Bramvia
BUSINESS CENTRAL EXPERTS

# 20 questions to ask a Business Central partner

Ask them before you sign. The answers tell you everything.

ERP projects rarely fail because of the software. They fail because of the partner, the contract or the method. These twenty questions separate partners who can deliver from partners who can sell. Tick the ones your candidate answers clearly.

## EXPERIENCE

☐ **1.** How many Business Central projects have you delivered in my industry? Can I speak to two of those clients?

☐ **2.** Who will do the work: the people in this meeting, or a different team?

☐ **3.** Which projects have you rescued from another partner, and what did you find?

☐ **4.** Do you have in-house AL developers, or do you subcontract the code?

☐ **5.** Do you know the tax and localization rules of every country where we operate?

## METHOD AND CONTRACT

☐ **6.** Is the project split into parts with written acceptance criteria?

☐ **7.** When do I pay: upfront, by milestone, or when I accept each part?

☐ **8.** What happens if a part does not meet what was agreed?

☐ **9.** What is included in the quote, and what will be billed separately?

☐ **10.** How much of my custom code does the standard product already cover?

## TECHNICAL AND DATA

☐ **11.** Which data will be migrated and which archived? How many years of history?

☐ **12.** How will processes be tested with my real documents before go-live?

☐ **13.** Will the extensions survive Microsoft's two major updates a year?

☐ **14.** How will my other systems connect: website, bank, carriers, group HQ?

☐ **15.** How do you use AI in delivery, and how does it show in the quote?

## AFTER GO-LIVE

☐ **16.** Do I own the code and documentation? Which repository is it in?

☐ **17.** Are the environment (tenant) and licences in my company's name?

☐ **18.** What support is there after go-live, and with what response times?

☐ **19.** What happens if I decide to change partners one day?

☐ **20.** Who answers if something serious breaks on a Friday afternoon?

## KEY DATES

**Jan 11, 2027** End of support for Microsoft Dynamics NAV 2017.

**Jan 11, 2028** End of support for Dynamics NAV 2018 and Dynamics GP 2018 / 2018 R2.

**Every April and October** Business Central major updates: extensions must be built to survive them.

**Oct 5, 2026 · Oct 2027** Spanish subsidiaries: electronic road-transport document (DeCA); B2B e-invoicing for companies above €8M (expected).

Dates as of September 2026. Confirm the ones that apply to you with Microsoft's lifecycle pages and your advisers.

**At Bramvia, every project part is invoiced only after you accept it.**

Free 5-day assessment · bramvia.net/us · +1 (601) 800-5568 · sebastian@bramvia.net