



Our investment in Microsoft



RSM became a Microsoft Partner in 1984 and are currently the third largest U.S. reseller of Microsoft Dynamics products. We have worked with Microsoft Dynamics since Version 1.0. We offer a wide range of services and support for the entire Microsoft ecosystem. This commitment allows us to construct solutions for our clients using the entire product suite of Microsoft applications.

Microsoft has honored RSM with several awards, including the following.



Gold Certified Partner of Microsoft Dynamics Business Solutions

As a Gold Certified Partner, RSM has demonstrated the highest level of competence and expertise with Microsoft technologies while maintaining a close working relationship with Microsoft.

Inner Circle for Microsoft Dynamics

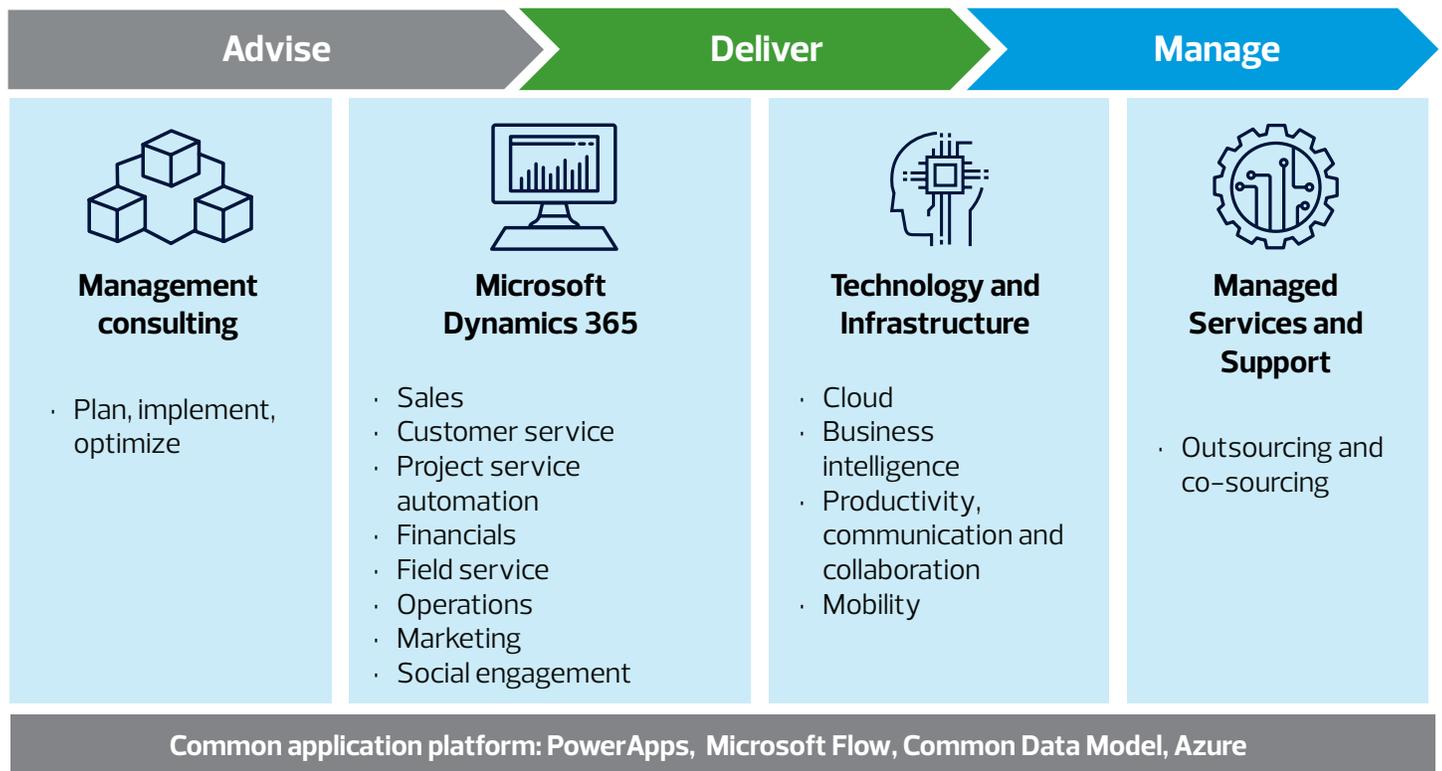
RSM has been recognized as one of the top one percent of Microsoft Dynamics Partners in the United States.

President's Club for Microsoft Dynamics

RSM was awarded membership in the President's Club for our exceptional sales record and business success.

We have implemented over 400 Microsoft Dynamics CRM and Power Platform systems across the country over a 15-year period. Our proven implementation methodology demonstrates our commitment to communication, accountability and meeting our clients' objectives on time and within budget.

While we have deep expertise in Dynamics and Power Platform, our experience does not stop there. RSM offers a full suite of services focused on helping clients get the most out of their Microsoft technology investments. We are one of the few Microsoft Partners with this comprehensive set of services that we call Innovate365.



We have full technology stack experience, including:

- Dashboards and reporting
- Dynamics 365 CRM
- Power Platform
- Enterprise Content Management
- Integration
- Migration
- PowerBI
- Power Automate
- Power Portal
- SQL

RSM has built a strong infrastructure that includes over 100 CRM and Power Platform consultants and developers, national development and integration practices focused on Microsoft technologies, a national Microsoft Dynamics support line and high-level certifications that cover numerous Microsoft stack certifications, including:

- Dynamics AX
- Dynamics GP
- Dynamics SL
- Microsoft Dynamics 365 for Finance and Operations
- Dynamics CRM / Customer Engagement
- Power Platform
- Office 365

SharePoint In building this infrastructure, RSM has maintained a high customer retention rate, which we consider the best evidence of our ongoing support for our clients' business objectives.

Because we offer a wide array of technologies and services, including the entire Microsoft ecosystem, we can strategize broadly about addressing a client's unique challenges. Our Microsoft Dynamics 365 Customer Engagement (D365 CE) and Power Platform clients, which include the majority of our public sector clients, have a go-to consultant or team who understands them and their deployment.

Our support and consulting groups pride themselves on having proven tools, reliable methodologies and experienced team members that allow for productive communication with clients and prompt resolution of both technical and functional issues.

RSM's background uniquely positions us to offer effective solutions in the following ways:

- We are a project-focused organization, which facilitates accurate scoping and effective project management that, in turn, enable us to deliver the outcomes our clients expect.
- We have the cross-functional expertise in our Technology Consulting Practice and specialized practices, such as our Public Sector Dynamics Practice, that can prove critical when implementing complex end-to-end Dynamics solutions as these systems are more than just Dynamics—they also involve interactions with other systems, redesigning processes and effective change management.
- We offer the full range of Microsoft technology and have the capability to bring it together for our clients, which allows us to construct solutions tailored to client needs, including solutions leveraging existing Microsoft investments.

We utilize the methods and tools of Microsoft Dynamics and Power Platform and the partner community in our solutions, which creates solutions that are simpler to upgrade and maintain over time than those built exclusively on custom code.

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