

A NEW VIEW ON TRAINING FUNCTIONAL CONSULTANTS

How much effort does it take for you to train a functional consultant?

Does any of this look familiar?

What you are doing now	Why it doesn't work
<ul style="list-style-type: none"> • Give them over 100 hours of videos to watch • Study and sit for certification exams • Shadow your existing senior consultants 	<ul style="list-style-type: none"> • The average adult attention span is less than 20 minutes • Without repetition, learners forget 70% of what they learn within 30 days • Your SMEs don't have time or experience as trainers • Learning is piecemeal functionality, not business processes

How much does it cost you today to train your own functional consultants?

At a standard rate of \$175 per hour, there is significant investment to prepare a new employee to work with clients.

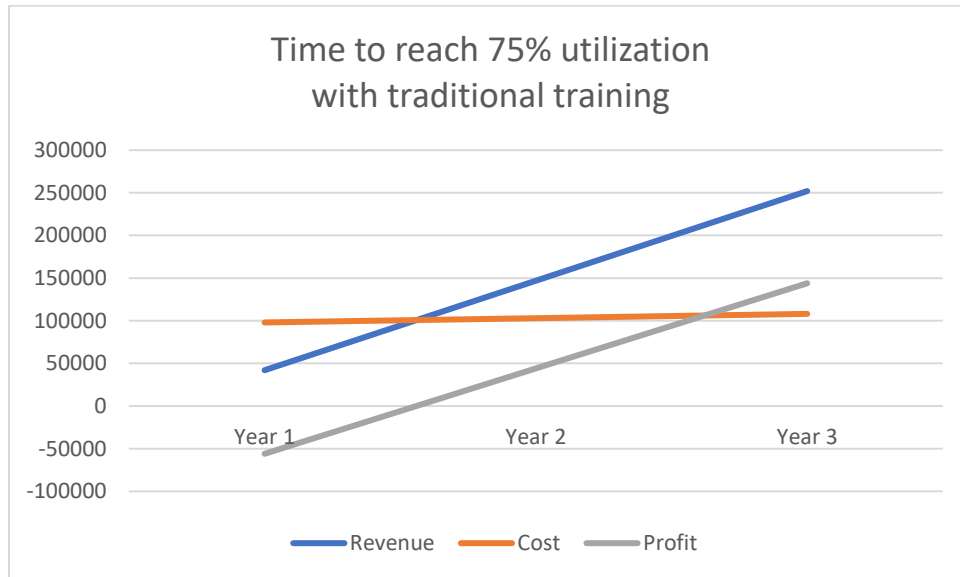
\$17,500	Watching 100 hours of video
7,000	Study and sit for certification exam (40 hours)
42,000	Shadowing with a senior consultant (10 hours/week X 6 months)
<u>24,000</u>	Time senior consultant is not fully billable (5 hours/week X 6 months X \$200 per hour)
\$90,500	Six-month cost to train a new functional consultant

In addition, you are still paying on average salary (\$70,000) and benefits (\$28,000) of approximately \$98,000, and the new consultant is not ready to be working on any billable work during that time.

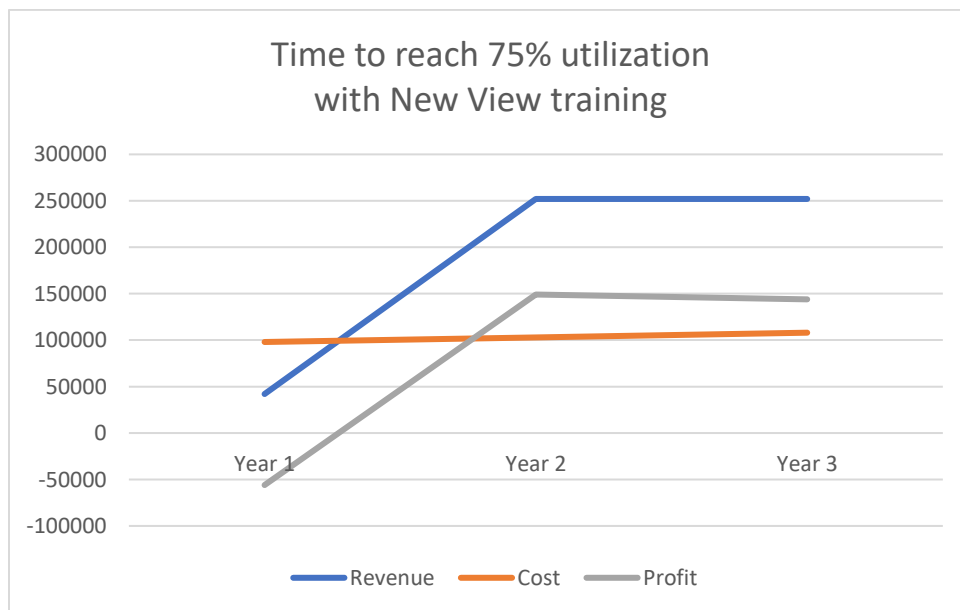
Once they have passed the first six months of training, they will likely only be realizing 25% utilization until they build their skills and can be assigned to more complex projects.

How long will it take for your new functional consultant to be fully billable?

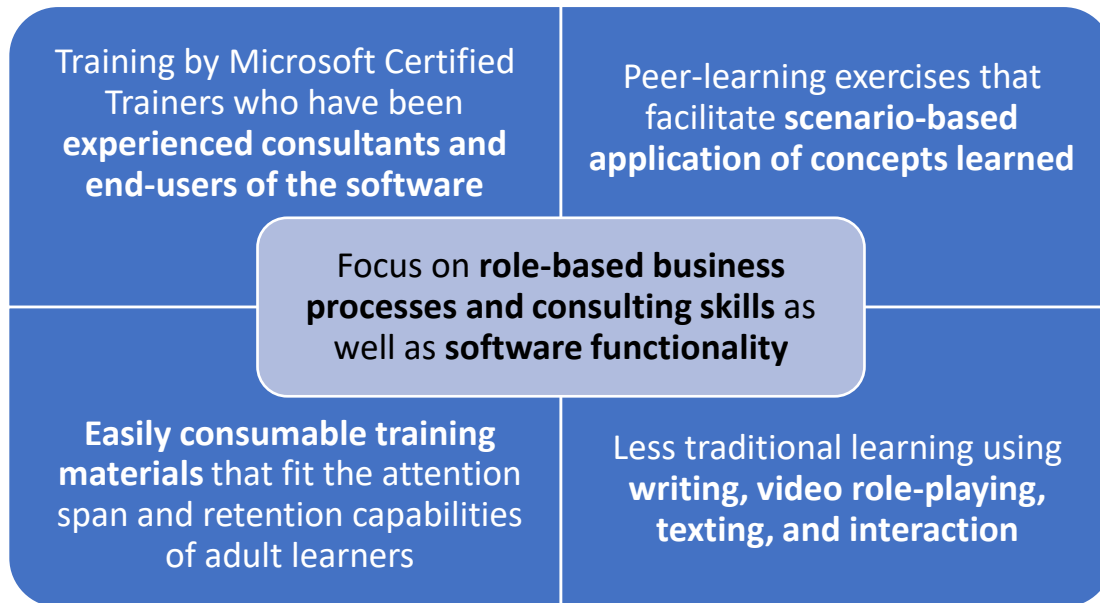
With traditional training, using an average salary of \$70,000 annually, a new functional consultant will be able to bill at 25% utilization the first year, 50% utilization the second year, and 75% utilization the third year. At a billable rate of \$175 per hour, this means the 3-year profit for a new employee will be approximately \$130,000.



With this training program, using the same salary and rate, we estimate a new functional consultant can reach 75% utilization by the end of their first year. This means the company realizes a 3-year profit of approximately \$240,000, which means **they can be more fully utilized twice as quickly**.



How is this training different?



How much time does it take?

One of the messages we heard loud and clear from Microsoft Partners is that taking significant regular time out of the week for training was not a viable option. **This training was designed to be flexible** for travel and billable time commitments, able to be accomplished outside of regular business hours when needed. This is **fully virtual learning** using cloud-based tools that can be completed from anywhere.

Students are expected to spend approximately **8-12 hours each week**:

- Viewing and reading the class materials for the week
- Completing a writing project to demonstrate understanding of the concepts covered
- Commenting on other student's writing projects to provide peer feedback
- Participating in a small group project with other learners
- Working on a capstone project due at the end of the course

Time for coaching with the trainers is also available for students who would like additional assistance.

What material is covered in this training?

This training is broken down into two 20-week sections. The first section addresses the functionality of the software and the second section covers skills the typical functional consultant will need to work with the client and implement their software. For a complete listing of topics covered please see **What's Included?** at the end of this document.

Dynamics 365 Business Central / Dynamics NAV Software Functionality

When students have completed this course, they will have learned:

- Basic navigation and personalization
- How transactions and documents flow through the system
- Key concepts related to master data and setup of the application
- Key differences in how the software is used by industry and by software version
- What a day in the life is like of a typical end-user in 12 key functional areas, illustrating the typical roles seen in most businesses, how the software functions to meet those needs, and the commonly experienced business processes they will need to understand.
- Completion of a capstone project that demonstrates understanding of business concepts covered in the course

Dynamics 365 Business Central / Dynamics NAV Functional Consulting

When students have completed this course, they will have learned:

- Common consulting skills needed like requirements gathering, fit gap analysis, and writing specifications
- About key roles like project management and support
- Skills needed to work with clients including change management, difficult conversations, and user adoption
- How to implement a project covering all the aspects needed to accomplish a successful go live
- Completion of a capstone project that simulates a typical customer implementation from beginning to end

How much does it cost?

The investment for the full 40-week course is \$20,000 per student to make them more fully utilizable in half the time of traditional training.

Students may choose to take Software Functionality as a stand-alone course but must take this course as a pre-requisite if they also want to enroll for Functional Consulting.

Note that to ensure a diverse learning experience and to support group learning activities, a minimum of five participants is required for each class.

How do I get started?

Contact us at info@getyournewview.com to schedule a time to discuss how we can train your new employees to be confident and qualified functional consultants.

What's Included?

Dynamics 365 Business Central / Dynamics NAV Software Functionality

- Week 1 Getting Around the Software
- Week 2 Application Setups & Master Data
- Week 3 Flow of Documents and Transactions
- Week 4 Day in the Life: Purchasing (Inventory Management)
- Week 5 Day in the Life: Sales (Relationship Management and Sales Order Management)
- Week 6 Day in the Life: Accounts Payable
- Week 7 Day in the Life: Accounts Receivable
- Week 8 Day in the Life: Banking and Cash Management (ACH / Credit Cards)
- Week 9 Day in the Life: Tax Management (Sales Tax, Use Tax, 1099s)
- Week 10 Day in the Life: General Accounting (Journal Entries, Month End, Fixed Assets)
- Week 11 Day in the Life: Inventory Costing (Costing Methods, Adjust Cost, Reconciliations)
- Week 12 Day in the Life: Warehouse (Receive, Put Away, Pick, Ship, Bin Management, Inventory Counts)
- Week 13 Day in the Life: Reporting (Out of the Box, Account Schedules, Other Tools)
- Week 14 Day in the Life: System Administration (Job Que, Integrations, Change Log, Extensions)
- Week 15 Day in the Life: User Administration (Role Center, Workflows and Approvals, Permissions and Security)
- Week 16 Advanced Features Overview (Manufacturing, Service, Jobs)
- Week 17 Key Differences by Industry (Distribution, Food, Services, Not for Profit, Manufacturing)
- Week 18 Key Differences by Versions (High-level big changes)
- Week 19 What works along with BC/NAV (O365, PowerApps, Add-Ons, Extensions)
- Week 20 Capstone for Software Functionality: Written Case Study Illustrating Understanding of Business Concepts

Dynamics 365 Business Central / Dynamics NAV Functional Consulting

- Week 21 Basic Principles - How to Work with Clients
- Week 22 Requirements Gathering
- Week 23 Fit Gap Analysis
- Week 24 Researching Solutions (Resources and Methods)
- Week 25 Writing a Specification Document for an Extension or Customization
- Week 26 How to Quote a Project
- Week 27 Project Management (Communication, Budget, Internal Team Management)
- Week 28 Client Management (Communication and Management of Expectations)
- Week 29 Change Management (How to recognize project change, Scope change, When to say No)
- Week 30 Difficult Conversations (History Expectations, Scope change, Difficult Personalities, Project Resource Change)
- Week 31 User Adoption
- Week 32 How Support Works
- Week 33 Implementation 101: Environment Setups

- Week 34 Implementation 101: Application Setups
- Week 35 Implementation 101: Data Migrations
- Week 36 Implementation 101: Testing
- Week 37 Implementation 101: Mock Go Lives
- Week 38 Implementation 101: Going Live
- Week 39 Implementation 101: Dealing with Surprises
- Week 40 Capstone for Functional Consulting: Fully Implemented Company with Written Case Study