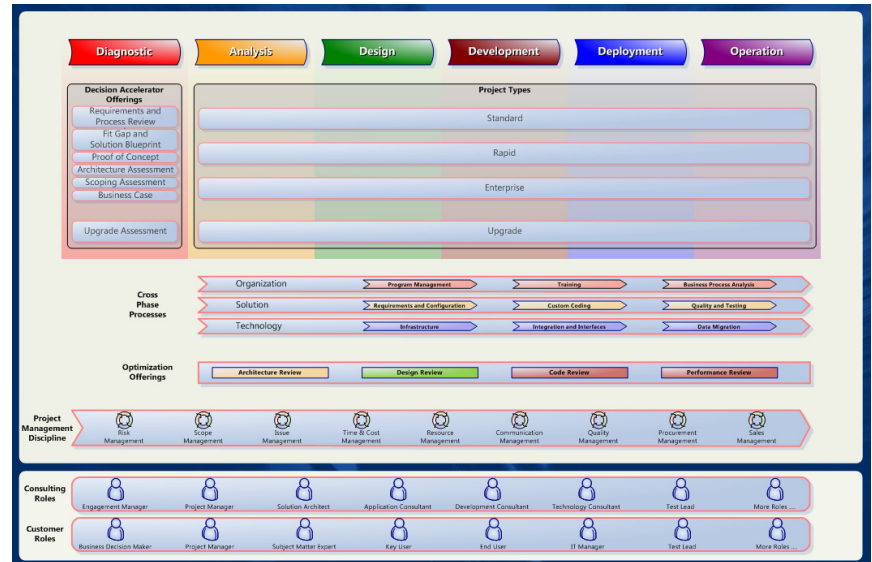
### Control

Sure Step provides us with detailed requirements-gathering checklists that speed the discovery and requirements definition processes, ensuring that **your solution requirements are complete and will meet your business needs.**

### Visibility

Through Sure Step, you can easily visualize the implementation process which helps you **manage the timeline and communicate process changes to your employees and customers** well in advance of transition to Microsoft Dynamics.

You've got a lot riding on the successful implementation of your new Microsoft Dynamics® solution. We do, too. At WhiteStar, we use the proven processes, tools, and guidance in Microsoft Dynamics Sure Step to help deliver successful implementations.



**Microsoft Dynamics Sure Step provides in-depth guidance through all project phases and for all project team roles**

Microsoft Dynamics Sure Step helps us deliver a predictable, on-time and on-budget Microsoft Dynamics implementation that can provide you a quick return on investment, meet your business requirements, and help you be poised to meet future needs as your company evolves.

Learn more about how WhiteStar USA, with Sure Step, can work with you to design and deliver a solution that meets your needs. Call 702-990-3290 or visit [www.whitestarusa.com](http://www.whitestarusa.com).



**WhiteStar USA**  
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[www.whitestarusa.com](http://www.whitestarusa.com)

## YOUR IMPLEMENTATION NEEDS

## HOW WE AND SURE STEP CAN HELP

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### Guidelines and Templates Proven by Project Management Institute

Effective project management is critical to ensuring a successful implementation. Sure Step provides tools and guidance that are tested and proven by the Project Management Institute. This can help us ensure a successful project for you by managing productive meetings, communicating with you effectively, and delivering value throughout your implementation.

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### Thorough Preparation and Change Management

Driving change and ensuring that new processes are widely adopted are critical components of any business transformation initiative. Change Management guidance provided in Sure Step helps us prepare your organization for process optimization, improved experiences, and increased productivity.

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### Cost-effective Training

During your Microsoft Dynamics implementation and beyond, it's important to ensure your team members are fully trained on all the features of your new solution. We can help you gain access to CustomerSource, a key benefit of the Business Ready Enhancement Plan, as well as to our training tools and offerings. CustomerSource gives you access to valuable online training tools, tips and tricks to help your users get the most benefit from the new solution, and a broad community of other Microsoft Dynamics users from whom you can learn.

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### Risk Management

Effectively managing risk and changes in requirements is critical to the success of your project. Sure Step provides detailed guidance and recommended processes so we can better work with you to effectively manage risk, scope and changes throughout your implementation project.

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### Executive Management Buy-in and Support

Executive management involvement and support during the selection and implementation process is critical to the successful launch of your Microsoft Dynamics solution. Sure Step provides in-depth guidance on roles, responsibilities, and timelines that can help us maintain appropriate executive engagement throughout your implementation project.

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### Resource Availability

Sure Step helps create an ecosystem of Microsoft partners that meet a certain standard of implementation practices and quality, which helps us ensure that the resources you need will be available throughout your Microsoft Dynamics implementation.

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For more information about how you can help ensure a successful implementation visit:

[www.microsoft.com/dynamics/success](http://www.microsoft.com/dynamics/success)



*WhiteStar USA is committed to your success!*

*Contact our office to discuss our other services:*

*IT Assessments and Compliance*

*Secure email services*

*Business Intelligence and Metrics*

*System Upgrades and Network Support*

*SaaS - subscription services*