

Why Partner with JourneyTEAM?

Explore our roadmap for a more personalized, successful business technology journey.



When your technology can no longer keep up with your business, day-to-day operations become pretty painful for everyone in the company. Manual tasks are time-consuming. You generate a ton of data that is unorganized, inaccurate, and hard to understand. Inventory, insights, and documentation are disconnected. Customer service isn't as prompt or personalized as it should be. Data breaches and security are an increasing concern. The list goes on.



You're Not Alone

These are common issues nearly every growing organization faces, and we think growth should be an exciting adventure, not full of roadblocks. Business technology is one of the most impactful and empowering investments you will make for your company and your people. If you have more questions than answers right now, this is the eBook for you.

What should you be asking to choose the right technologies and partner?

Is this the right time to move to the cloud? Is it secure?

What is involved in a business technology implementation?

Which technology solutions can help you optimize operations today and support your vision for the future?

Read this guide for a step-by-step map of how we at JourneyTEAM help our customers enjoy a smooth and successful partnership. Walk through the entire process with us from initial discovery through ongoing support. You'll learn about common questions and assessments, which Microsoft technologies might align to your goals, how to build your project team, what to expect after the implementation, and a whole lot more.





Ready to begin your journey?
Click a section to start exploring.

1. **Define Your Purpose:** Understand Why You are Embarking on Your Journey
2. **Plant Your Flag:** Establish Goals and Milestones
3. **Create Your Roadmap:** Map Solutions to Your Goals
4. **Enjoy the Ride:** Secrets for a Smooth Implementation
5. **Relax:** You Have a Business Technology Partner for Life



1 Define Your Purpose: Understand Why You are Embarking on Your Journey

You likely have ideas of the improvements you want to make with new business technology and many you don't even know are possible—yet. Our journey begins by making sure we, and you, understand your why. Ultimately, this ensures JourneyTEAM provides meaningful and manageable solutions that make your vision a reality and support long-term success.

What Are Your Primary Goals?

In this step, we work together to establish long-term goals for your project and start determining where JourneyTEAM solutions and services can help. Click on any of these common goals to learn how we help you achieve them.

I need a more powerful platform to manage finances from lead-to-cash and improve operations.

I need to improve and track customer relations and engagement.

I need to modernize our infrastructure to improve security and support a dispersed workforce.

I need a better way to engage with employees and track collaboration to be more efficient.

I need better insight into metrics and KPIs to make better business decisions.

I need help implementing change in my organization to improve user adoption.



Questions to Think About

Want to get a head start on your journey? Here are some common questions you can print out and work with your team to answer. If you would like to share your answers with a JourneyTEAM expert, we would be happy to take a look and walk through them with you. Just email info@journeyteam.com.



Technology

- How many existing solutions do you anticipate replacing?
- What systems and tools are you using right now?
- Are there gaps in your existing tools and capabilities you wish to resolve?

Processes

- What processes are you looking to improve?
- What efficiencies do you need to create to improve ROI and streamline operations?

Data Analytics and Reporting

- How are you currently viewing your data?
- Do you feel a lack of visibility/insight into your data prevents you from making timely decisions for your business?

Documentation and Knowledge Management

- Where are you currently storing your internal documentation?
- Do users need faster, easier, more secure access to documentation and knowledge assets?

System Usage and Adoption

- Are applications and tools easy to use and adopt throughout your organization?

Security and Risk

- How and where is your data stored?
- Is it secure?
- Do you know how to ensure security and business continuity now and in the future?

Communication and Collaboration

- How are you communicating and collaborating internally?
- Are your systems integrated and talking to each other?
- Is information connected and easily accessible?
- Do you have remote workers?

Customer Relationship Management

- How are you interacting with your customers today?
- In what ways could you better track and improve customer interactions?
- Do you have detailed insight into your customers and their preferences?
- Do you have or need an omnichannel approach to customer service and engagement?



2 Plant Your Flag: Establish Goals and Milestones

At JourneyTEAM, we call this defining moment your “Flag Plant” and it’s a big deal around here. After listening to your unique needs and understanding your definition of a successful project—we brainstorm solutions for your challenges.

During this phase, we take all the important information from your discovery process and put pen to paper. We start building a plan with goals and milestones, recommendations for products and process improvements, and clear expectations for outcomes.

Think of your Flag Plant as the North Star for your project. We use it to navigate every step and guide every decision, as a team. You will know exactly what to expect and understand how each recommendation is intended to help you solve a specific challenge or meet a specific goal.



Flag Plant Deliverables

1. An outline of how JourneyTEAM will guide you to your goals.
2. Proposed solutions and process improvements.
3. Project timelines and costs.
4. Industry best practices.
5. Potential issues.
6. Next steps.



3 Create Your Roadmap: Map Solutions to Your Goals



To get the most power and return on investment (ROI) from your solutions, both short-term and long-term, we build a roadmap based on your goals. At the end of the day, we want to exceed your expectations while keeping costs low and efficiency high.

A successful project needs two major and equally valuable components—the right technology and the right people.

Identifying Your Technology Solutions

You want to know what systems and tools will solve your problems, and how. JourneyTEAM finds the right combination of Microsoft products and features that will work together to get you where you want to be—operationally and financially. Because we have worked with a wide range of customers, industries, and use cases, we know what to focus on (and what to avoid) to make the business improvements you need.

Every aspect of your journey is documented, including:

- Detailed Work Breakdown Structure
- Pricing
- Timeline, Schedules, and Milestones
- Small Goal Checkpoints (to continuously measure success)



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Create Your Roadmap: Map Solutions to Your Goals CONT

Assembling Your Project Team

Think of technology as the vehicle that will get you to your destination. You need smart, dependable people to drive the vehicle. This is a highly collaborative process that can have a few twists and turns along the way. Building the right project team is essential to success—before, during, and after the implementation.

Your project team will be comprised of subject matter experts from inside your organization and a diverse group of highly skilled experts from JourneyTEAM. Don't worry if you're not sure who to ask. We will help you establish the skills and knowledge needed for the project.

Your JourneyTEAM Project Team

- Dedicated Enterprise Project Lead as a single source for communication
- Multi-discipline expertise
- Industry expertise
- Functional expertise
- Business process expertise
- Integration expertise
- Change management expertise
- Project management expertise
- Excellent communicators



4 Enjoy the Ride: Secrets for a Smooth Implementation

Since 1994, JourneyTEAM has focused continuously on what our customers need so we can deliver your solutions in the most timely and cost-effective way. You can trust us to keep all the moving parts of your project and your people working together with minimal disruption.

In addition to offering the leading Microsoft technologies, we think you'll find it's our people that make the difference. We are your guide every step of the way, helping you unlock your full potential and discover new opportunities. You will appreciate our implementation process that includes:

Manageable 2-week Sprints

JourneyTEAM operates in 2-week sprints with specific tasks due at the end of each sprint providing 'progressive value'. This keeps everyone on track and prevents cost overruns and other surprises that could delay your project.

Regular Planning Meetings

We bring project teams together regularly for open conversations about the state of the implementation, any potential concerns that need to be addressed, and to prioritize upcoming tasks.

Transparent Communication

You will get to know every member of our project team personally. We promise to communicate with you honestly and ensure you can easily reach out with questions or concerns at any time.

Quick-Start Sherpa Program

We are proud of our exclusive Sherpa Program giving qualified customers an opportunity for quick-start trainings and implementations.

Our Sherpa Program reduces implementation time and costs for a select group of Microsoft products, giving you even faster time-to-value.

How do you qualify for our Sherpa Program?

You are implementing one or all of the following products:

- Microsoft Dynamics 365 Business Central
- Microsoft Dynamics 365 Marketing
- Microsoft Power Apps

You have in-house expertise to help with the implementation.

You don't require complex customizations and assistance to make your solutions work for your business.



5 Relax: You Have a Business Technology Partner for Life



Congratulations! Now that your implementation is complete, your business has a unified technology foundation to scale and sustain your growth into the future. Your data is centralized, secure, and meaningful. Your people can work faster from anywhere, collaborate easier, make confident decisions, and serve customers like never before.

With some partners, this is the end of the road. With JourneyTEAM, we know your business and your technology will always be changing and evolving. We promise to be your trusted guide and go the extra mile—for life.

Here are just a few reasons you will be glad you chose JourneyTEAM:

Rapid Support and Issue Resolution

We keep your engine running at optimal performance with an experienced support team backing you up. Time is money and we know it's critical to get questions answered and issues resolved quickly to minimize disruptions. Your JourneyTEAM client portal lets you view and manage your case requests, active projects, tasks, and more so you always know what is going on.



5 Relax: You Have a Business Technology Partner for Life CONT.

Strategic Advisory

If you are on pace for accelerated growth, or perhaps you need to scale back a bit, your JourneyTEAM advisors are here to listen and help you strategize any technology and process changes needed to support your vision. We aren't just technical specialists; we have decades of business and financial experience in numerous industries.

User Confidence

Adopting new technologies and processes can be difficult for employees. Our JourneyTEAM customer team knows your systems and how to ensure users remain confident, productive, and take advantage of all your technology offers.

Our Mission:

Through our relentless pursuit of excellence, we simplify and effectively use technology to make a positive, lasting impact on the world.



Why Partner with JourneyTEAM?

BUSINESS TECHNOLOGY TO SUPPORT YOU. AN EXPERT TEAM TO GUIDE YOU.

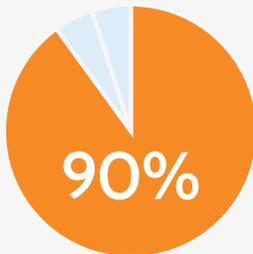
You don't have to navigate business technology alone. As you are evaluating the best partner to take your business forward, we think you will find JourneyTEAM to be uniquely qualified and refreshingly different. If you want an experience personalized to your needs and goals, with leading technologies and a group of talented people who care—we're ready to take the next step in your journey, together.

1,300+

PROJECTS COMPLETED PAST 5 YEARS



TEAM MEMBERS



REFERENCEABLE
CUSTOMERS

14



GOLD/SILVER COMPETENCIES

350+

ACTIVE CUSTOMERS
PAST 12 MONTHS



GOLD
Microsoft Partner
Microsoft

2019 Microsoft US
Partner of the Year

2020 Microsoft US
Partner of the Year



VAR Stars

Crystal Eagle
Dynamics 365 Business Central
TOP Microsoft US Partner

TOP
WORK
PLACES
2021

2021/2022
INNERCIRCLE
for Microsoft Business Applications

Health and Security Assessment

JourneyTEAM security experts will perform an in-depth checkup of Azure and Microsoft 365 to ensure your business is running a safe, secure, and optimized environment. You receive a detailed report that identifies gaps and provides recommendations for licensing, security, device integrations, and more.

[LEARN MORE](#)

Maturity Model Assessment

Before you invest in and adopt new business processes and technology, it's important to understand where you are today. JourneyTEAM's objective industry experts will map your organization's technology ecosystem, evaluate your current departmental processes, and provide a detailed roadmap to help you reach your goals.

[LEARN MORE](#)

Need a guide to help you get started?

Schedule a discovery call with a JourneyTEAM expert today.

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