



experts

We Know How



We Know How

Being an expert isn't a given, we've worked hard for our title. But let us prove it to you!

We know what you're thinking, this is the part where we tell you about our decades of experience, our one of a kind team of Business Management Software know-it-all's, and our truly unbeatable customer service, *but you've heard all this before, right?

*Just as an FYI, we have all these things!

We know what truly matters to our clients and we've boiled it down to these three things:

Trust – For any relationship to blossom first there must be complete trust. That's why, here at NAVExperts we always operate in plain English, and ensure we advise businesses on only the solution that is right for them, we never take our clients trust for granted.

Support – For us, being experts and implementing the best Business Management Software solution into a business isn't enough, we want to watch it flourish. By providing every client with technical and business support for life, means we are here not just for the big things, but the smallest of questions can be asked anytime.

Results – Every investment you make for your business needs to earn it's keep. Improving return on investment (ROI) is the name of the game and something we at NAVExperts take very seriously. Business Management Software is a big investment for any business, we work with you and your team to ensure your solution is being used to its full potential to help speed up and maximise ROI.



We Know How

With NAVExperts,
implementing your new
solution is a piece of
cake.

Mmmm cake... we love cake!

One of our 'all knowing' Implementation Managers will work closely alongside your NAVExperts Consultant to support you and your team throughout the implementation process. Whether you've chosen to go on premise or cloud we're with you every step of the way.





We Know How

Our support

We all get by with a little help from our friends...

With the NAVExperts you're never on your own. We understand that every now and again we all need some support and your accounts system is no different.

We offer three support packages to suit all needs. Take a look and if you have any questions just give us a call, we'll be happy to help!

Microsoft Dynamics 365 Business Central We have three levels of support:

Option 1

Block Support £995 - Payable upfront

- 6 hours support
- 4 hour response time
- Use up to one year

Purchase additional blocks when year runs out

Option 2 – Preferred

PAYG £100 - Payable monthly

- 30 minutes support
- 4 hour response time

Option 3

GIY (Google it yourself) – Free!

Meet the experts



John Gladman
Managing Director

MD, John, founded the business way back in March 1999. Having worked in the IT industry since 1985, when the first IBM PC's hit the market. In 2001 John diversified into

selling what became Sage 300 & Sage CRM solutions and added pre-sales to the long list of jobs he performs. Today, John still manages to pack in a few demos per week, but spends his days like most business owners managing the team, looking after customers and searching for the elusive 8th day in the week to play golf.



Phil Draper - Technical Director

Having a long and distinguished career in the delivery of I.T. infrastructure and technical innovation, Phil joined the business in 2001 and has been responsible for both the architecture and delivery of the Oakley Private Cloud and some milestone, leading-edge applications.

Phil also has passion for riding motorcycles and likes to surround himself with the latest techno-gadgets.



Sue Wright - Business Development Manager

Sue has been part of the team since 2015, having previously worked in the technology sector for 7 years. Her role sees her running the Sales and Marketing teams as well as supporting the Account Managers on a daily basis.

Sue, like many other working mums, juggles her full-time work life with looking after her teenage girls and two dogs.



Tyrell Taylor-Edwards - Account Manager

Tyrell joined the team in 2012 and has made herself extremely useful! A key member of the business development team, her role is all about supporting new clients, as well as this she also provides outstanding Account Management to our existing customers.

In her home life Tyrell enjoys bingeing on Netflix and taking her dog Blu Bear on long muddy walks!



Let's talk

We love to chat about pretty much anything!



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