

## SOFTWARE SOLUTIONS THAT MEAN BUSINESS.

We are inventory control experts providing clients expertise in Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) software. The combination of our proven strategy, superior service, industry leading software, and a committed team show we know how important business software solutions can be for you and your success.

### Accounting and Customer Relationship Management Solutions

Today's economic conditions call for careful spending and smart business decisions. This is a time where companies are looking to streamline processes and make the most of their business software investments. ERP software provides a comprehensive solution for your back-office processes so you can use real-time information to make more informed business decisions.

### The Pacific Northwest's Trusted Advisor for ERP & CRM Software

We are a Microsoft Certified and Sage Authorized Partner, specializing in ERP and CRM solutions. We have built a trusting relationship with over 100 clients from across Washington, Oregon, and Alaska. When we take you on as our customer, we begin a relationship that spans all aspects of the software implementation.



## + COMMITTED TEAM

Gilbert & Associates has been planning, implementing and supporting customizable business management software systems since 1984. With industry leading software and a solid consulting, development and implementation team, we provide you with a quality investment that will grow with your business needs.

Our team is Sage and Microsoft Dynamics NAV certified, and our expertise encompasses analysis, accounting/financial, development and support. Through strategic alliances with industry experts, we keep abreast of industry advancements and product enhancements, bring you the best-in-class business management solutions.



### Committed to Your Success

With low staff turnover and a culture that fosters quality service and dependability, you can enjoy superior service and familiar faces during the term of the partnership. Gilbert & Associates is a true partner, like one of the family.

### Contacting Us

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## SUPERIOR SERVICE

Michael Martin, Implementation Specialist said it quite well, "Our clients are awesome, and a lot of fun. They are number one and it is our goal to keep them all happy." This means we take the time to get to know your company, what makes it run smoothly, and what can be done to help improve your businesses productivity and profitability.

### We View Our Clients As Partners

When you become our client, you become our partner.

We take the time to get to know you, your unique business model, and how our services can help your business become more productive and profitable.

### Expertise in Business & ERP

- Custom Database Programming
- Vendor Support
- Data Conversion
- Technical and User Documentation
- Needs Assessment
- Software Research
- On-site Support



### Niche Focus

We concentrate our efforts on small- to medium-sized businesses primarily in the wholesale distribution industry. As a result, we are familiar with your business management requirements and can scale with your company staff size and business as complexity increases. We can easily respond to your needs at various stages in a growth life cycle.



*"Gilbert & Associates are the best consultants I have ever had the privilege to work with. And, I have been in this business for most of my life so just wanted you to know this...we sincerely appreciate your incredible support."*

*Kathie McIndoe, Fiberlay*



## PROVEN STRATEGY

Gilbert & Associates possesses a keen understanding of your operational and informational requirements and has established a proven implementation strategy developed over the course of more than 350 installations. By offering industry leading Microsoft Dynamics NAV and Sage software solutions, we can customize and integrate your business management systems to fit your needs.

### What We Do & What You Can Expect

We understand that the implementation process can be daunting and confusing, and as a result our project management plan is comprehensive and straightforward. It encompasses all aspects of the implementation process from definition to implementation.

You deserve to always know what the plan is, why we have made the decisions we have made and where we are in the implementation process. We believe consistent and methodical communication to ensure you are in the loop.

In the end, we hope to exceed your expectations by providing you with both a solution that yields a solid return on investment and professional, quality customer service.

### Our Methodology

Our project management plan is comprehensive and straightforward. It encompasses all aspects of the implementation process from definition to implementation.

Gilbert & Associates provides consistent and methodical communication to ensure that you'll always know what the plan is, why we've made the decisions we've made, and where we are in the implementation process.

In the end, we hope to exceed your expectations by providing you with both a solution that yields a solid return on investment and professional, quality customer service.

- 1 Define Project Scope.
- 2 Thoroughly asses customer needs through staff communication and question and answer sessions.
- 3 Design detailed specifications & gain approval from customer.
- 4 Implement software solution in manageable phases. Our experience has shown that phased implementations help to keep projects manageable and affordable.



*"Gilbert & Associates has provided us with outstanding support over the past few years. I am impressed with the professional and responsive way in which we are treated."*

*Tom Odegarard, President, Utilities Underground*



Gilbert & Associates' product portfolio includes industry leading Microsoft Dynamics NAV and Sage business management solutions. With built-in source code flexibility, these software systems enable you to customize and integrate your business management system as your needs evolve. These solutions span the needs of mature and emerging companies, equipped with durability to last a lifetime.



## Microsoft Dynamics NAV

Microsoft Dynamics NAV is simple yet powerful, adaptable and easy-to-use. The software system is available in granules so you can choose the specific functionality to meet your exact needs; and as your business grows, the Dynamics NAV software system can grow along with it.

Microsoft Dynamic's suite of products includes an integrated set of end-to-end business management applications including financial management, human resources, distribution, manufacturing, customer relationship management and e-business functions.



## Sage Pro ERP

Sage Pro Series delivers unsurpassed flexibility and growth. Full source code availability is ideal if you wish to maintain maximum control over your financial management system and its growth path. Sage Pro Series is truly accessible when and how you need it, giving you up-to-date information about every aspect of your business. With sage, you'll never have to design business strategy around inflexible accounting and financial systems again.



## Sage CRM & Sage CRM.com

Sage CRM is an easy to use, fast to deploy, feature rich CRM solution providing enterprise-wide access to vital customer information-anytime, anywhere. With Sage CRM, you can better manage your business by integrating field sales, internal sales, customer care and marketing information.

SageCRM.com is a comprehensive on-demand CRM solution for clients seeking a low-cost, low-risk solution. One price gets you everything: CRM application, support, training, backups, and updates. SageCRM.com also offers the flexibility to migrate to Sage CRM, the onsite CRM system, as business needs evolve.



**gilbert**  
& ASSOCIATES

*"Every person I have dealt with, be it on the phone or in person have been so professional, considerate and understanding. They have taken the time to walk me through step by step. You have great people and it's a pleasure to work with you all."*

*LeAnne Anderson, Donna's Travel Plazas, Inc.*