

Dynavics Finds an Answer in **BoldDesk**®

solutions for the retail industry
DYNAVICS.com

Body

Thomas Brodkorb was a skilled developer right out of the gates, or actually before the gates even opened. He started working as a developer in 1987 while still studying economic engineering. Since then, he has amassed more than 25 years of development experience.

In 2007, he founded [Dynavics GmbH](#), the producer of [Dynamic Retail](#), an extension for Microsoft Dynamics NAV and Business Central ERP.

Challenges

Before finding BoldDesk®, Dynavic's system for addressing issues amounted to wrangling emails in Outlook, a method that made it difficult to discern which messages related to the same issue and which didn't.

Thomas went in search of a system that would consolidate and easily manage all issues in a central interface.

Solution

Looking online, Thomas eventually discovered an answer in BoldDesk. With it, he can now track issues far better than before. Not only did he find a solution that worked as he expected, but he also found a helpful support team that heard his requests for feature improvements.



Results

- Improved issue tracking.
- Faster issue resolution
- Access to a responsive support team.

Pull Quote:

"I give BoldDesk a five-star review!" - Thomas Brodkorb, founder of Dynavics GmbH

