Blytheco Services Guide

Professional Services Tailored For Your Success

Blytheco is the transformation partner of choice, providing business software, consultation, implementation services, education, and support to companies looking to grow their business. Our passion of Transforming Companies through thoughtful decisions, trusted relationships, and a focus on client success continues after over 40 years in business. We understand the importance of unified teams, streamlined business processes and automation, reliable support, strong project management, value-driven consulting, and trust. This document outlines our professional services and highlights the resources and processes available to you at every stage of your business lifecycle.

Blytheco | Acumatica The Cloud ERP — Gold Certified Partner | Creatio formerly bpm'online | sage Authorized Partner

CONSULTING

Consulting Engagements

We guide our clients to thoughtful decisions. We know that navigating business and software changes—all while keeping your business on track—is a challenging task. Our goal is to help our clients by researching and handling tasks on their behalf. Here are a few services we offer to help companies achieve success:

- Strategy and business consulting
- ERP, CRM, and add-on software consulting
- Process and workflow optimization
- Growth planning and forecasting

- Manufacturing and warehouse optimization
- Business intelligence and reporting
- Employee engagement tools
- Change management and proper training

Business Process and System Reviews

We proudly offer guided, on-site business process reviews to help companies gain visibility into best practices and optimized software solutions. We work with key members of your team to perform comprehensive system reviews and process mapping exercises. After our engagement, our consulting team presents a summary of findings to your team which includes:

- Software and process reviews
- Team member interviews and role assessments
- Training and enablement opportunities
- Document processes, workflows, and goals
- Opportunities for improvement

- Key metrics and ways to measure success
- Error identification and automation proposal
- Business processes improvement
- Actionable recommendations
- Investment recommendations

"Blytheco is unique in that their experts know so much about the business end as well as the system. When they applied this knowledge, it really helped uncover some road blocks in our system and processes, and I would highly recommend Blytheco to any business that wants to run more efficiently and more profitably."

—Chris Phillips, President
Yardney Water Filtration Systems

Blytheco Support

As an award-winning support provider, we pride ourselves on the ability to offer prompt and reliable product support services for a variety of software solutions. Here are some advantages of working with Blytheco for support:

- 8:00 a.m. EST–5:00 p.m. PST support available
- Nationwide consulting coverage
- US-based remote and on-site support
- Flexible billing options and competitive rates
- No required monthly/annual support contracts

Services Offered

- System analysis
- Report and form design
- Upgrades, updates, and renewals
- Product support and error resolution
- Secure cloud hosting
- Set up, configuration, and installs
- Data import/export
- File rebuilds

ERP Products Supported

- Acumatica
- Sage Intacct
- Sage X3
- Sage 100cloud (and all prior versions, including MAS 90, MAS 200, and Sage 100)
- Sage BusinessWorks

CRM Products Supported

- Acumatica CRM
- Creatio
- Infor CRM
- Sage CRM
- SalesLogix
- Salesforce

Other Products Supported

- Sage Fixed Assets (FAS)
- Hundreds of add-ons and third-party software
- Marketing Automation

"The more we work with Blytheco, the more value we get from our software investments."

—Theresa Farrington, Controller
T-DRILL Industries, Inc.

IMPLEMENTATION

Selecting the Right Partner

As one of the top authorized partners for Acumatica, Ascentis, Infor CRM, NetSuite, Sage, and Salesforce products, we take pride in consistently creating successful client experiences and positive outcomes. We know that when it comes to selecting a partner, you have options. We also know that because you have options, we have to consistently go the extra mile to earn your business and trust.

Implementation and Replatforming

With an average implementation failure rate of 60%–65%, customers have good reason to be hesitant working with a provider who lacks a tried and true record. When it comes to software projects, we are committed to doing things right the first time, and our success rate of 92.5% stands as a testament to that dedication. Whether you are purchasing new software, replacing a software solution, or fixing a failed implementation, here are a few ways we can help:

- Software evaluation and ROI analysis
- Business process re-engineering
- Workflow optimization and automation

- World-class project management
- Software implementation guidance
- Go-live readiness and support

Training

Our consultants are certified product trainers. Our goal is to help your team become the experts of your software and support your business processes. We offer personalized training plans (one-on-one, group, virtual, and on-site) for all product lines. We can focus on high-level product training in a specific task or in-depth functional training. Whether you are looking to learn a new system or refine existing skills, our team can help.
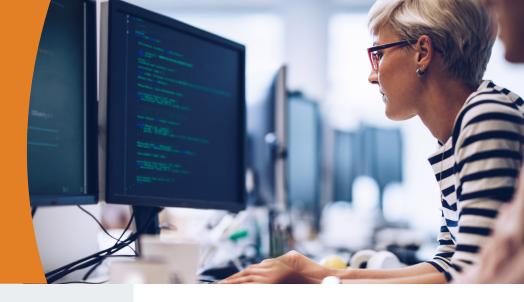
92.5%

Our implementation success rate for our clients stands at 92.5%. In contrast, the industry average stands at 35–40%.

100%

We recommend the right software for your business 100% of the time, even if it's not a solution we offer.

5,000+

In the last 39 years, our team has successfully implemented over 5,000 software solutions for our clients.

DEVELOPMENT

Blytheco Development

Our development team is available to help you tailor your ERP to your specific needs and challenges. We understand that every business is unique and are here to help you make the most of your software investment.

Our award-winning dev team provides state-of-the-art development services for Blytheco supported ERP software solutions. Here are some advantages of working with Blytheco for development:

- US-based team with a global partner network
- Over 40 years of software development expertise
- In-house team available 8:00 a.m. EST-5:00 p.m. PST
- A detailed project methodology to keep projects on-time and on-budget
- Detailed project scoping available for all projects
- Ability to execute custom development projects

Services Offered

- Customization and configuration
- Programming and testing
- Software development
- Hundreds of pre-built custom enhancements
- Custom integration services
- Industry-specific ERP developed solutions
- Customization and custom field creation
- Server assessments and SQL tuning
- System and database analysis
- Network optimization
- EDI support services and field mapping

"Blytheco's staff was instrumental in developing creative solutions for us that save hours of staff time."

—Heath Mitchell, President
GWY, Inc.

CLIENT SUCCESS

Our Client Promise

We promise to guide business transformations through thoughtful decisions, trusted relationships, and consistency, all with an emphasis on creating successful client experiences and positive outcomes.

The Blytheco Difference

- Over 40 years in business
- 5,000+ successful software implementations
- Representation of over 200 software solutions
- 4 national offices and 24+ consulting locations
- Nationwide support coverage

Your Trusted Advisor

As a client of Blytheco, we make sure to provide your team with the tools, resources, and guidance needed to be successful through the life of your business:

- Dedicated account manager assigned to you
- Free annual business process reviews
- Regular check-ins and competitive billing rates

- Notification of all important product updates
- Assistance evaluating product add-ons
- Direct access to free tools, training, and more!

Client Advocacy

As our client, we deal directly with software publishers and third-party vendors so you don't have to. We keep your team informed of key promotions, feature updates, product changes, events, and product upgrades as soon as they are released. Blytheco is also a proud member of the Business Partner Advisory Council (BPAC). Our goal as a member of BPAC is to be your advocate and make your best interest a priority by taking your feedback, concerns, and challenges to the publisher on your behalf.

"Blytheco has demonstrated many times—both before and after we signed our software contracts—that they are committed to a long-term, mutually beneficial partnership with FG Products. We are grateful that we have a partner with the level of integrity that Blytheco has demonstrated throughout the entirety of our project."

—**Todd Peterson, Business Analyst**
FG Products

Blytheco™

Transforming Companies

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Call today for professional services or support.
We are ready to help you start your **business transformation.**