TRANSFORM YOUR BUSINESS

Explore **Leading Technology Solutions** and **Expert Services** from CRGroup

Corporate Renaissance Group

From Strategy to Execution - We Have Your Digital Transformation Covered!

Modern companies need complete business systems that work together to boost productivity and transform the entire organization. CRGroup offers the local expertise and industry know-how to help build your roadmap to success.

Proven Business Technologies That Drive Performance Across the Entire Organization
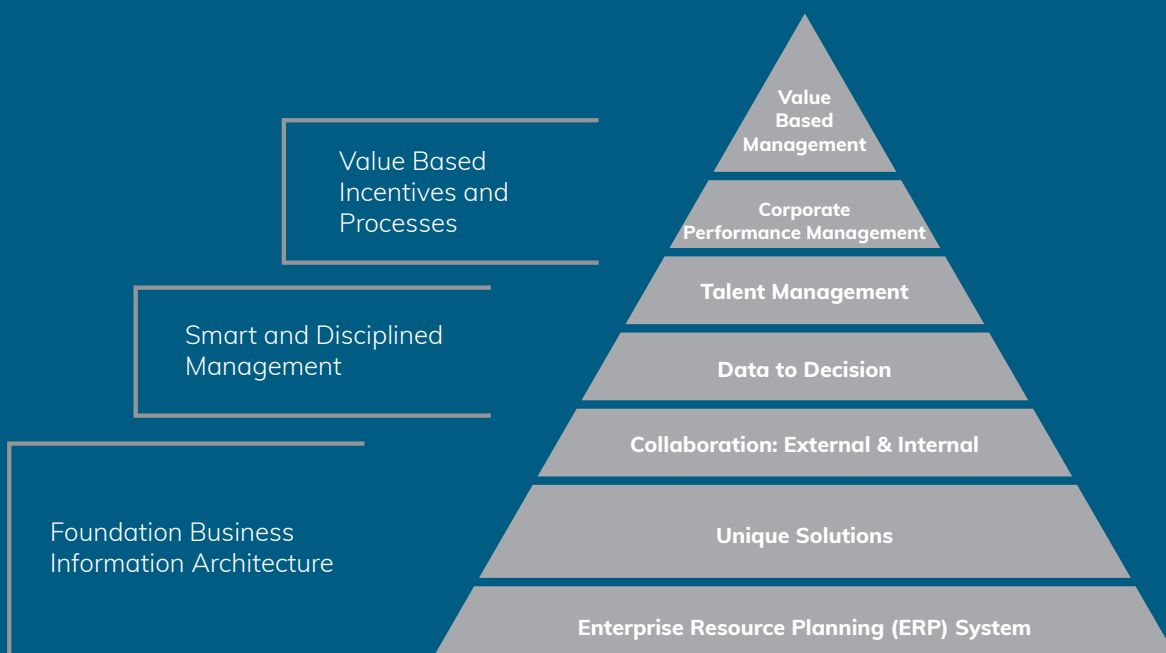
CRGroup is your one-stop-shop for proven technologies built to address your unique business challenges. As certified experts in leading systems, we help companies like yours to streamline processes, unite business units, and equip teams with the modern systems needed to **get ahead of the competition**.

Unparalleled Expertise to Guide You

With over 30 years of experience, a highly tenured team of business, finance and technology professionals, and over 4,000 clients worldwide, CRGroup is the perfect partner to guide you through all stages of your business technology transformation – **from planning, implementation, integration, support and training**.

> *"CRGroup is an expert team, equipped with cutting edge tools and the financial expertise needed to make projects like this a complete success."* — EVAN BROWN, CHIEF FINANCIAL OFFICER - CARMANAH TECHNOLOGIES

Using our proven Level 7 Framework™, we work to form long-lasting relationships with our clients so we can build success – **across the entire company**.

Value Based Incentives and Processes

Smart and Disciplined Management

Foundation Business Information Architecture

Value Based Management

Corporate Performance Management

Talent Management

Data to Decision

Collaboration: External & Internal

Unique Solutions

Enterprise Resource Planning (ERP) System

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About CRGroup

Established 1989

Headquartered in Ottawa, ON Canada

Average Tenure of Leadership Team (17 years)

Corporate Renaissance Group

YOUR PARTNER FOR MICROSOFT BUSINESS SOLUTIONS

DYNAMICS ORIGINALS

CRGroup brought the original CRG Changer™, Re-Formatter™, and Quick Cubes™ to the Microsoft Dynamics GP world in the 90's. Today, CRGroup is a leading expert in Dynamics and helps companies leverage the latest advancements to maximize their investments in Microsoft technology.
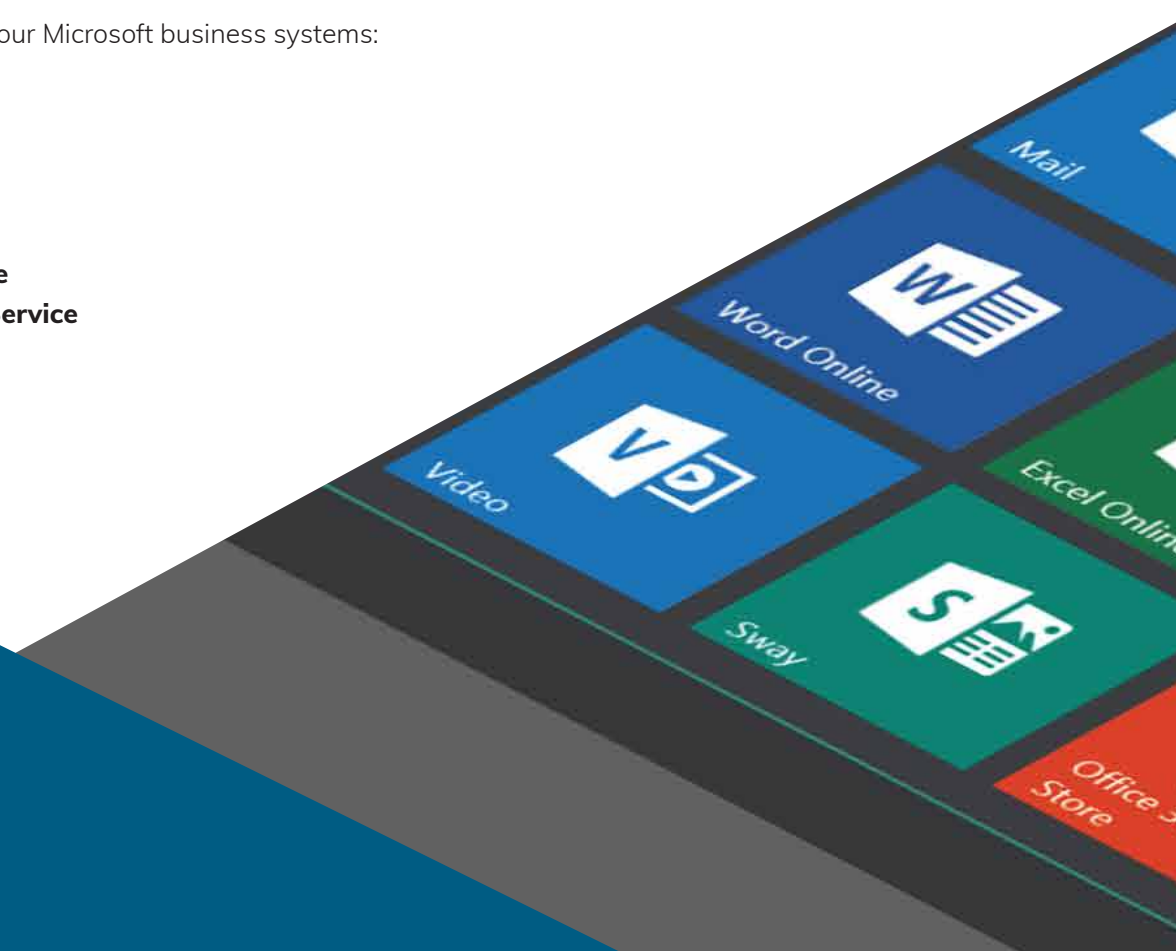
END-TO-END SUPPORT FOR YOUR DYNAMICS TECHNOLOGIES

With extensive vertical experience across customer relationship management, marketing, human resources and enterprise resource planning, CRGroup brings complete support for core Dynamics technologies.

- **Dynamics 365 Business Central**
- **Dynamics 365 for Finance & Operations**
- **Dynamics 365 for Sales & Marketing**
- **Dynamics 365 for Customer Service**
- **Dynamics 365 for Human Resources**
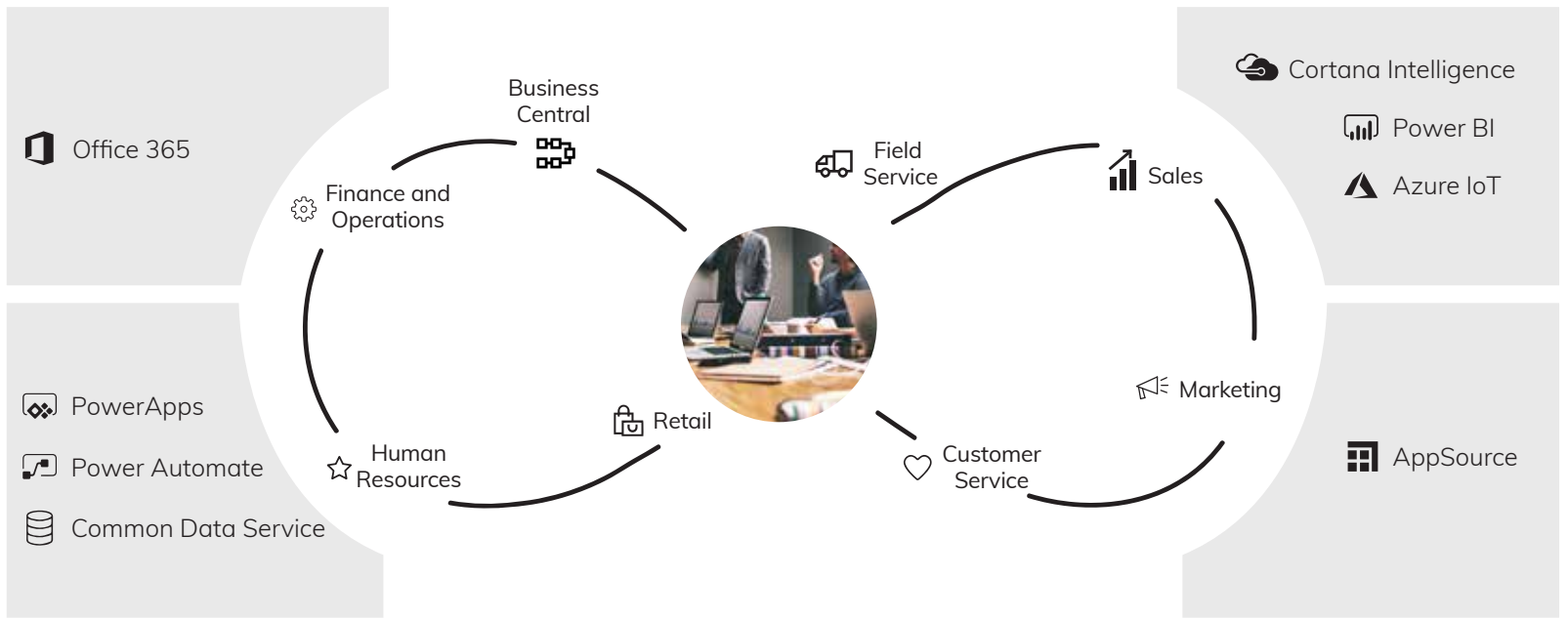- **Dynamics GP, AX & NAV**
- **Dynamics CRM**

Plus expert support for all your Microsoft business systems:

- **Office 365**
- **SharePoint**
- **Teams**
- **PowerApps**
- **Power Automate**
- **Common Data Service**
- **Power BI**
- **SQL Server**
- **Azure**

Success Across Your Entire Company

CRGroup helps businesses leverage Microsoft technology across every area of business – helping to **ALIGN** resources, **EMPOWER** teams, and **EXCEED** company objectives.

Office 365

PowerApps

Power Automate

Common Data Service

Business Central

Finance and Operations

Human Resources

Retail

Field Service

Sales

Marketing

Customer Service

Cortana Intelligence

Power BI

Azure IoT

AppSource

Gold

Microsoft Partner

Microsoft

Planning • Deployment • Support • Training • Customizations

crgroup.com/microsoft

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Grow Beyond Your Basic Accounting Software To World Class ERP With Microsoft Dynamics

More than just accounting software, Microsoft Dynamics offers trusted enterprise resource planning solutions that help businesses gain greater control over financials, inventory, and operations. Get up and running quickly with a solution that is flexible, configurable, and designed to grow with you.

- Dynamics GP
- Dynamics AX
- Dynamics NAV
- Dynamics 365 for Finance & Operations
- Dynamics 365 Business Central

For more than 30 years, CRGroup has been delivering world-class ERP to our clients with Dynamics. Our team of experienced accountants, MBA's, business solutions consultants, data specialists, and technical developers lend practical knowledge to ensure client success.

Your Partner for Everything Dynamics

- Expert implementation & setup
- Smooth upgrade planning and testing
- Timely support and quick answers to your questions
- Remote, classroom or online training options
- Customizations, integrations and third-party solution recommendations
- Knowledgeable process consulting, re-engineering and guidance

Manage the Core Elements of Your Business - From Planning to Production and Beyond
crgroup.com/erp

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SUPERCHARGE YOUR DYNAMICS GP SYSTEM WITH LEADING ADD-ON SOLUTIONS

Used by over 4,000 companies worldwide, CRGroup add-ons for Dynamics GP offer easy-to-use tools that help tackle common data and setup challenges faced by GP users.

- Do you need to consolidate multiple GP entities?
- Have you outgrown your current GP chart of accounts?
- Need to combine multiple companies in Dynamics GP?
- Wish you could re-format your GP account framework?
- Do you want help maintaining your GP Analytical Accounting Module?

We Have an Add-On for that!

CRG Changer
CRG Changer™ allows you to change, merge and combine your codes and data in GP, ensuring your business management system operates at optimum efficiency.

Company Combiner
Easily consolidate multiple GP companies into one with CRG Company Combiner™.

AA Tools
AA Tools™ were designed to help maximize your investment in Microsoft Dynamics GP by facilitating the setup and ongoing maintenance of GP Analytical Accounting™.

Re-Formatter
Re-Formatter™ is the only tool available that allows you to seamlessly reformat your GP account framework.

PA Cubes
PA Cubes™ provide easy-to-use, pre-built analysis services cubes that deliver analysis-ready data on your Dynamics GP Project Accounting module.

Merger Series
CRG Merger Series™ allows you to merge orders or invoices, from the same customer, in order to streamline your sales order processing.

Download free trials at

crgroup.com/gp-addons

COMPLETE BUSINESS TRANSFORMATION

Digitally Transform Your Business With Dynamics 365

Microsoft has removed the complexity of CRM and ERP systems by creating modern, modular business applications that work together on a single platform, giving organizations the flexibility to adopt technology when they need it to improve business outcomes.

Give your business what it needs to succeed with Dynamics 365

Make better decisions

Improve business outcomes using data-driven insights and recommendations.

Build customer relationships

Create more meaningful engagement with a comprehensive customer view.

Operate more efficiently

Automate and optimize everyday tasks using AI-driven workflows.

Sales
Prioritize the right prospects, build relationships, and increase sales.

Marketing
Target the right buyers, run multi-channel campaigns, and increase sales-ready leads.

Talent
Hire top talent, set employees up for success, and improve HR management.

Business Central
Manage your finances, sales, service, and operations with an all-in-one solution for businesses outgrowing accounting software.

Service
Help your agents and technicians exceed customer expectations.

Finance and Operations
Connect and optimize your back-office, retail, and supply chain operations.

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Use Data and Intelligence to Power Digital Transformation

Engage customers and build relationships
Fundamentally reimagine how you engage with customers - create personalized marketing, sales, and service experiences using data and intelligence to improve every interaction.
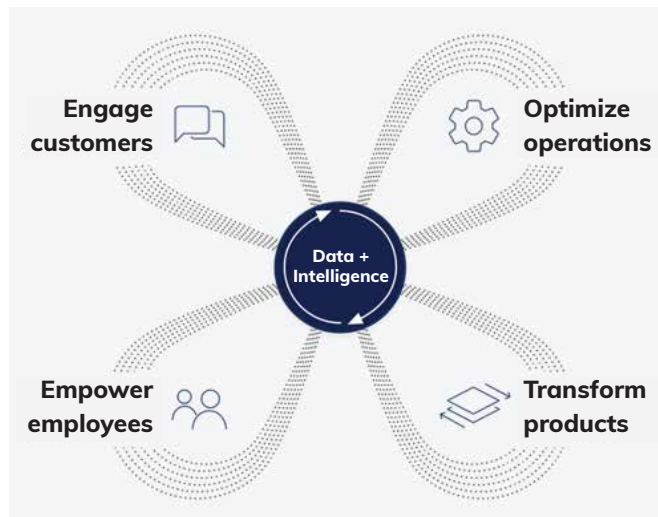
Optimize operations
Improve service, drive efficiency, and reduce costs with intelligence and prescriptive guidance infused throughout your business processes.

Empower employees
Attract, hire, and engage the best talent and unleash them to do their best work with data and insights surfaced right where they work.

crgroup.com/dynamics-365

Transform products and services
Use data as strategic asset -- identify new market opportunities, produce innovative products, and create exceptional customer experiences with a comprehensive view of your customers and operations.

Analysts recognize Dynamics 365 as a leader among business applications

Forrester positions Microsoft as a leader in their new Forrester Wave: Sales Force Automation Solutions report.

Nucleus Research recognizes Microsoft Dynamics 365 as a leader in their Enterprise Resource Planning (ERP) Technology Value Matrix.

Gartner once again positions Microsoft in the Leaders Quadrant in the 2018 Magic Quadrant for CRM Customer Engagement Center report.

Get even more from your Dynamics applications with PowerApps and Power Automate

PowerApps

Act

Build custom apps in hours - not months - that connect to your existing data and systems to help solve your specific process and business challenges.

Power Automate

Automate

Construct automated workflows in minutes across hundreds of popular apps and services - no coding required.

Contact us to learn more about the potential of these powerful applications.
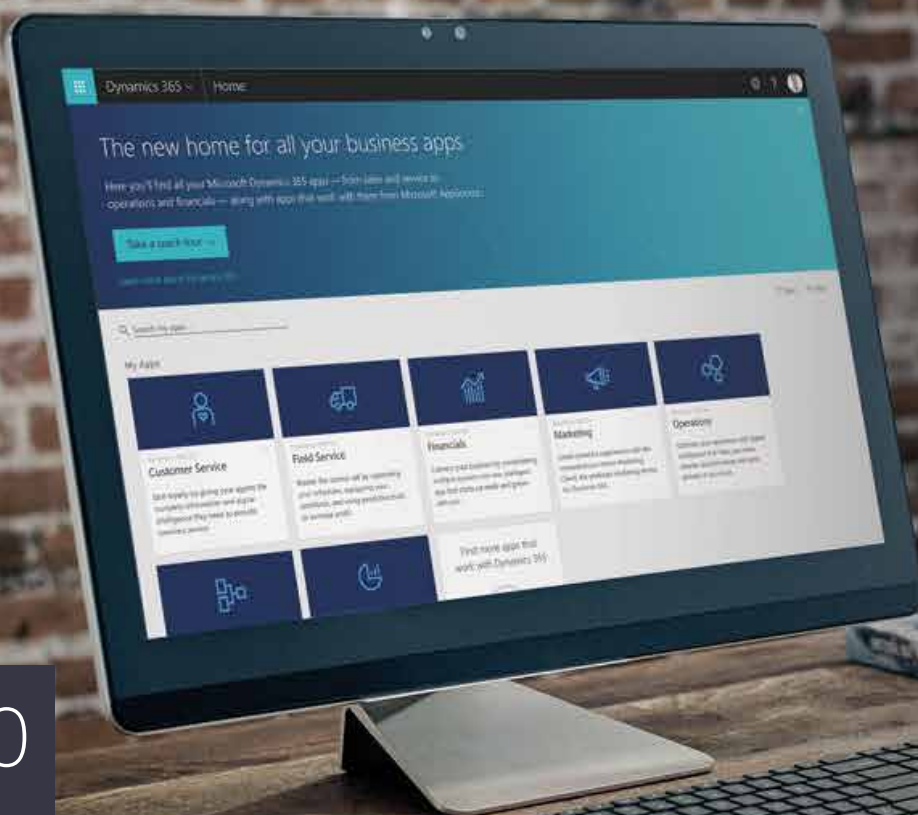
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Deliver Outstanding Customer Service & Boost Marketing & Sales With Dynamics CRM & Dynamics 365

CRGroup helps companies in all industries engage customers, members, donors and stakeholders and empower sales and marketing. Our trusted methodology, supported by industry-leading Microsoft Solutions, helps clients facilitate the tracking of vital customer, sales, and marketing activities.

- Understand client needs to optimize service
- Enrich customer interactions & communications
- Reduce customer response times
- Empower sales & marketing teams with centralized data, automation & nurturing
- Track the entire customer journey - from prospect to client

CRGroup's team of CRM experts is here to help you choose the right solution and plan to suit your needs now and as you grow. We help companies leverage Dynamics technology to foster leads, make better decisions, and adapt more quickly to changing customer or member needs.

WHY SHOULD YOU BE USING A CRM SYSTEM?

CRM solutions increase your profitability by streamlining administrative processes in your sales, marketing, and service divisions, and letting you focus on building and maintaining the customer relationships that matter.

A strong CRM solution is a multifaceted platform where everything crucial to developing, improving, and retaining your customer relationships is centralized in one place . Without the support of an integrated CRM solution, you may miss growth opportunities and lose revenue because you're not optimizing your operating processes or making the most of your customer relationships or sales leads.

CRM

Microsoft Dynamics

365

Microsoft Dynamics

MARKETING: *Improve your customers' journey*
Generate multichannel market campaigns, nurture sales-ready leads, and align your sales and marketing teams with planning and tracking tools that integrate with your existing apps and services. **CRGroup is also a recognized partner of ClickDimensions®, the only complete marketing automation platform integrated directly into Dynamics CRM and Dynamics 365.**

SALES: *Empower your sellers*
Go beyond sales force automation to better understand customer needs, engage more effectively, and win more deals. Sell smarter with embedded insights, foster relationships, boost productivity, accelerate sales performance, and innovate with a modern and adaptable platform.

CUSTOMER SERVICE: *Deliver amazing service through any channel*
Deliver guided, intelligent service and support on any channel with a unique ability to work with your existing systems. Empower customers and agents with the tools they need to ensure quick and accurate resolution, every time.

crgroup.com/crm

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Enable Sharing & Collaboration Across Your Entire Organization

Businesses no longer operate out of a single room or building. Projects, tasks, documents, and data now have to be shared across many different workstations and accessible everywhere – instantly. Centralizing company and project information for effective sharing can pose technical and logistical issues, if not planned and executed correctly.

CRGroup can help your company empower teamwork and sharing. Our trusted methodology, supported by industry-leading solutions, helps clients facilitate the centralization and sharing of company and client information.

The Next Generation of Chat, Collaboration, and Meetings
When you have a place to create and make decisions as a team, there's no limit to what you can achieve! Microsoft Teams brings everything together in a shared workspace where you can chat, meet, share files, and work with business apps. Host audio, video, and web conferences, and chat with anyone inside or outside your organization.

crgroup.com/teams

Work Smarter & Faster with Atlassian
CRGroup is also proud to be a Platinum Atlassian Partner and provides tools to help teams work better, faster, and easier. With leading solutions like Jira™ and ServiceDesk™, Atlassian offers cost-effective and flexible applications for planning, teamwork, and boosting productivity.

crgroup.com/atlassian

Boost Business Productivity with Microsoft Office 365
Whether you are just starting out, or are looking to move your existing business tools to the Cloud, CRGroup has the expertise needed to help your business implement Office 365 and enable productivity and collaboration from anywhere.
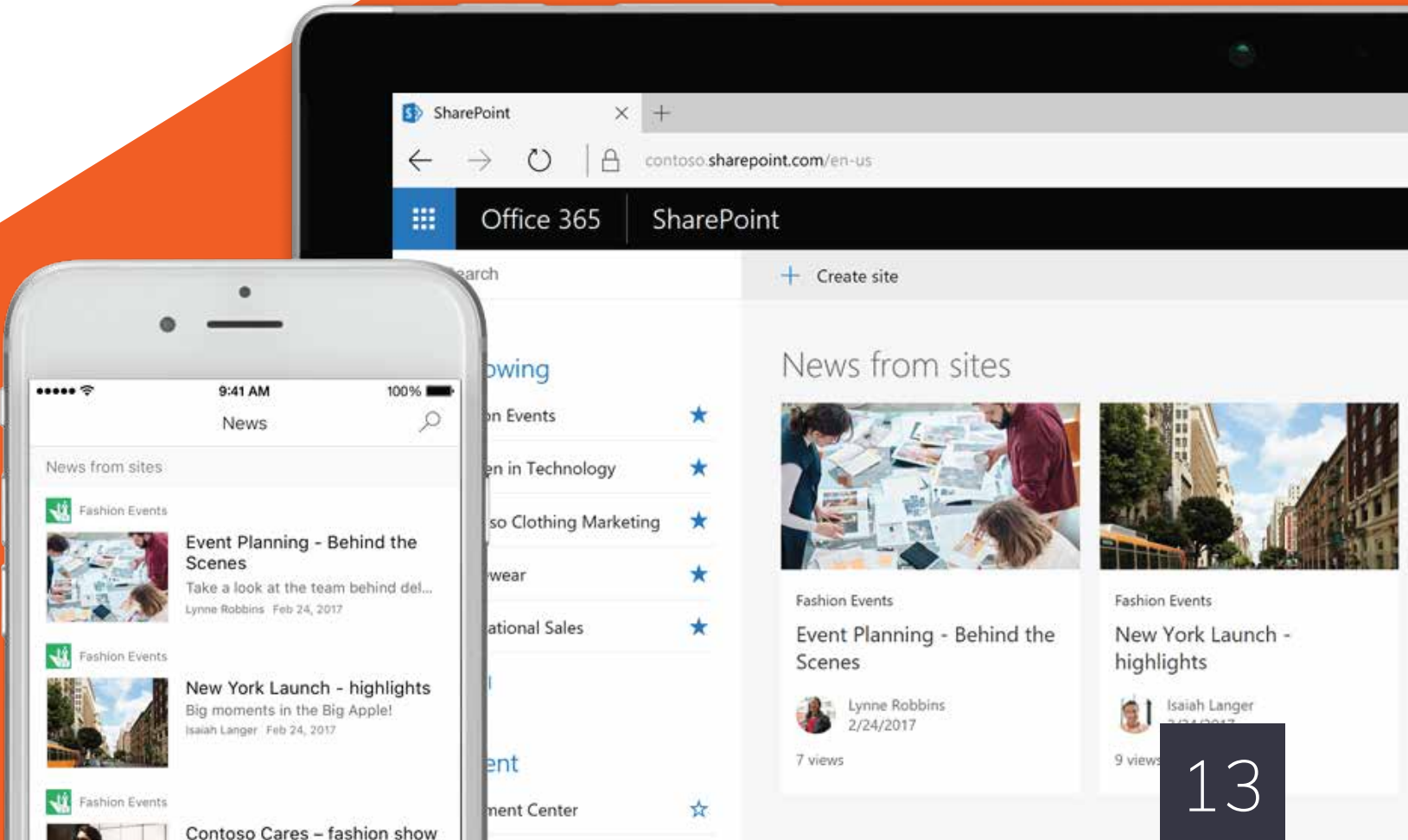
crgroup.com/office-365

Online Sharing & Collaboration at Its Best
Microsoft SharePoint makes it easy for people to collaborate and work with others, organize projects and teams, and discover people and information. CRGroup helps you to maximize your investment in Microsoft SharePoint by tailoring the solution to meet your needs.

company intranets • partner & membership portals • project & client sites
document & records management • electronic forms
custom data entry solutions • custom collaboration & sharing solutions

crgroup.com/sharepoint

BUDGETING, PLANNING & CORPORATE PERFORMANCE MANAGEMENT

Boost Financial Planning & Analysis for Better Decision Making

CRGroup's unparalleled expertise in budgeting, planning and corporate performance management systems means you can get started with world-class financial planning & analysis software that will meet your exact needs.

FUEL MEASURABLE BUSINESS RESULTS

- Understand the key drivers of productivity in your organization
- Eliminate manual processes & wasted time
- Boost the accuracy of financial & operational planning
- Establish and track KPI's & metrics that drive performance
- Rely on timely scorecards & dashboards
- Enable access to key planning data from anywhere
- Remove business silos for a complete view of management, financial & operational performance

With leading systems designed to suit any company size or budget, CRGroup can work with you to eliminate Excel-based budgeting and transform how your company plans.

- Budgeting & planning
- Profitability modeling
- Financial consolidation
- Management & financial reporting
- Predictive analytics

"*CRGroup helped us to develop a very flexible planning, budgeting and reporting and business intelligence platform which covers our 3 sports teams and planning of major entertainment events.*" – DAVID PORTER, VICE PRESIDENT, FINANCE - OSEG

Board

Recognized by Gartner® and with over 3,000 customers worldwide, **Board is the #1 decision-making platform** offering budgeting, forecasting, scorecards, & advanced analytics for any size business.

crgroup.com/board

Adaptive Insights

Recognized by Gartner® as a leader in corporate performance management solutions, **Adaptive Insights** offers **complete Cloud-based budgeting & corporate performance management** for medium to large-sized businesses.

crgroup.com/adaptive-insights

Rapidstart

Easy and affordable budgeting, forecasting, & reporting for small to medium-sized businesses looking to eliminate the chaos of spreadsheets. Starting at just US $3,150 per year.

crgroup.com/rapidstart

idu-Concept

Recognized by Gartner® as one of the top 25 Corporate Planning Applications in their Gartner market guide, idu-Concept is the perfect system for organizations looking for **powerful, enterprise-level budgeting & planning.**

crgroup.com/idu-concept

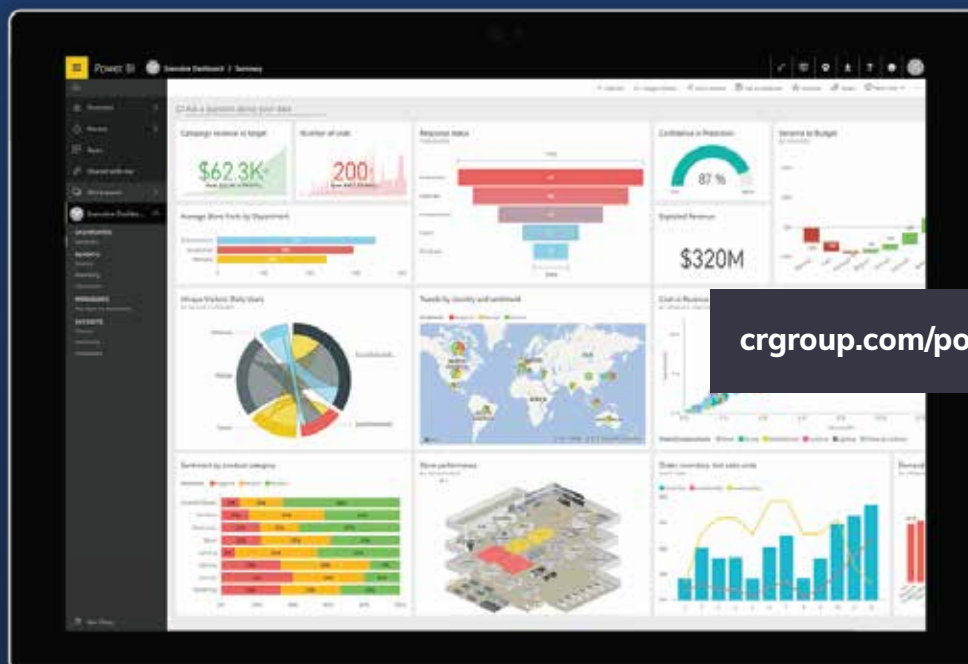# DATA TRANSFORMATION BUSINESS INTELLIGENCE & DASHBOARDS

Go From Data to Insights in Minutes with Power BI and Tableau

Microsoft Power BI

Power BI

For 12 years in a row, Microsoft has been recognized as a leader in the Gartner Magic Quadrant for Analytics and Business Intelligence Platforms. Power BI delivers an easy, affordable and mind-blowing data visualization platform to transform to help your company go from insight to action.

- Transform data into stunning visuals and share them with colleagues on any device
- Visually explore and analyze data — on-premises and in the cloud — all in one view
- Collaborate on and share customized dashboards and interactive reports
- Scale across your organization with built-in governance and security

crgroup.com/powerbi

Companies are collecting data from many different systems and across every department – but few have the capabilities to turn their data into actionable insights. CRGroup's team of data visualization, dashboard, and business intelligence experts can help take your data to new heights.

Less Excel, more decision-making! CRGroup has the experience and skills needed for a wide-range of data intelligence services:

- Data warehousing and system integrations
- Dashboards and report design
- Reporting best-practices
- System training & configuration

Tableau

Tableau is a global leader in rapid-fire business intelligence software. It lets you analyze any structured data to produce powerful data visualizations such as charts, graphs, dashboards and reports within minutes.

- Fast analytics with 10-100x the speed of other leading systems
- Smart dashboards combine multiple views for richer insights
- Live connectivity to your data sources means your reports update automatically
- Mitigate any risk through CRGroup's 'Tableau Fortification' program

crgroup.com/tableau

Attract, Align, Develop & Retain a World-Class Workforce

People determine the success of your business. Every customer interaction, company initiative, innovation and decision relies on the skillset and focus of your company's talent-base.
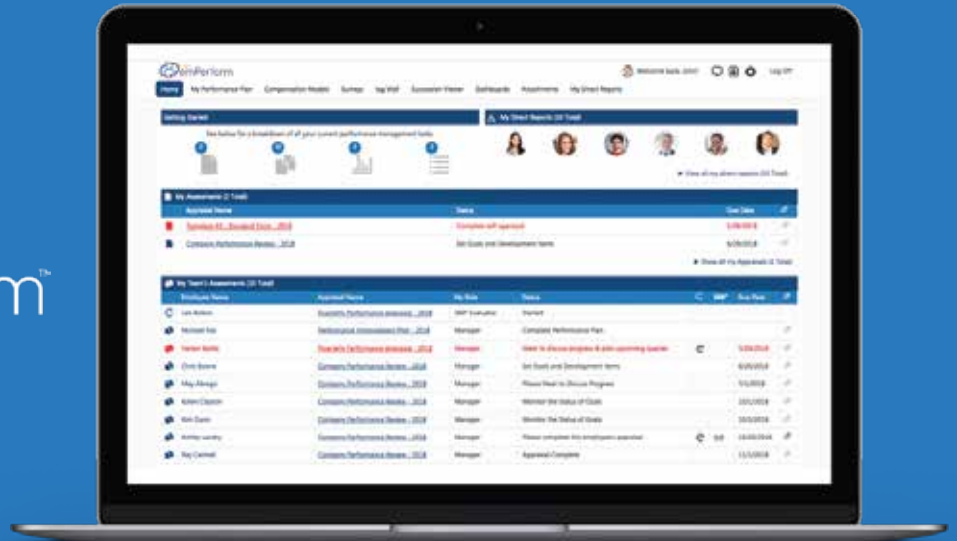
CRGroup can help you build and grow effective human capital and talent processes that will attract, align, develop and grow your organization's greatest asset – people.

CRG emPerform™

Since 2004, CRGroup's award-winning employee performance management software, CRG emPerform, has been helping companies automate and streamline vital performance management tasks: performance reviews, feedback, 360° assessments, succession planning & compensation management.
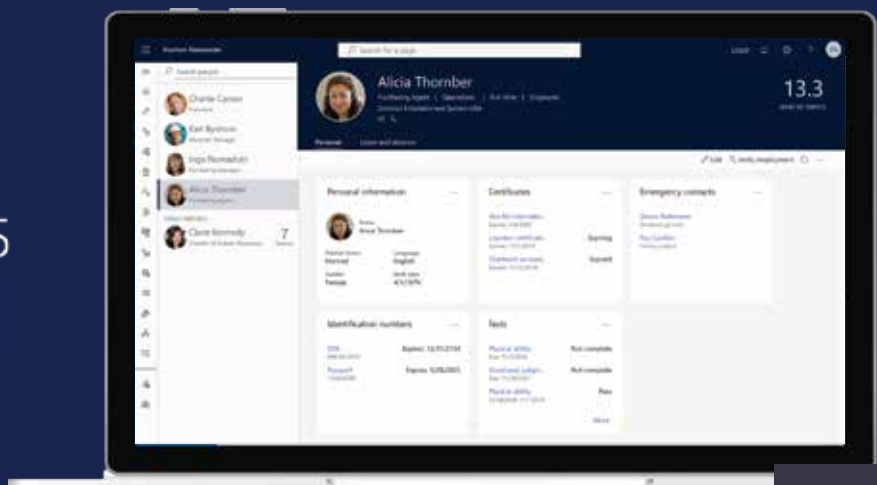
employee-performance.com

Microsoft Dynamics 365 Human Resources

Create a workplace where people and business thrive with Dynamics 365 Human Resources, the HR solution that helps take better care of your teams.

crgroup.com/human-resources/

CRGroup + Quisitive: The Full Microsoft Cloud, Delivered Today

BUILDING THE MICROSOFT PARTNER OF THE FUTURE

In June 2019, Quisitive announced the strategic acquisition of CRGroup. This alliance means unparalleled technical and business services for our clients and the market.

Meet Quisitive: Founded in 2016 by Mike Reinhart, Quisitive is uniquely comprised of former Microsoft leaders and technologies who share a deep understanding of market needs and the appropriate application of Microsoft cloud technology. Named Microsoft US Partner of the Year in 2019, Quisitive helps customers navigate the ever-changing technology climate that their business relies upon. With a legacy of innovation and deep technical expertise, Quisitive is empowering the enterprise to harness the Microsoft Cloud and emerging technologies such as **blockchain, artificial intelligence, machine learning, and the Internet of Things (IoT).**

QUISITIVE

" Combining our strengths with Quisitive marks the age of a new type of service provider that offers end-to-end, strategic Microsoft Cloud migration, strategy and execution." **– DR. VIJAY JOG, PRESIDENT - CRGROUP**

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Breaking Down Barriers
to Business Innovation

Quisitive has established a strong track record of creating impactful cloud solutions that drive transformation for clients. The combining of Quisitive and CRGroup means that our clients now have access to a new set of cloud services that can be implemented individually, or layered to create a unique solution that fits an organization's specific needs.

CLOUD MIGRATION
(MICROSOFT AZURE & O365)

CSP &
MANAGED SERVICES

CLOUD DEVELOPMENT
(HYBRID & MICROSOFT AZURE)

BLOCKCHAIN SOLUTION
DEVELOPMENT

BIG DATA &
ADVANCED ANALYTICS

IOT +
INTELLIGENT EDGE

AI +
MACHINE LEARNING

Learn more about the benefits of this exciting news and what it means for you!
Contact us **crg@crgroup.com**

WE ARE COMMITTED TO CLIENT SATISFACTION AND SUCCESS AT EVERY STAGE OF DIGITAL EVOLUTION.

With CRGroup, you can be confident that you will receive personal support and expert guidance at every stage. We employ world-class implementation and project methodologies, coupled with extensive consulting expertise to ensure you realize success.
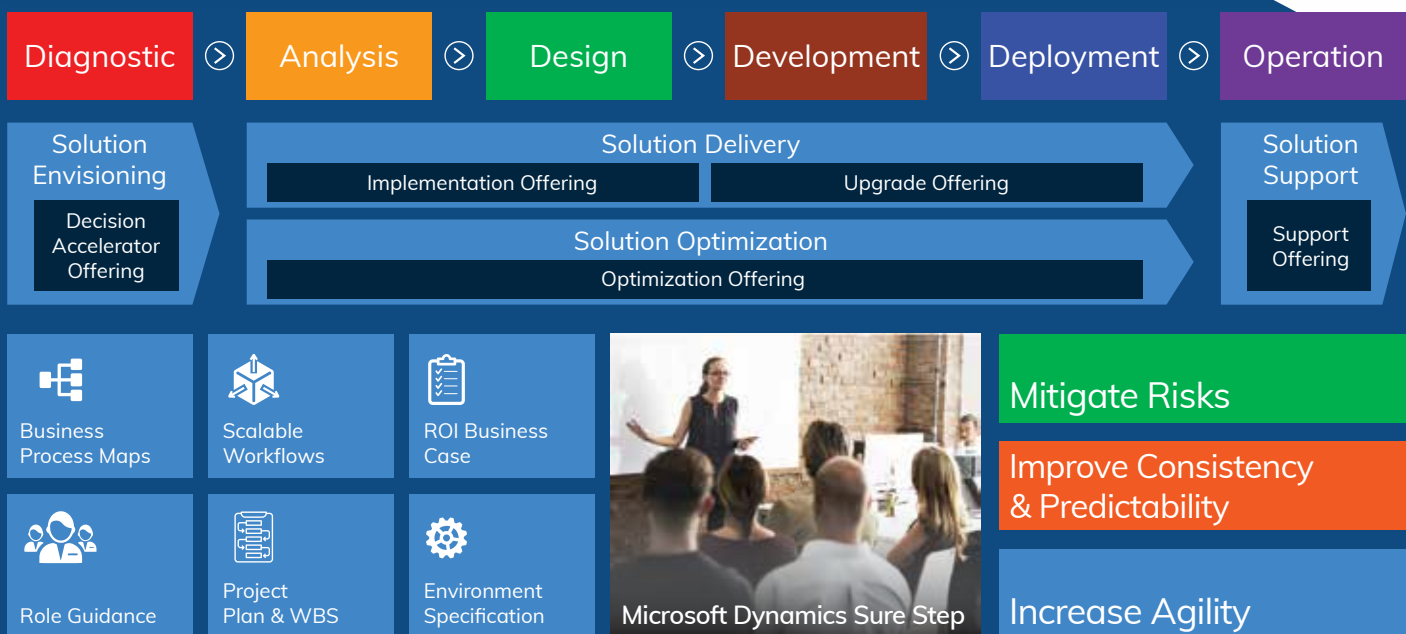
Consulting Services

Few solution providers are able to provide end-to-end services for business consulting and technology enablement. But where others can't, CRGroup can deliver! Our team of cross-functional experts offers a one-stop shop for business process diagnosis and engineering, as well as technology planning and deployment across the entire enterprise.

- Digital transformation assessment & strategy
- Strategy & corporate planning
- Shared services & value-based management
- Executive compensation & leadership assessments
- Executive dashboards & management reporting

- Activity-based costing
- Solution diagnosis
- System upgrades & migration
- Data warehousing and intelligence
- Data and system integrations

Microsoft SureStep™ Methodology - leaving no stone unturned

Our solution design and implementation teams are certified in the Microsoft Dynamics SureStep Methodology. This proven approach to projects means faster implementation times and increased satisfaction for clients. Following SureStep's stages, we are able to work with you to mitigate risks, ensure all key people and technology factors are considered, and that we can deliver according to timelines and budgets.

Diagnostic	Analysis	Design	Development	Deployment	Operation

Solution Envisioning
Decision Accelerator Offering

Solution Delivery
Implementation Offering | Upgrade Offering

Solution Optimization
Optimization Offering

Solution Support
Support Offering

Business Process Maps

Scalable Workflows

ROI Business Case

Role Guidance

Project Plan & WBS

Environment Specification

Microsoft Dynamics Sure Step

Mitigate Risks

Improve Consistency & Predictability

Increase Agility

Latest Tools and Technologies for Collaboration

We use the latest Microsoft technology like SharePoint and Teams to provide client and project documentation, planning and collaboration at every step. This ensures our customers, partners and teams can easily share relevant information.

Turning Users into Experts: Training That Suits Your Needs

Our goal is to provide you and your team with the knowledge and tools you need in order to maximize your organization's technology investment. We offer classroom, remote, or on-site training designed around your users' needs.

CRGroup Academy

CRGroup offers live local training sessions (Ottawa) throughout the year in Microsoft Dynamics GP, Power BI, Dynamics 365, Dynamics CRM, Atlassian, and SharePoint Online. At CRGroup Academy, users participate in classroom training led by content experts.

crgroup.com/crgroup-academy

Custom Training Solutions

CRGroup is happy to design and present custom, hands-on training program for your company's business and/or technical users. Custom training sessions are designed to suit your unique needs and are conveniently held in your company's own location. We bring the training to you!

crgroupacademy@crgroup.com