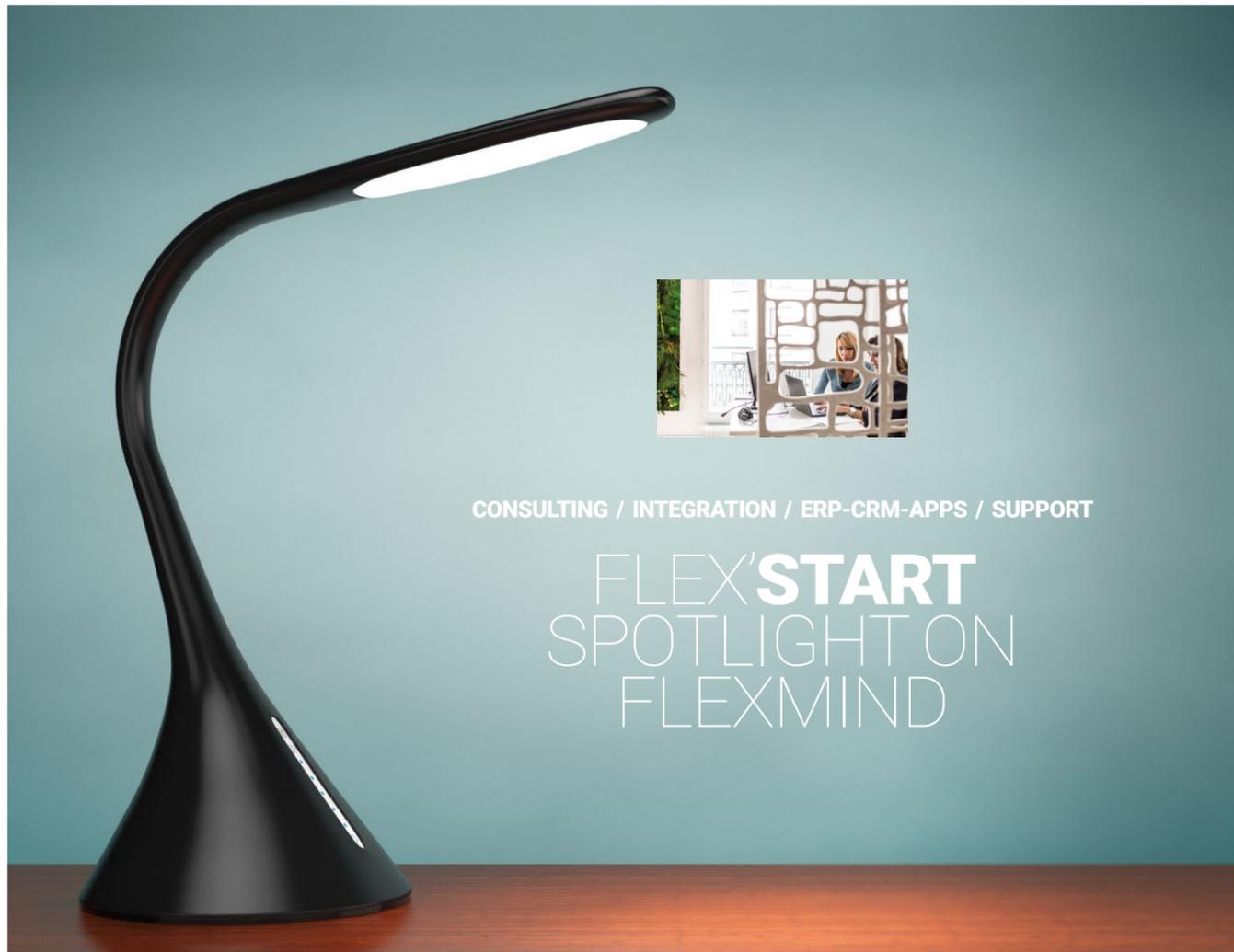




BRIGHTER SOLUTIONS FOR BUSINESS

CONSULTING
INTEGRATION
ERP/CRM/APPS
SUPPORT

FLEXMIND.FR



CONSULTING / INTEGRATION / ERP-CRM-APPS / SUPPORT

FLEX'START SPOTLIGHT ON FLEXMIND



{ Flex }

The quality of that which bends. Used to describe something or someone that adapts easily to particular circumstances.

{ Flexmind }

Our name translates our mental agility, supported by exceptional intellect. It's this state of mind which makes us who we are.



Flexmind was the brainchild of several high-level consultants who each brought their experience and skills in their respective fields.

Our company reflects the diversity of our founders' backgrounds, as well as that of our entire team.

Our innovative concept mixes different styles and philosophies, drawing on the strengths of each, all while placing people at the core of our business.



Flexmind offers to guide organizations in the transformation of their Information System.

We propose global solutions which are also adapted to vertical markets such as retail, e-commerce, services, luxury, sport and manufacturing.

Our consultants, together with Information System architects, have years of experience in the implementation of integration and migration projects using the solutions Microsoft Dynamics AX, CRM and D365, complemented by applications Microsoft Business Intelligence and Office 365.

Behind the words lies the basis of our philosophy. Beyond, the deep values that are the foundation of our commitment. The lamp is emblematic of our spirit: Agile, accessible, functional and efficient.



AN INDEPENDENT VISION, WITH YOU EVERY STEP OF THE WAY

The environments in which we operate require us to understand them perfectly. On a technical level that is a given, but we take it a step further and ask: **what are your goals, your culture, and your processes?** Because our response is custom-built for your organization and your challenges.

This empathetic approach, testament to our independence, responsibility, and team spirit that sets us apart, is fundamental: **it is what guarantees you the most pertinent and effective response.**



LET'S SHARE OUR PASSION FOR PROGRESS

We believe in constantly calling into question our knowledge: through monitoring, continuing education and also by immersing ourselves in our clients' industries. The combined effect of knowledge and know-how allows us to offer you both **a unique level of strategic advice and impeccable operational support.** As you can see, innovating to offer an ever improved service is what drives us.

All our consultants gain certifications in the latest versions of the solutions they work with and advise on. That helps to ensure you receive responses which are effective for the long haul.



DELIVERY BY FLEXMIND BEST PRACTICES, BEST RESULTS

Our methodology is the cornerstone of your project's success. In line with your expectations, both rigorous and proven, it is the fruit of our teams' ongoing training, of our journey, of the constant evaluation we subject ourselves to the way we regularly exchange lessons learned.

The SureStep methodology was chosen by Flexmind because it offers a real possibility of mitigating and managing risks throughout a project, all the while offering optimal tracking of schedule and budget.

What if the key to success lay in the meticulous application of a proven methodology?

Flexmind manages its projects through the use of collaborative tools such as **Dynamics Life Cycle Services and SharePoint** to ensure customer satisfaction by providing real-time progress tracking.

Of course, our teams also respect the **Quality Plan** put in place for the project they are working on.





FLEX'BUILD EXPERT INTEGRATION

Armed with a wealth of experience, Flexmind has created for you Flex'Build, its powerful integration solution, dedicated to resolving the problems specific to your business.

A truly tailor-made solution, for which we mobilize all our resources using a proven methodology, with access to the most suitable and advanced tools.

Throughout your project you are kept informed and advised of the operational strategy implemented. This high degree of expertise guarantees you optimum performance and a strong return on investment, throughout our time working together.



E-COMMERCE BOOST THE PERFORMANCE OF YOUR ONLINE STORE WITH AN ERP

Today ERP and CRM are no longer reserved for use by large corporations: **SMBs also need a management tool**: a vital investment notably in the E-commerce and retail sectors, to track orders from multiple sales channels, procure stock, manage billing, etc.

The perpetual evolution of the commerce sector with, for example, the rise in multi-channel marketing, gives integration projects a whole new dimension.

With the support of the Dynamics 365 solution, Flexmind offers you an essential and responsive solution for:

- Managing your product catalogue
- Managing collections and pricing
- Managing orders from all your sales channels
- Managing stock and replenishment in real time.



RETAIL IMPROVE LOYALTY WITH DYNAMICS 365

Dynamics 365 allows you to place your customer at the heart of your strategy. With the advent of multi-channel marketing, you can increase your customer knowledge, while gaining a 360° solution which adapts easily and effectively to challenges as they arise.

Flexmind, helps you to clearly understand and anticipate the needs of your customers by offering them a 100% responsive offer. Harnessing our market experience, we offer you the Dynamics 365 solution to:

- **Centralize** all transactional or service-related customer communications
- **Leverage** order history
- **Manage checkouts**, collections, promotions, stock, etc.
- **Integrate** social networks
- **Improve** customer loyalty
- **Carry out** targeted and automated promotions.



SUPPLY CHAIN MANAGE THE ENTIRE SUPPLY CHAIN, FROM WAREHOUSE TO TRANSPORT

Today it's possible, for most businesses, to entirely integrate their supply chain management into their ERP, thereby eliminating the need for interfaces between solutions, and perhaps for third party solutions.

By using Dynamics 365, the Flexmind business experts will assist you with:

- Definition of warehouses and their layout
- Implementation of incoming and outgoing inventory, transfers, returns and production support
- Configuration of mobile phone terminals of warehouse operators
- Creation of transporters and transport rates
- Implementation of deliveries and rounds
- Configuration of pricing rules and invoice reconciliation
- Management of inventory movements: procurement, storage, distribution and transport.



CUSTOMER SATISFACTION YOUR CUSTOMERS WILL THANK YOU

Using the Dynamics 365 solution, Flexmind will assist you in achieving your loyalty objectives, helping you create trusting relationships with your customers, improve your knowledge and optimize sales, customer service and marketing productivity.

Do you want to listen to and actively understand your clients? This solution places the customer at the heart of your business strategy and your multichannel strategy.

It will allow you to:

- Automate sales force
- Organize customer support
- Manage personalised marketing campaigns
- Optimize social intelligence and stimulate customer engagement.

In terms of features, you will have access to: mobile support, 360° vision of each customer file, native integration with MS Office suite, and the system will be adapted to integrate into existing IT systems. These key features help your company confront today's business challenges and make this solution a powerful and cost-effective tool. Moreover, you benefit from Flexmind's expertise as well!

For each business problem, a specific objective.

For each objective, an adapted tool which only a tailor-made solution can provide.

Once a secondary activity within companies, the Supply Chain has now become strategic in our internationalized world where people buy and sell across the globe. With a high-performance ERP, you control the supply chain logistics to ensure the right product is available in the right place, in sufficient quantities and at the right price. You also meet your delivery deadlines and guarantee a higher rate and quality of service.

Flexmind's expertise will implement the various links into your supply chain for:

- Forecasting and planning
- Procurement, reserve stocks and replenishment plans
- Warehouses and storage, stock location and pick paths, and resource management
- Distribution and return management, upstream/downstream, multimodal and international transport
- Reporting, service rate and inventory valuation.



SOLUTIONS
THAT ARE POWERFUL,
INNOVATIVE AND AGILE.
ALWAYS SMART.



Flex'Ready is a turnkey solution package designed to respond to new challenges from the fields of marketing, customer services or HR.



FLEX'READY
PACKAGED
SOLUTIONS

New fields, new needs, new technologies: change is everywhere. At Flexmind, we are mindful that these changes bring about new challenges calling for fresh responses. Our business experts invest in R&D so they are prepared for whatever tomorrow brings. With Flex'Ready, you benefit from solutions which are immediately functional and effective, without the need for any new infrastructure.

Marketing, customer service or even Human Resources: there's a packaged solution for each market!

The goal: to help your partners *save time on a daily basis by allowing them to access all the functionalities they need in a single application.* Each of the solutions is designed to improve their efficiency and to enable them to fulfill their objectives, thereby increasing your ROI.

Efficiency guaranteed for the long haul

Sensitive to industry and business trends, and the evolution of their tools, the teams at Flexmind combine their collective know-how to offer you solutions which are aligned with the reality of the ground conditions and they undertake regular upgrades.

A campaign against infrastructure costs

Our applications are all hosted on Azure, Microsoft's Cloud. This guarantees you ease of use and data security. *In addition, this eliminates all your infrastructure and maintenance costs, while giving you the benefit of optimized performance.* That way your partners can, with just an internet connection, access and work on the application from any terminal type.

Rapid implementation

The integration of a new tool within an information system is often complex and requires a large financial and time investment. That's why *we have designed our products so that they are entirely ready to go.* This fast integration allows you to enjoy the advantages of your new application in less time and at lower cost.

Naturally, for each of its turnkey solutions, Flexmind provides *installation, setup, training, support and assistance to your users.* It's simple, really secure and fully functional.

Flexmind's support package guarantees you a complete, flexible and efficient service to optimize your ROI.



FLEX'CARE
ASSISTANCE CLOSE
AT HAND

Because we believe that a strong partnership is also a long-lasting one, *we propose to guide our customers in the everyday use of their business tools, and beyond.*

Maximize operational efficiency

Flex'Care is Flexmind's support package which guarantees you a complete, flexible and efficient service to optimize your ROI.

Our business, functional and technical experts are committed to *guaranteeing you continuous optimization of your IT Systems.* Our dedicated service will assist you on a daily basis and allow you to see real-time progress on issues that you may encounter. Through Service Level Agreement contracts that we can set up, your users will obtain a qualified and fast response to the issues they encounter.

Service that is as unique as you are

At Flexmind, each customer is unique. It therefore seems only natural that we offer personalised packages for assistance and system maintenance. We will keep you up to date with all tech and regulatory news that may affect your business, so you are always ready for tomorrow. Flexmind can also offer you the benefits of Application Management, ensuring you receive a complete service of a flawless quality.

Discover our different service levels:

- Solutions upgrades (ERP and CRM)
- Monitoring and optimization of technical performance
- Implementation of Application Management, assistance and maintenance contracts
 - Assistance Management
 - Curative maintenance
 - Preventative maintenance.

Increase productivity by ensuring the progress of your most important resources: your partners. From initial documentation to ongoing training, Flexmind has got your back!



FLEX'U
SMART AND
INNOVATIVE
LEARNING SOLUTION

Flexmind accompanies you beyond your integration projects by offering a *service for the production and distribution of educational content and user procedures.*

Some studies have found that one month after training, people forget 80% of what they learned. That's why, *Flexmind moves beyond "traditional" in-class training to offer ongoing training for your partners.* It's important for us that our training programs are responsive to each user so they can master their knowledge and test themselves regularly according to their schedules.

A Digital Learning solution that is innovative, intuitive and productive

With Flex'U (Flex'University), Flexmind offers a *Digital Learning platform* that allows your partners to consolidate their skills and

increase their productivity while producing individualized metrics.

Personalised support for each user

The materials used are *interactive and personalised* making them responsive to the context of each company and each business process. The end users are therefore better prepared for the processes of their own company! Each training or service leader can check the level gained by each participant.

Training where and when it suits you

Your partners can access their training *via the web on a tablet or a mobile phone,* so they can organize their work time and revision sessions as convenient.



BRIGHTER SOLUTIONS
FOR BUSINESS

REFERENCES



APROLIS / AUTOBACS / BABILOU / BONNA SABLA / BOTANIC
CARREFOUR / CJS / DELTA NEU / DEROCHE / FIME
GEODIS / GREEN YELLOW / HYPRED / IDEX
LAGARDERE TRAVEL RETAIL / LVMH / OSCARO / PILOT / RLD
SMARTBOX / THALES / VENTE-PRIVEE.COM

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