Microsoft Dynamics 365

Optimize financial and operating models

The speed of business is accelerating, and adaptability is the new competitive differentiator.

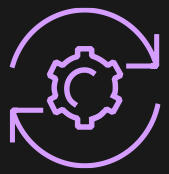
Customers are not satisfied with the status quo.

Opportunities to give them more are never missed—they are taken by competitors that adapt the fastest.

Business model disruption is blurring industry lines.

With recurring revenue models, all companies are now in the services business.

Product-centric organizations



Service-centric organizations

- Subscription services
- Products sold through service models
- Project-based services: consumption model
- Project-based services: fixed fee model

Financial services

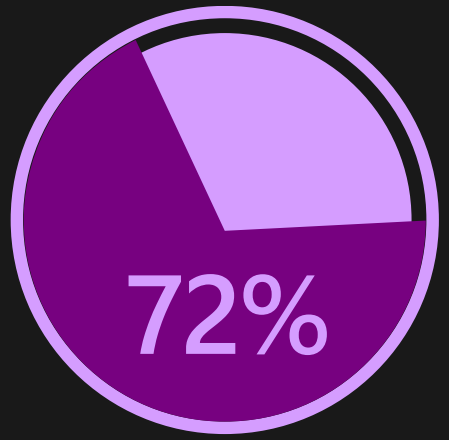
Government

Healthcare

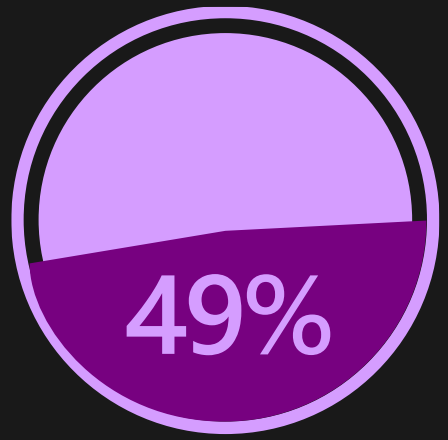
Manufacturing

Retail

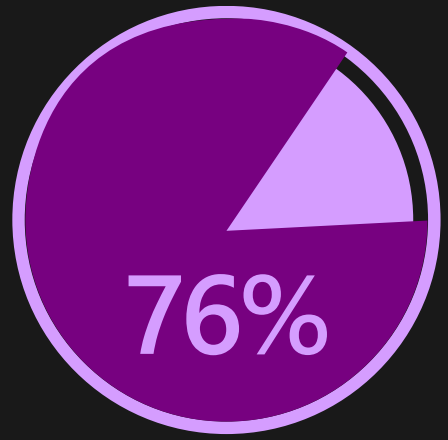
Yet traditional ERP systems don’t allow for rapid change.



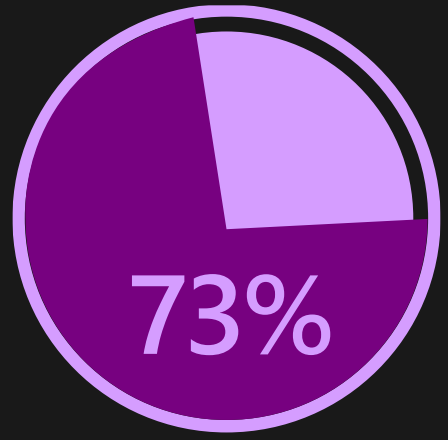
72% of CFOs believe their company will need to completely rethink processes and operating models to be more resilient.[1]



49% of CFOs say restructuring their business/portfolio to thrive in the face of change is a top priority in 2021.[2]



76% of CFOs are dissatisfied with cross-functional collaboration to bridge the gap between operational and financial planning.[3]



73% of employees want flexible hybrid work options to remain post-pandemic.[4]

[1] Accenture [2] Gartner [3] Gartner AFP [4] Microsoft annual work trend index

Finance leaders wear multiple hats.

Savvy financial leader

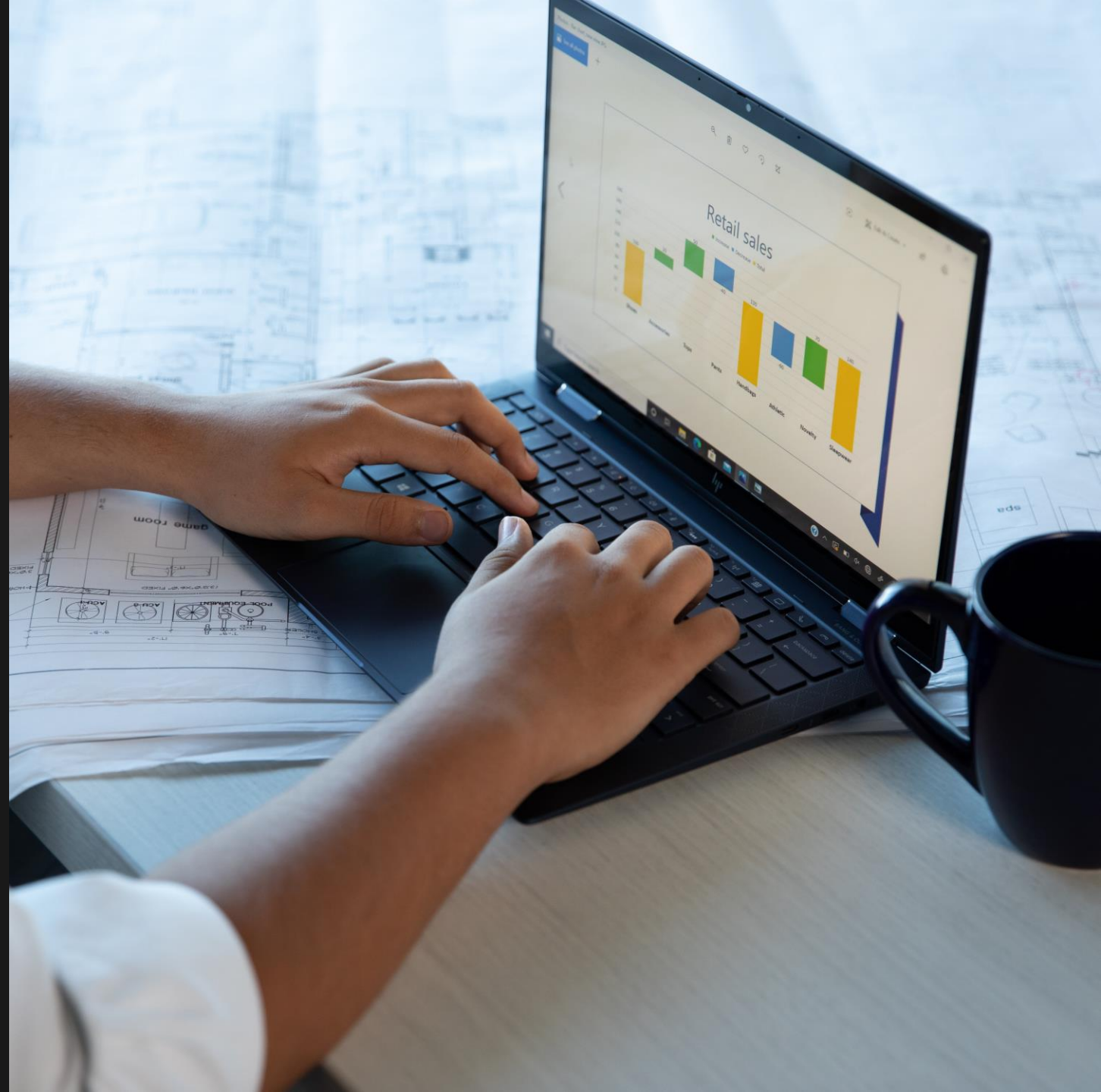
Finance-first innovator to deliver predictive business insights, accurate performance analytics, economic guardianship, and organizational governance.

Resilience specialist

Business advisor to build business continuity plans that analyze different futures, find new sources of value, improve cash flow, and guide investment decisions.

Transformation catalyst

Operational strategist to deliver more value with fewer resources through business experience optimization across financial, operating, and people models.



Roadblocks to success

Lack of business visibility and insights.

Manual, inefficient and error-prone processes leading to frustrated employees, low profit margins, and increased costs.

High employee turnover as people are burnt out due to continual change and disruption.

Legacy systems don’t support project or subscription-based models.

Minimal disruption tolerance including lack of investment capital and IT resources.

DO NOT PRESENT WITHOUT CUSTOMIZATION

We believe

<Customer Name> can increase top-line revenue by $XXM, reduce costs by $XXM/year, and improve operational efficiency by XX% per year while also improving customer experiences.

XX%

increase in average project deal size by utilizing configuration, pricing, and quoting (CPQ) to win deals.

$XXM%

annual reduction in capital expenditures through automation and reduced labor costs.

XX%

increase in average billable resource utilization with improved scheduling.

XX%

increase in profit margin with better financial visibility.

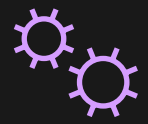
With your continued partnership, we believe we can validate these beliefs with you in the days ahead.

- Automate workflows to reduce costs and sharpen strategic focus.
- Connect more use cases to address your specific challenges.
- Leverage your composable digital platform investments.
- Unlock the full potential of your data.
- Achieve your desired business outcome.

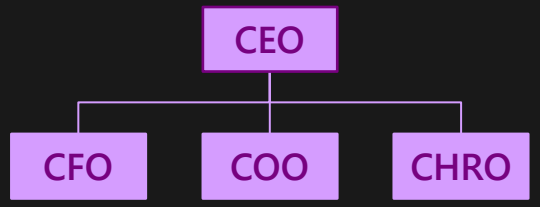
Success depends on your ability to collaborate and continuously adapt business models.

Financial constructs

Operating processes

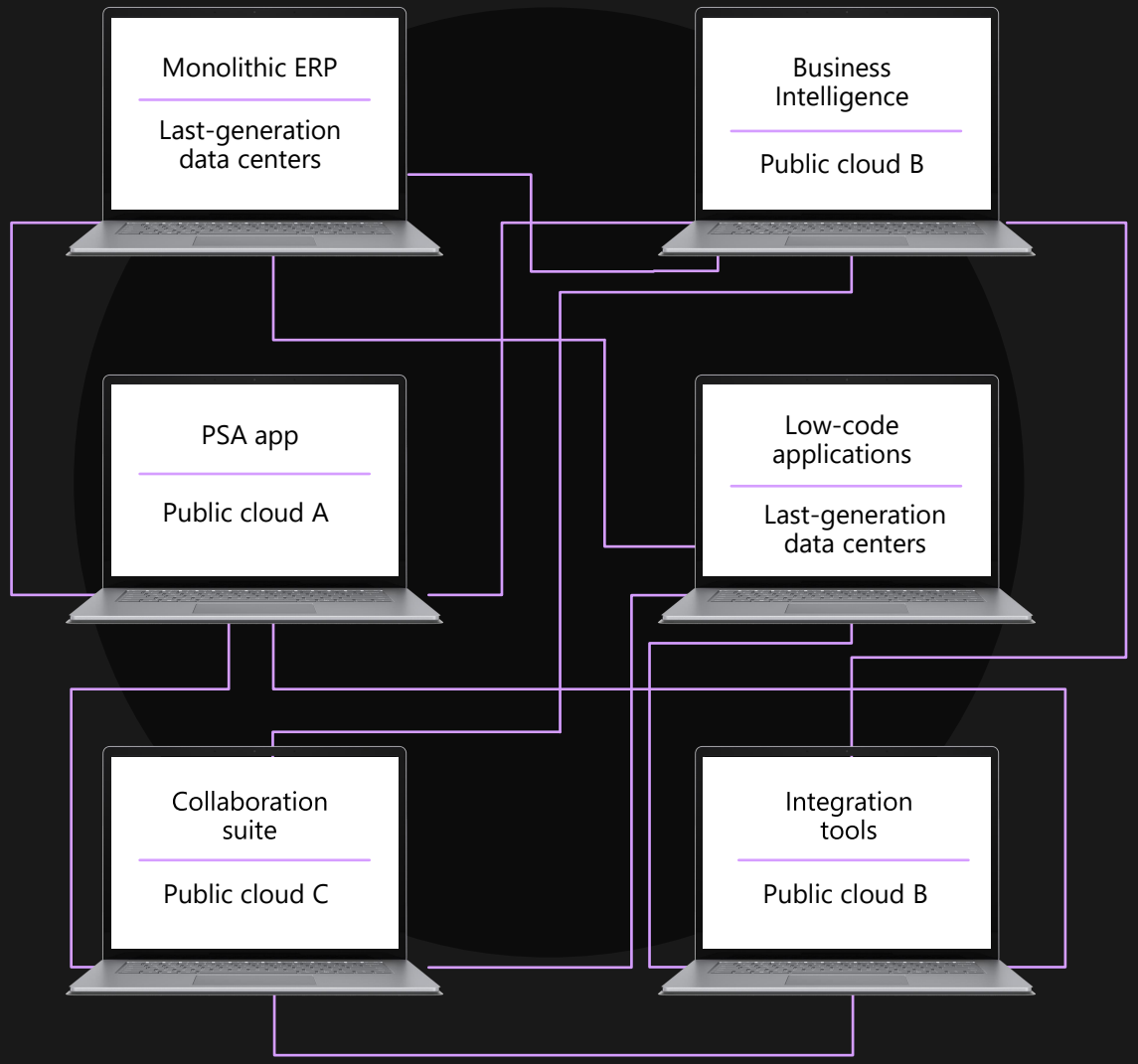


Organizational structures

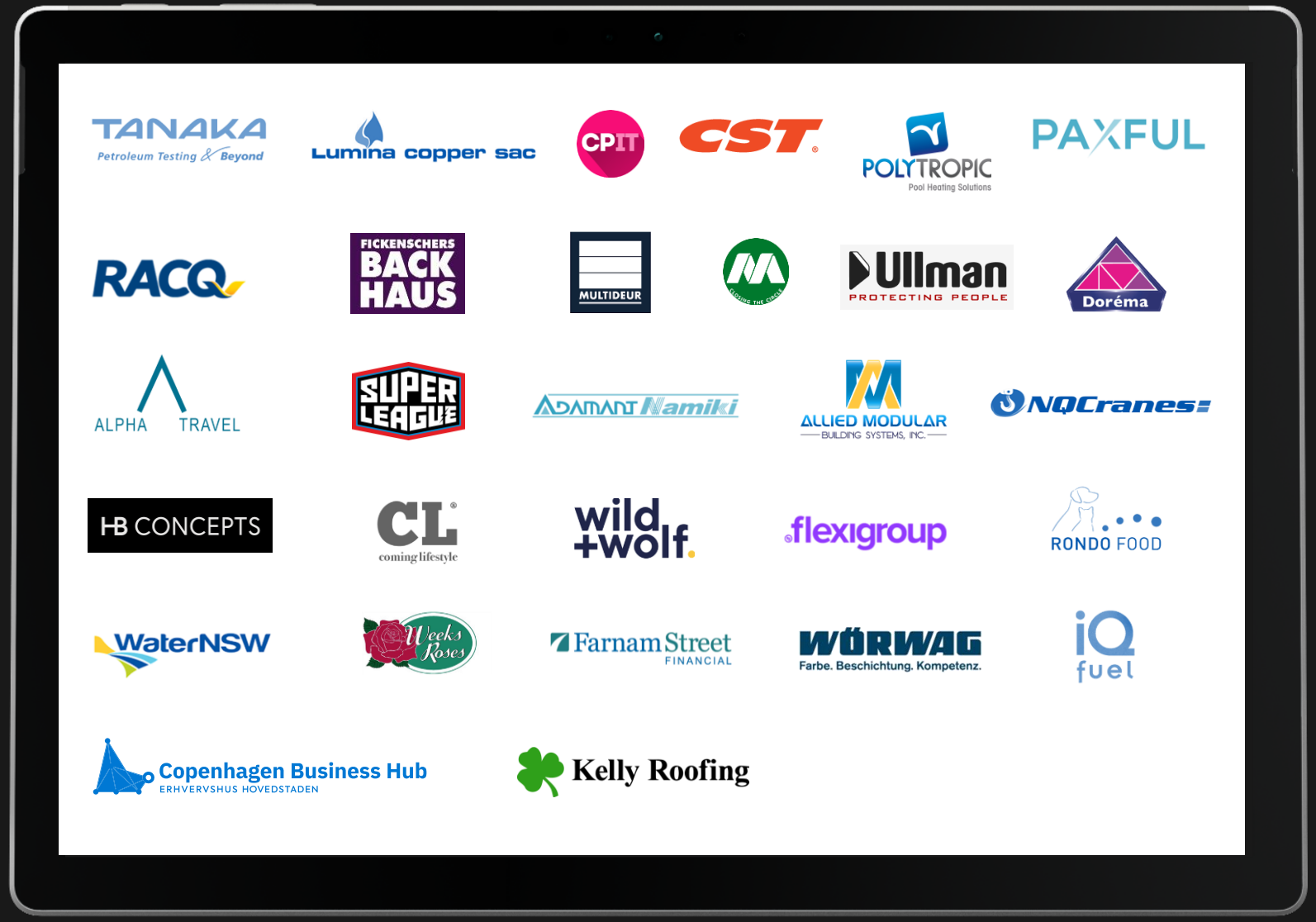


Microsoft cloud

Our competition



Customers growing with Business Central



Optimize financial and operating models.

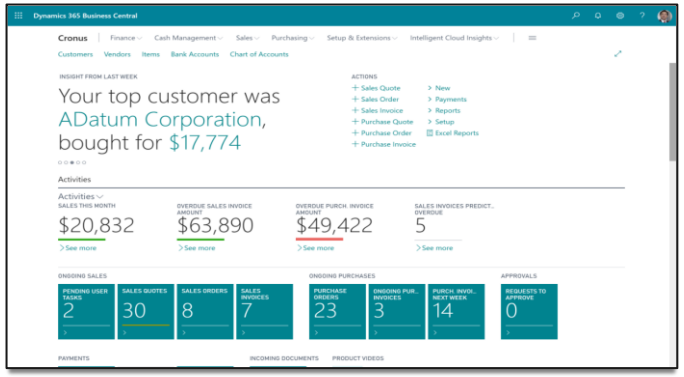
Our customers are leaders in the digital transformation that is reimagining business today to create a better tomorrow. We are proud to provide limitless potential to the world's most innovative businesses with data-first applications that help you:

Adapt faster.

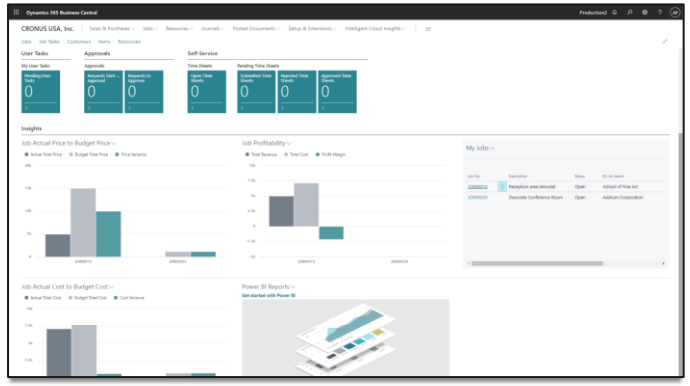
Work smarter.

Perform better.

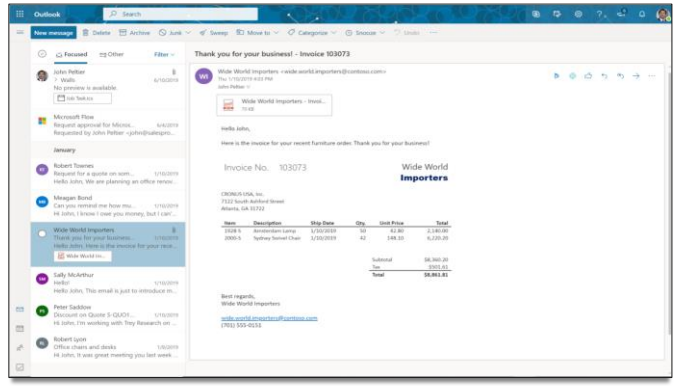
Adapt faster.



Evolve financial constructs, minimize risks, and reduce costs, all while quickly adapting to changing recurring revenue pricing and global regulations.



Easily adopt project accounting and revenue recognition that support consumption and/or fixed-fee pricing models.



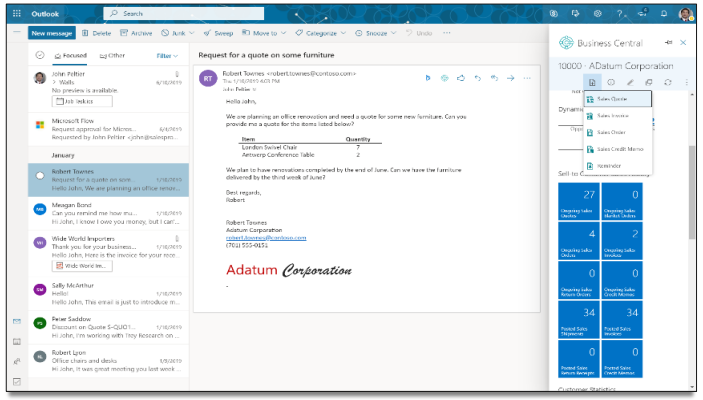
Quickly onboard people to support new operating processes to help your people and business thrive.

WWF Italia makes preserving the planet easier with Dynamics 365.

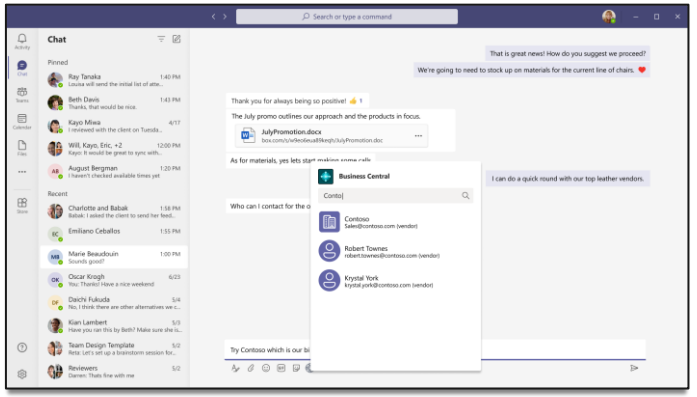
After adopting Business Central, WWF Italia gave up its three servers and realized immediate savings. And the project management staff are free to concentrate on projects rather than manually grinding through columns of figures. That created much-needed breathing room in the nonprofit's strict budget. We have a very tight budget, and although costs constantly increase, it's difficult to get the approvals we need to expand those funds. Cost-effective, flexible systems are absolutely essential for us."

Bruno Carlo Ravaglioli, deputy general director

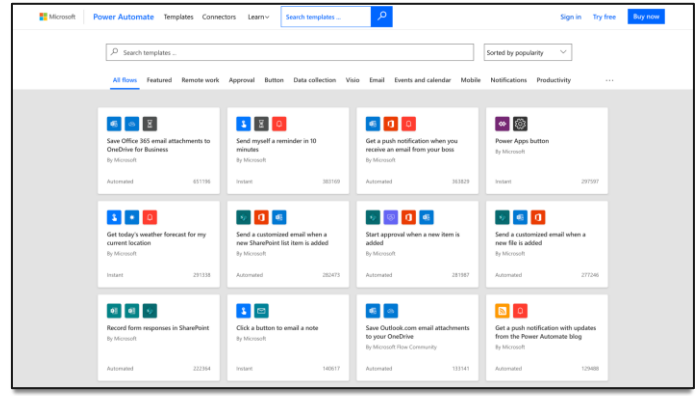
Work smarter.



Empower your people with the right information within the flow of work to rapidly adapt, make more confident decisions, and drive better outcomes.



Elevate teamwork using interoperability with Microsoft 365 to keep teams connected, boost productivity, and improve new business process adoption.



Enable robotic process automation to speed cycle times and reporting, while allowing your people to focus on more strategic, transformational initiatives.

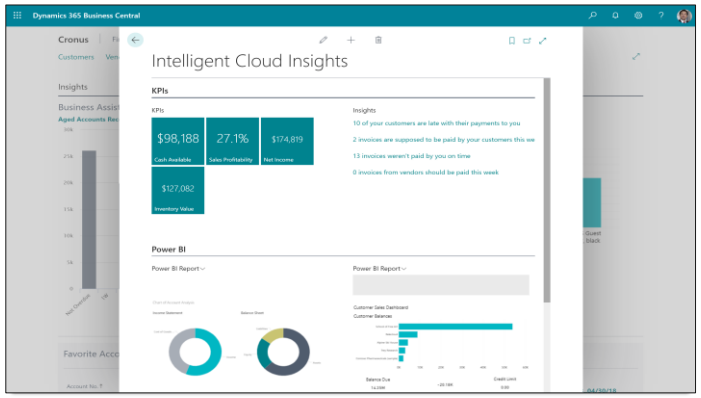
Mall of America simplifies employee workflows to make daily operations more efficient.

We've modernized the way we work using the power of Microsoft and the power of Business Central. At the end of the day, this was to help our team members feel successful for the future."

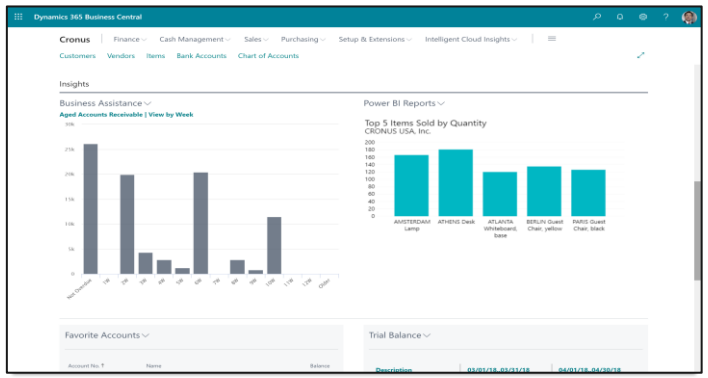
Eric Engstrom, IT project manager

MALL OF AMERICA

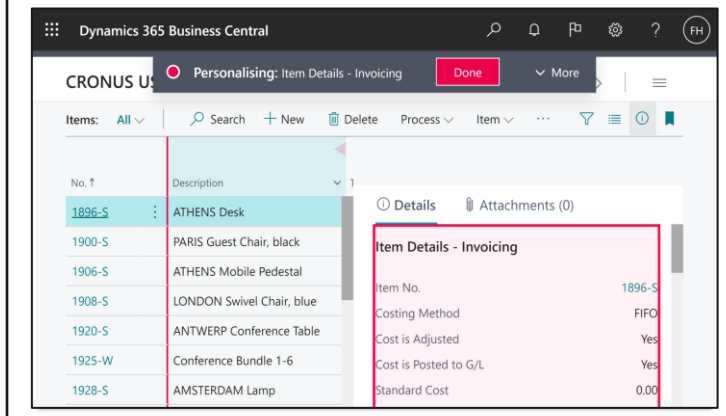
Perform better.



Increase financial visibility and compliance across the organization.



Optimize decision-making with effective cash flow management and forecasting.



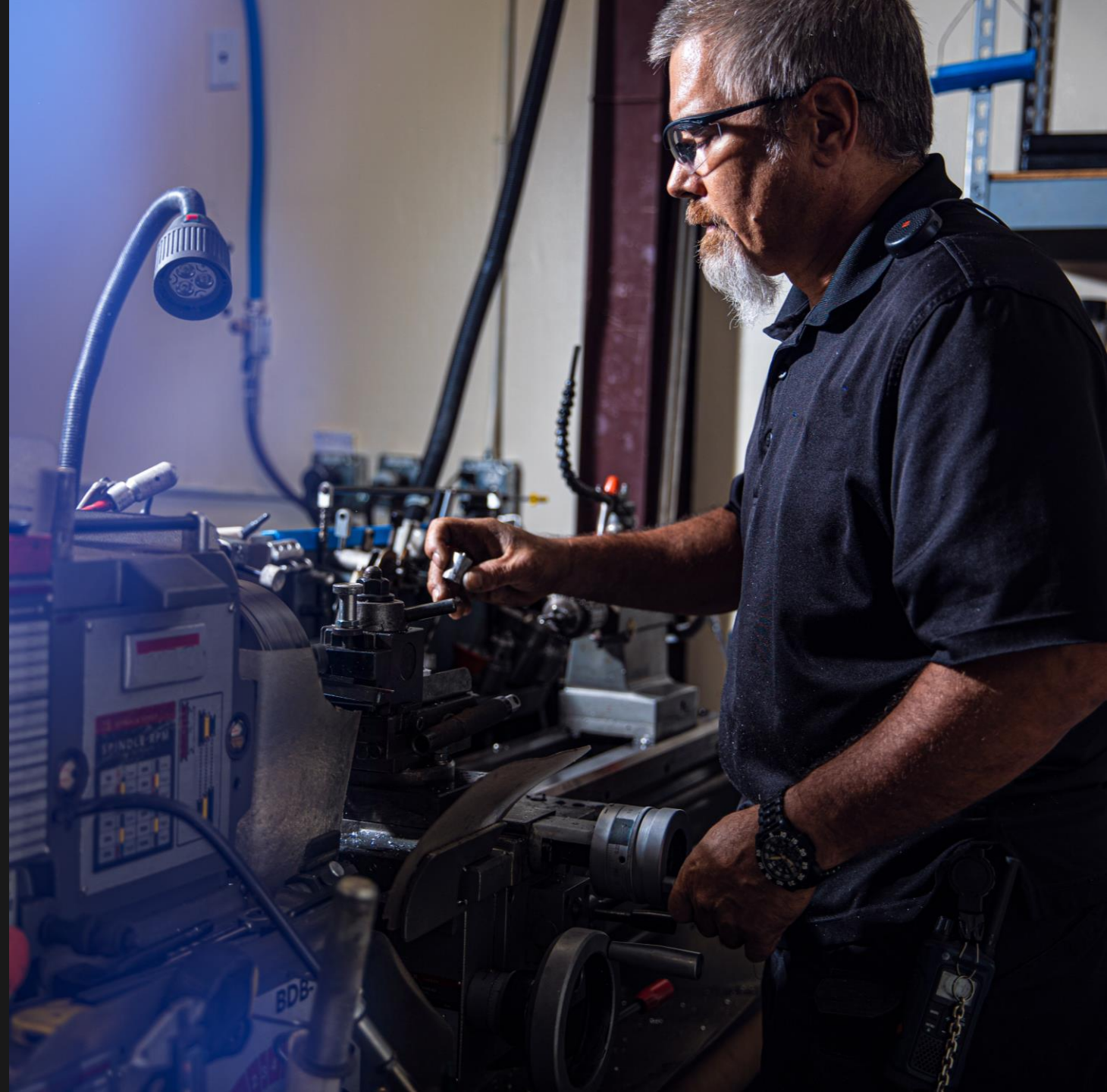
Enable global expansion with support for 25 languages, localization, and no code interface changes.

Sicuro accesses insights needed for business results with Dynamics 365.

In order to do a lot of work with a relatively small team, we need to have a real-time overview of what is happening within our company—anywhere, and always. We now have the insights we need, thanks to the new Microsoft Dynamics 365 Business Central. In addition, the solutions works very well with the entire Microsoft 365 suite."

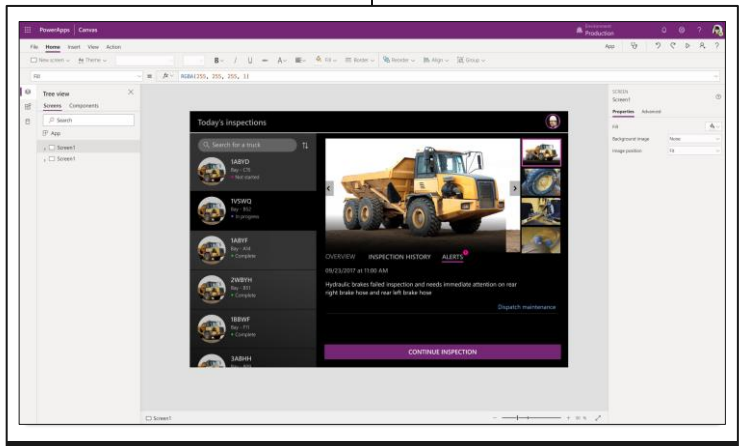
Nick Althuizen, co-owner

SICURO SPEELTOESTELLEN

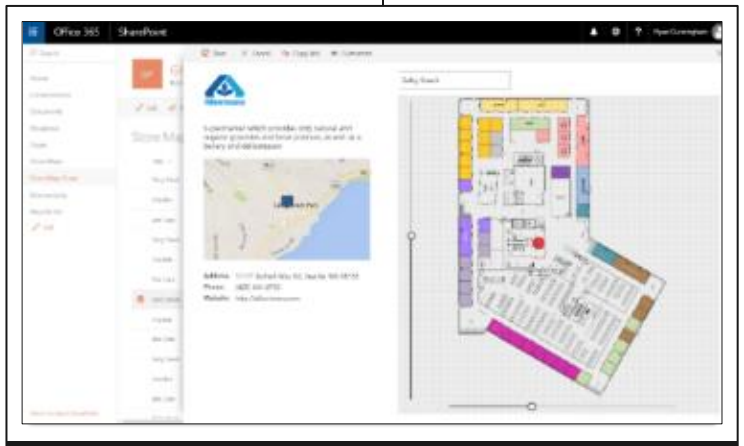


Innovate at the speed of your creativity.

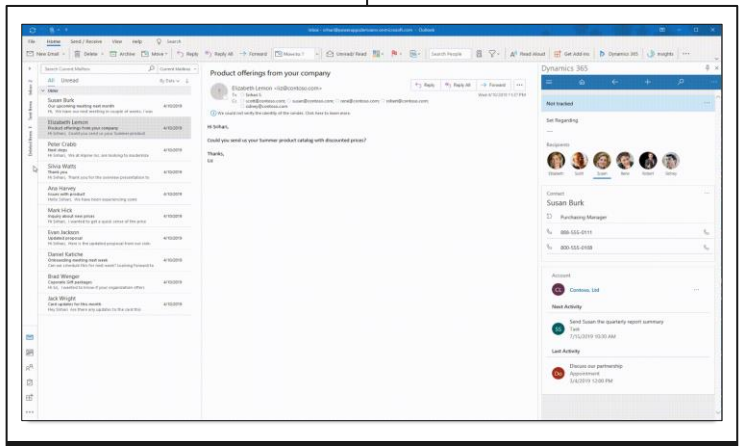
Microsoft Power Apps



Turn ideas into organizational solutions by enabling everyone to build custom apps that solve business challenges.

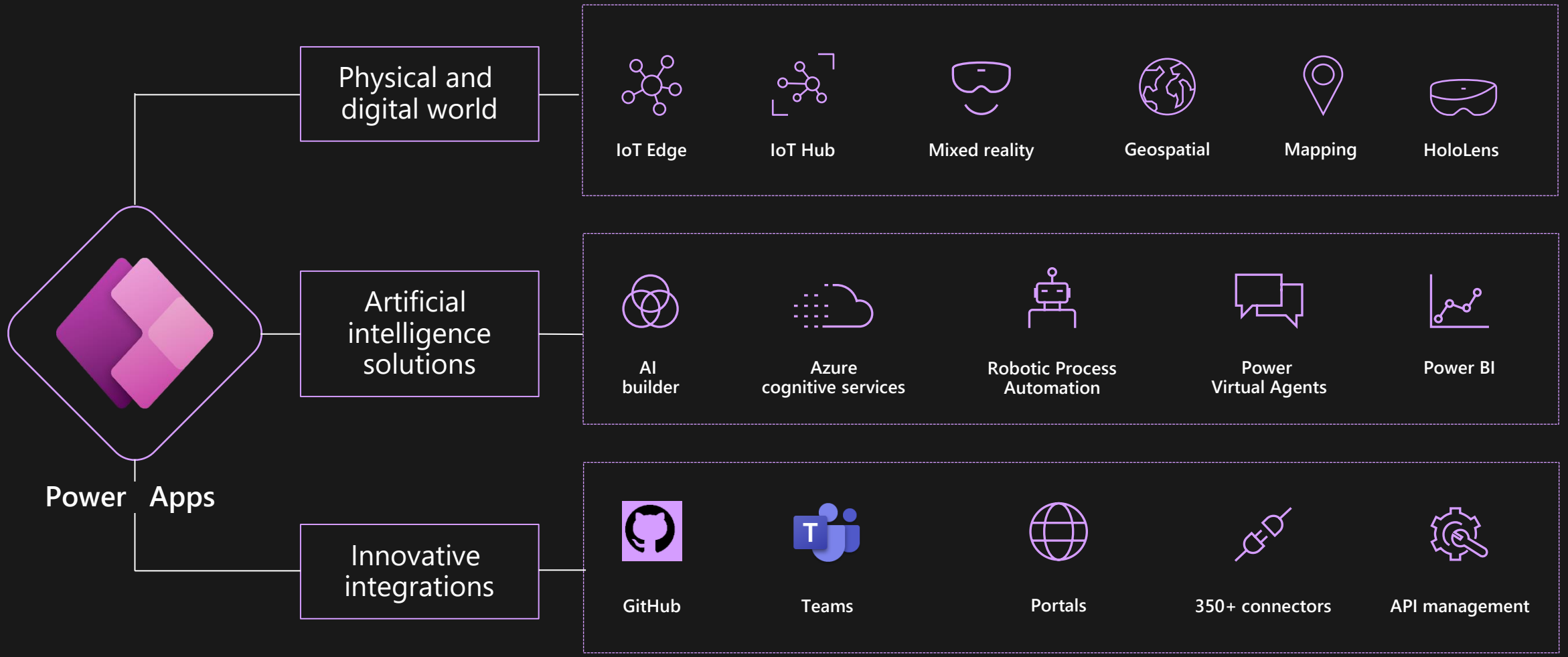


Empower your team to start building and launching apps right away using prebuilt templates and quick deployment.



Provide professional developers the tools to seamlessly extend app capabilities with Azure Functions and custom connectors.

Comprehensive set of multi-experience app capabilities

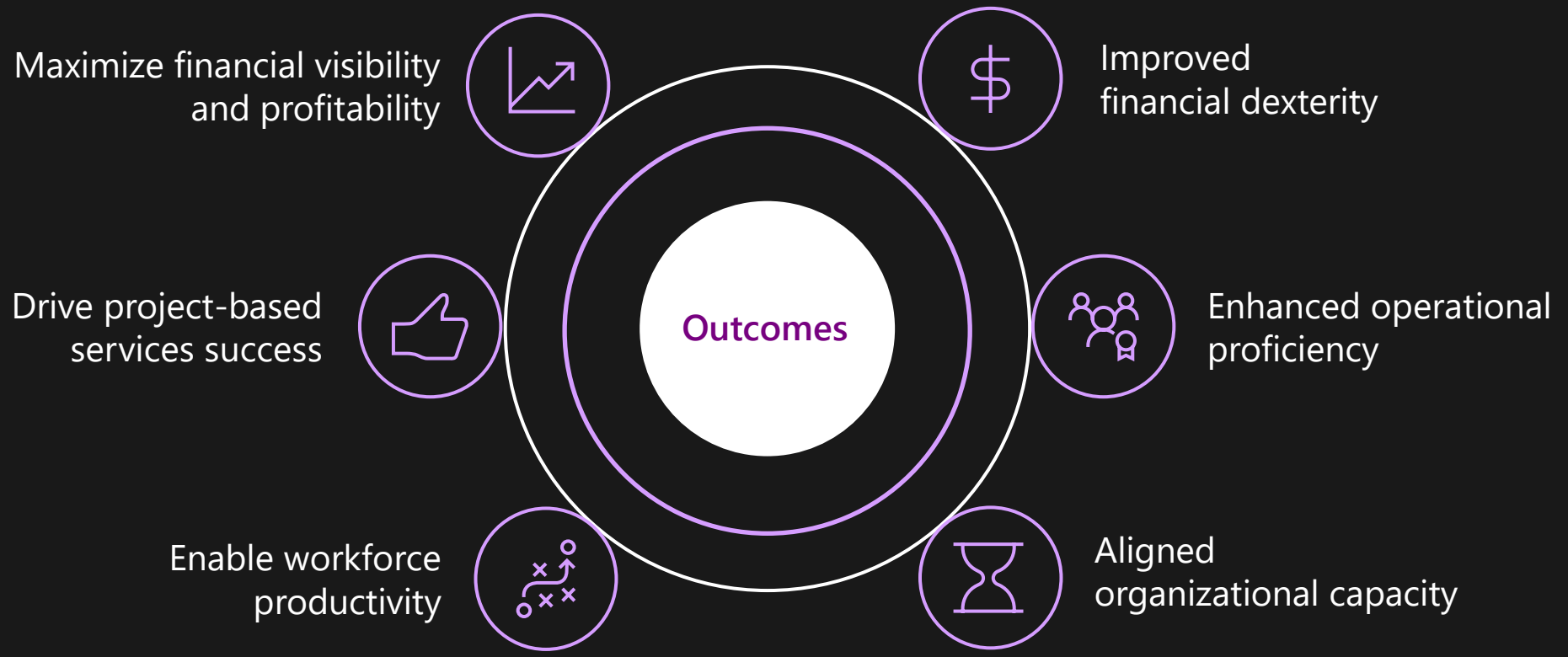


Moneysworth & Best works smarter, drives agility with Dynamics 365.

Dynamics 365 has given us better transparency, and I think we collaborate much better now as a result. Everything happens so much faster now, regardless of how many moving parts or people are involved."

Nora Gulesserian, president

Let's see it in action! | Demonstration



Microsoft Dynamics 365

Sales Professional

Business Central

Power Apps

Dynamics 365 Business Central

Move to the cloud **faster, with confidence.**

Unlock productivity and business insights.

Increase financial visibility and performance.

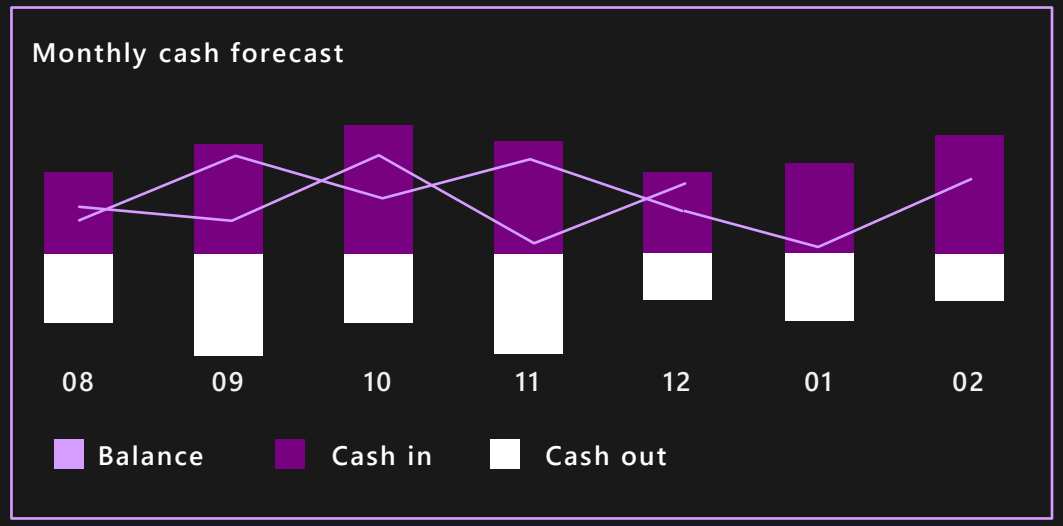
Boost sales and **improve customer service.**

Finish projects on time and under budget.

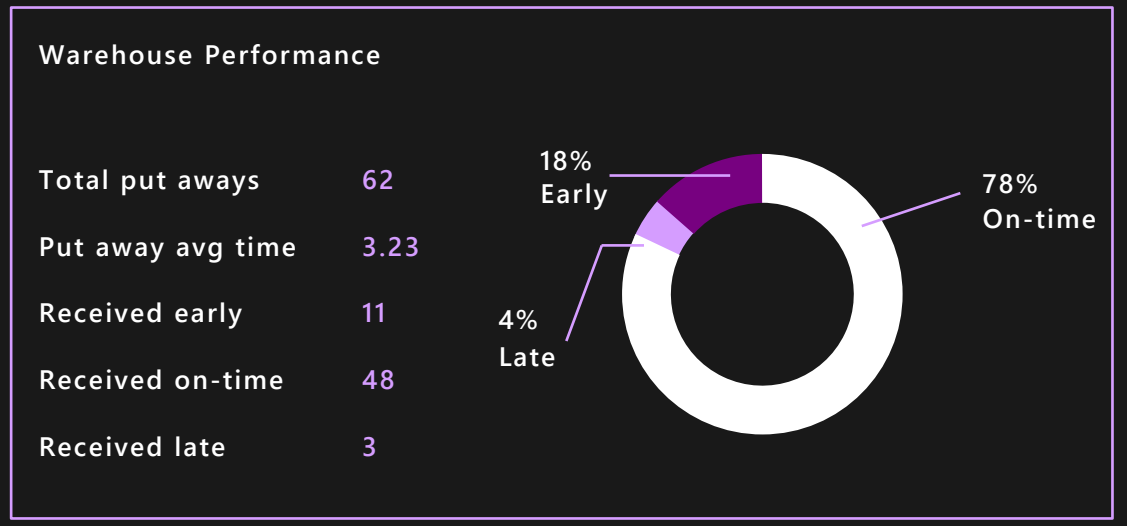
Optimize inventory and supply-chain management.

Additive value

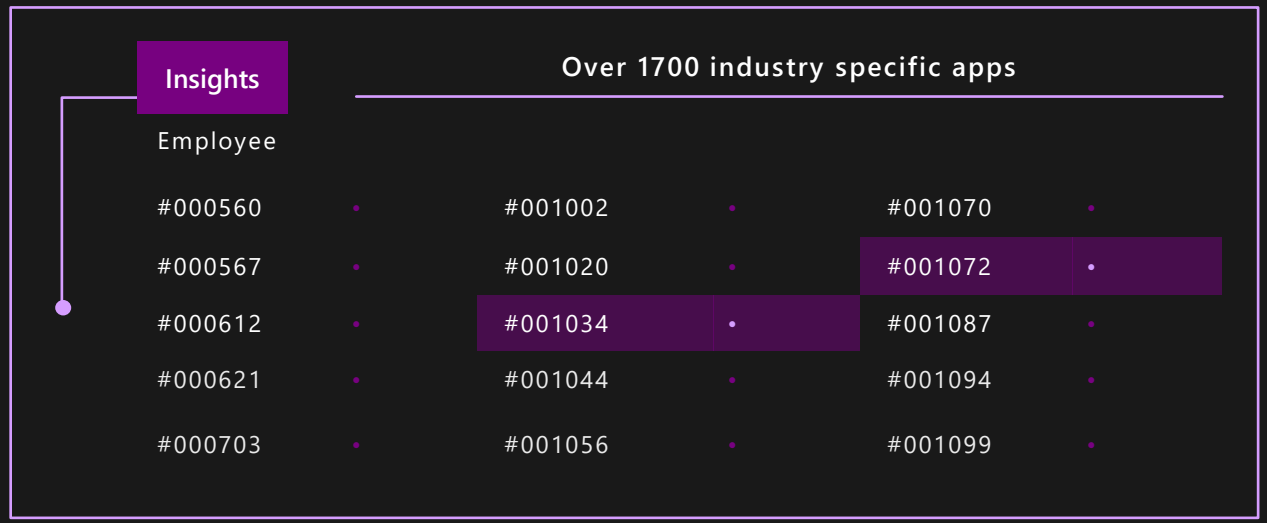
Dynamics 365 Business Central



Power BI and Power Apps



Microsoft AppSource



Solve problems with powerful solutions you only get from the Microsoft cloud.

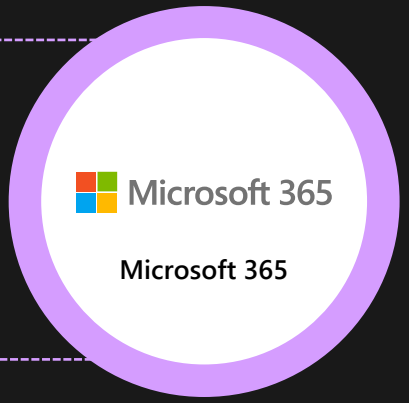
Transform and connect your business using Microsoft 365 with Microsoft Dynamics 365.

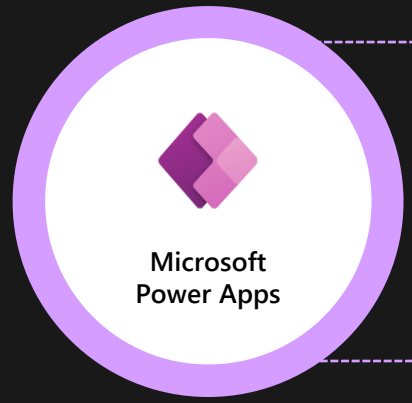
Office apps including Word and Excel.

Videoconferencing and collaboration with Teams.

Secure cloud storage.

Device management.





Create custom apps and workflows quickly.

Built on Azure.

Low code development.

Embed in existing apps like Teams and SharePoint.

Prioritize prospects & gain real-time pipeline visibility.

Personalize customer interactions.

Collaborate remotely.

Automate sales processes.

Connects sales, service, finance, and operations.

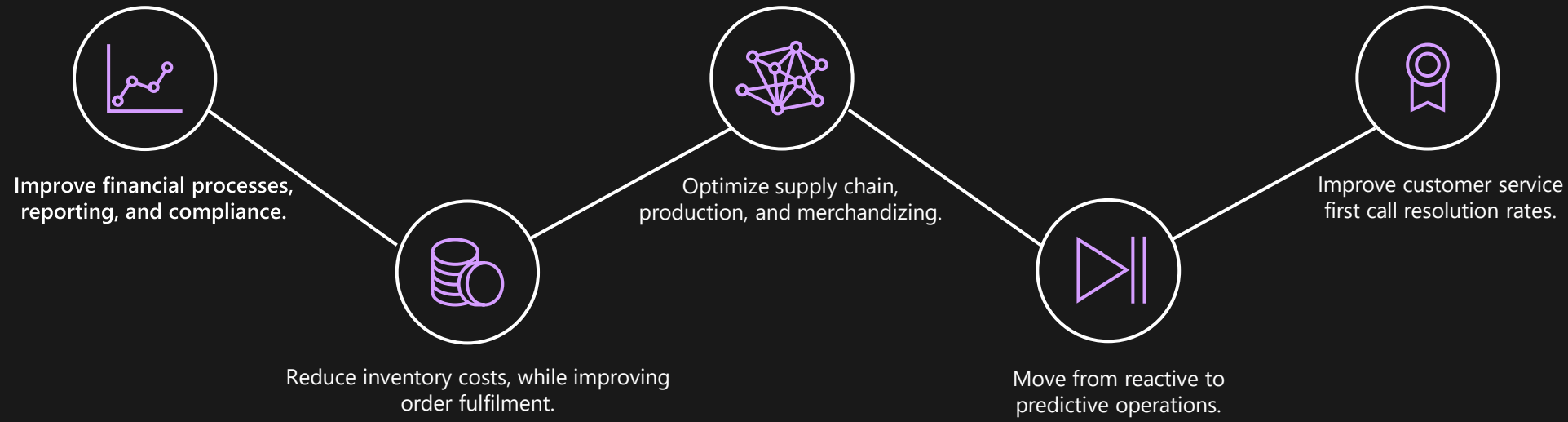
Automate and optimize business processes.

Increase financial visibility and performance.

Adapt as your business grows.

Built to work together easily from the start, so you can better support remote work, improve security, and control costs.

Adaptive business operations results.



-6.2%

Potential reduction in overall overhead costs[3].

+2.4%

Average increase in gross margin through efficient operations, analysis, and streamlined processes[1].

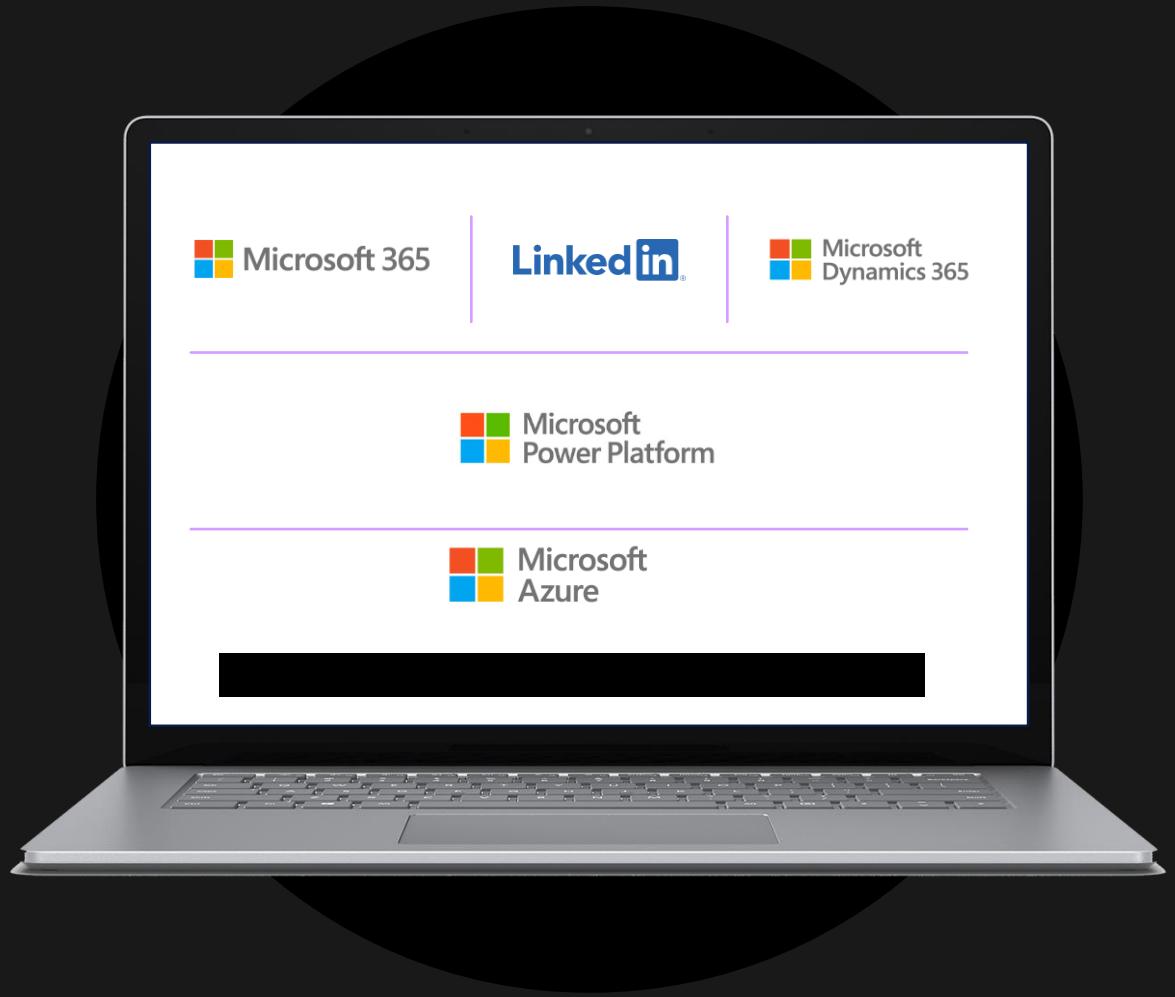
34 days

Average reduction in inventory holding times[2].

+20%

Average increase in finance employee productivity created by automating processes[1].

Microsoft cloud



- Bridge processes, productivity, and collaboration.
- Integrated workspace for teamwork.
- Share data and records seamlessly.
- Boost collaborative selling and engagement.

Drive a robust digital feedback loop.

Signal

Capture digital signals across the entire manufacturing organization.

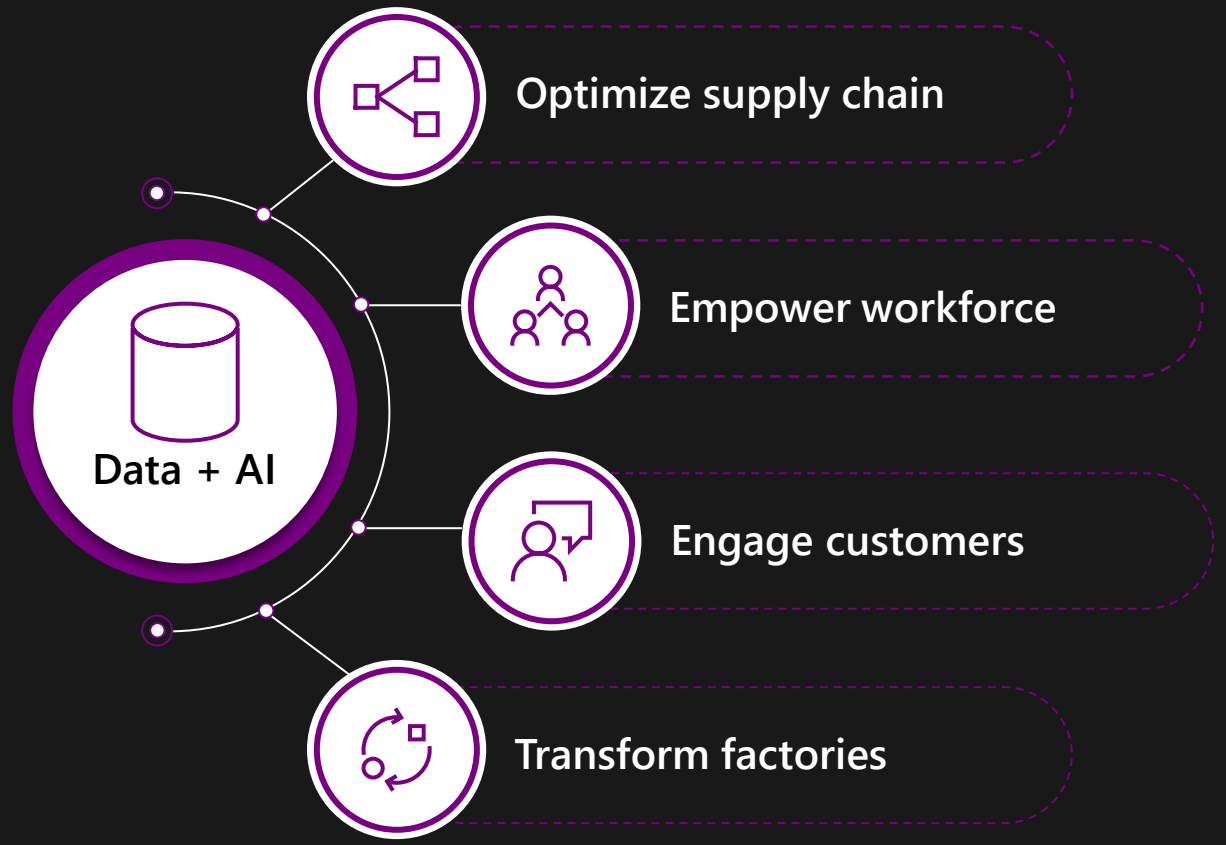
Intelligence

Collect and synthesize data from all your systems.

Action

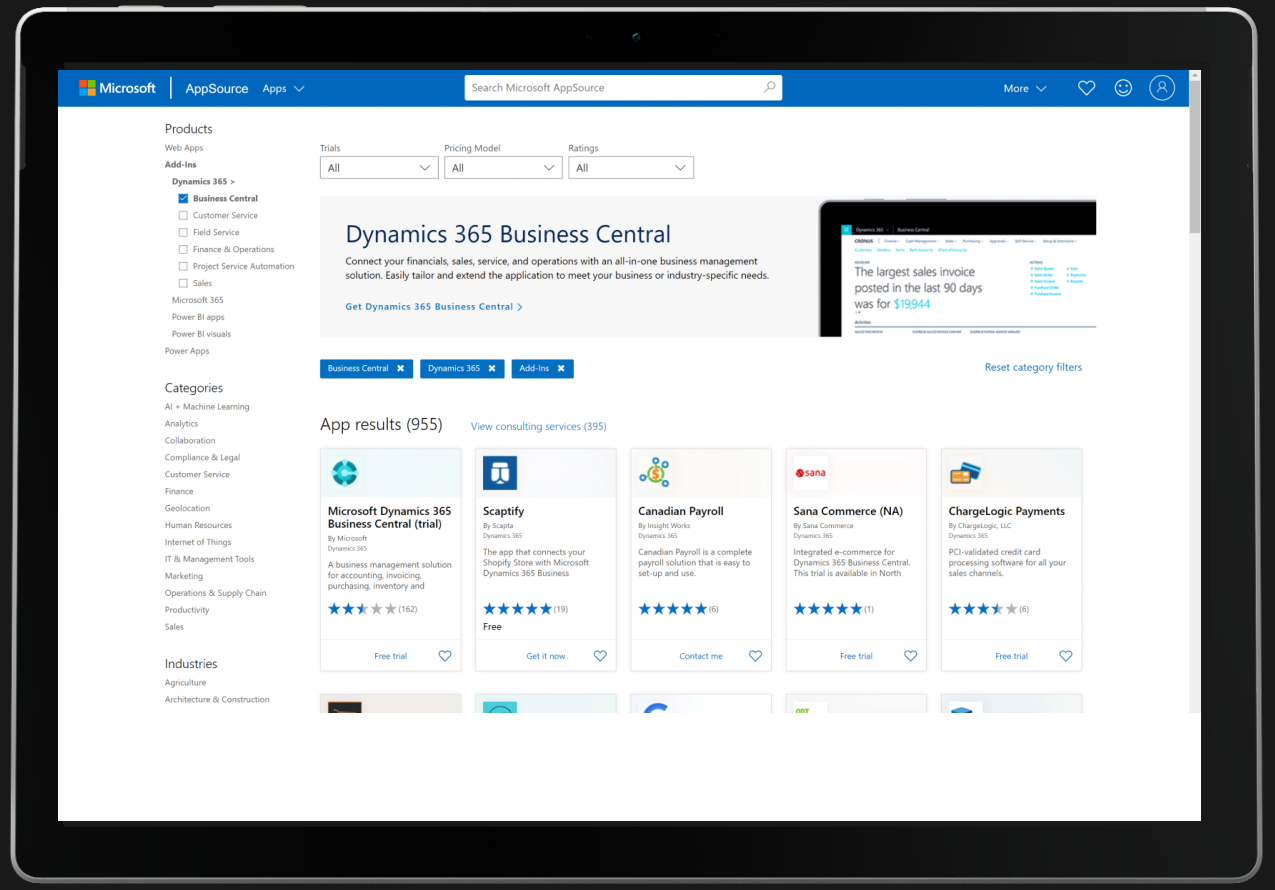
Improve customer experience.

- Enable business agility.
- Create more personalization.
- Engage customers in a new way.
- Transform your workforce.
- Unlock innovation and deliver new services.



Extend your solution with Microsoft AppSource.

- 4+ million monthly active users in 140+ global geographies.
- 60K+ Cloud Solution Provider (CSP) partners.
- Industry specific solutions built for Dynamics 365.
- More than 1700 apps designed for Business Central.



Accelerate getting started with Dynamics 365.

Act now!

Learn more > Read the Savvy SMB Leaders Guide to Buying Cloud ERP.

See how Microsoft can help address your finance needs > Take a guided tour.

Request an assessment.

Microsoft

Empowering every person and every organization on the planet to achieve more.

Microsoft Dynamics 365

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Alternate slides

customize slides 33 and 39 before presenting

<customer name>, realize your value potential of +$60M.

+$31.2M*

*EBITDA contribution

Revenue Growth

-$28.7M

Operational Expenses

8% Increase in first call resolution rate.

1% Decrease in labor and overhead costs (as a% COGS).

2% Increase in customer retention.

5% Increase in first time fix rates.

With our continued partnership, these outcomes become possible in the future.

Impact based on Microsoft benchmarking applied to leading Industry processes and calculated using as baseline a typical $1B manufacturing company.

Connected use cases

Revenue Growth **+$31.2M**

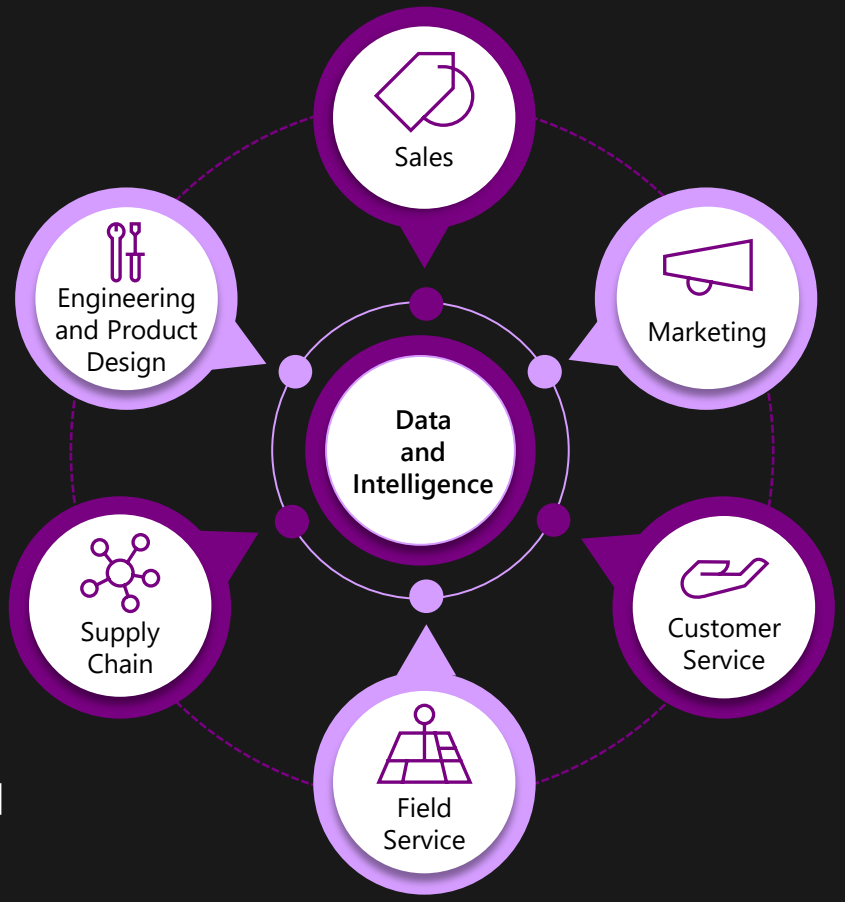
$4M 1.1% up-sell cross-sell as a % of revenue.

0.7% Revenues from new customers.

2.1% Time to market for new products.

0.2% Unplanned machine downtime as a percentage of scheduled run time.

0.9% **Labor costs and overhead as a percentage of cost of goods sold**



Operational Expenses **-$28.7M**

1.6% Customer retention rate.

1.0% Opportunity conversion rate.

8.3% First call resolution rate.

9.0% Average handling time (seconds).

4.5% First time fix rate.

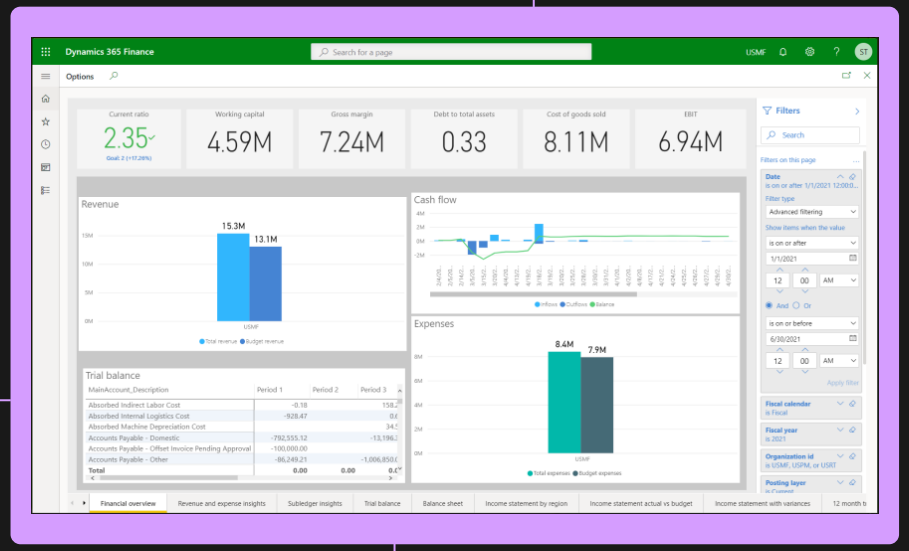
2.8% Fleet operation and maintenance cost as a % of total fleet costs.

The power of the Microsoft cloud

Turn connected data into impact.

Microsoft 365

Over 225



Dynamics 365

Power Platform

Azure ML

Power BI

Power Apps

Power Virtual Agents

Power Automate

AI Builder

Dataverse

Data connectors

Management tools

Azure Data Lake Gen 2 with CDM

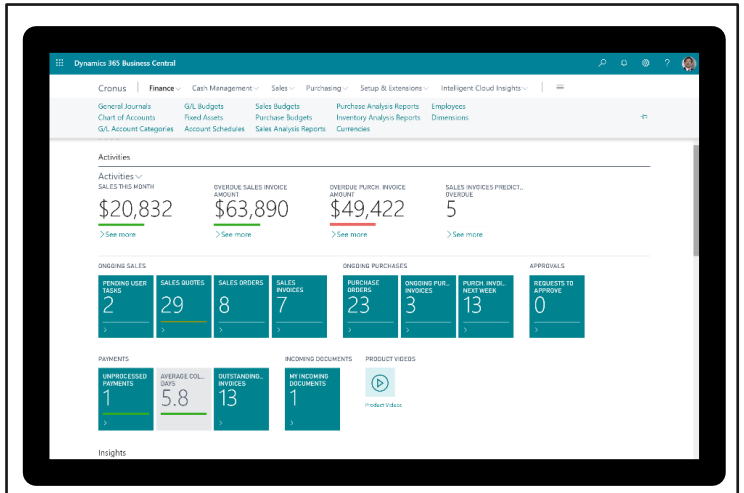
Cognitive Services

Azure IoT

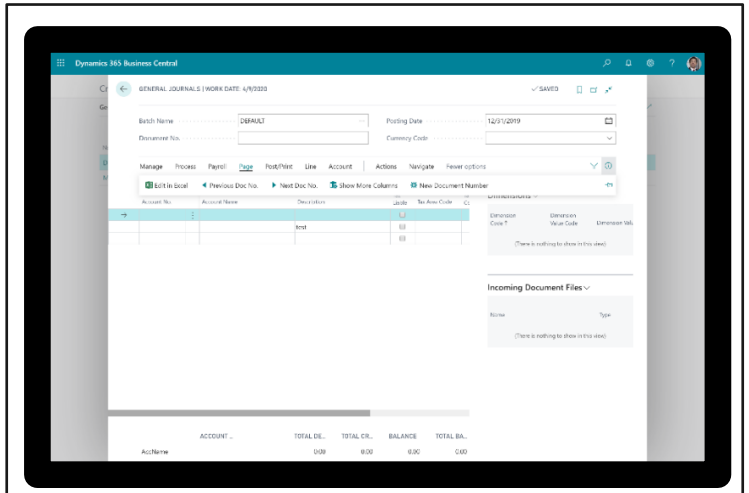
Azure Data Factory

Microsoft Azure Cloud

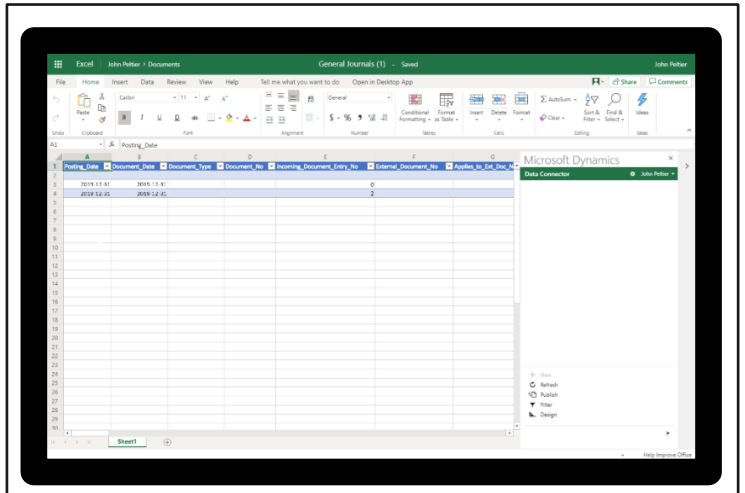
Dynamics 365 Business Central with Excel



Access Excel within Business Central to view data and create transactions such as general ledger journals.

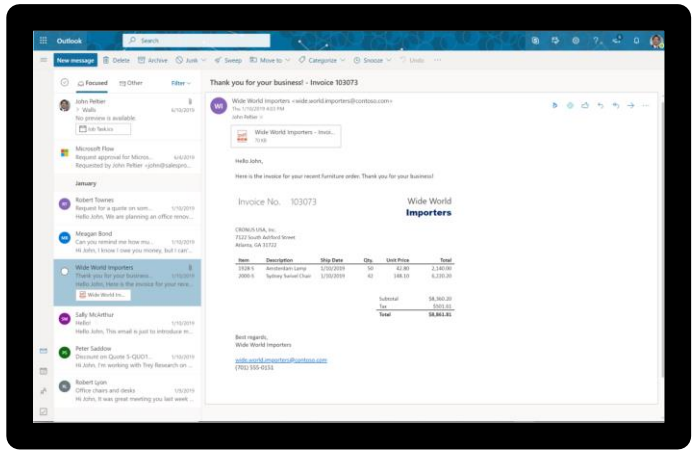


Export data from Business Central to Excel for efficient data entry and accuracy, and then publish data back to Business Central.

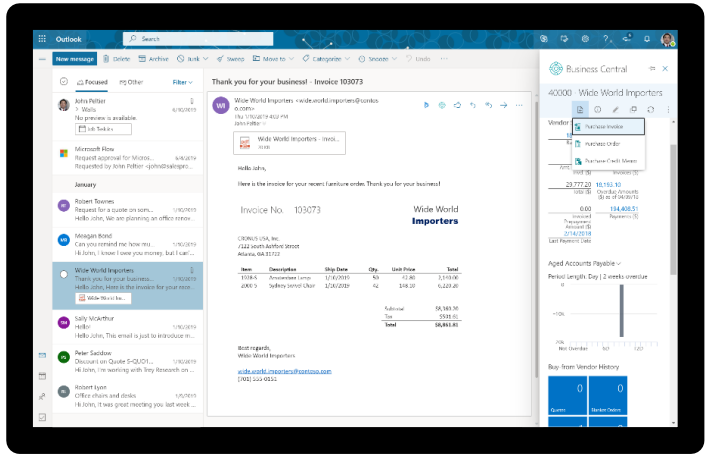


Easily analyze transactions using familiar Excel functionality, add additional data, and publish.

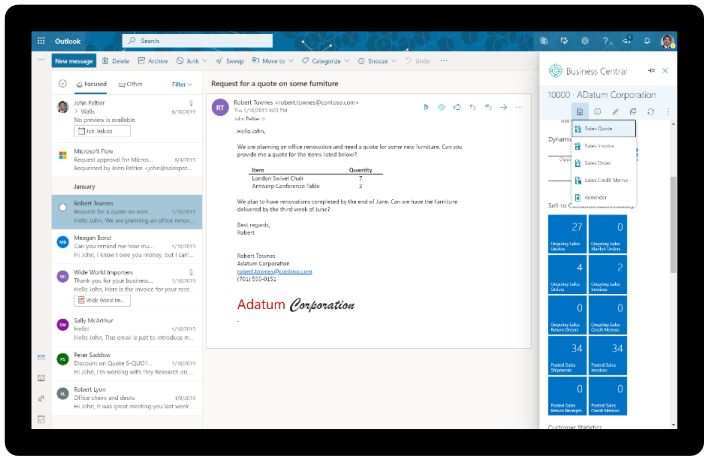
Dynamics 365 Business Central with Outlook



Interact with customers and vendors directly from Outlook to accelerate transactions and business decisions.

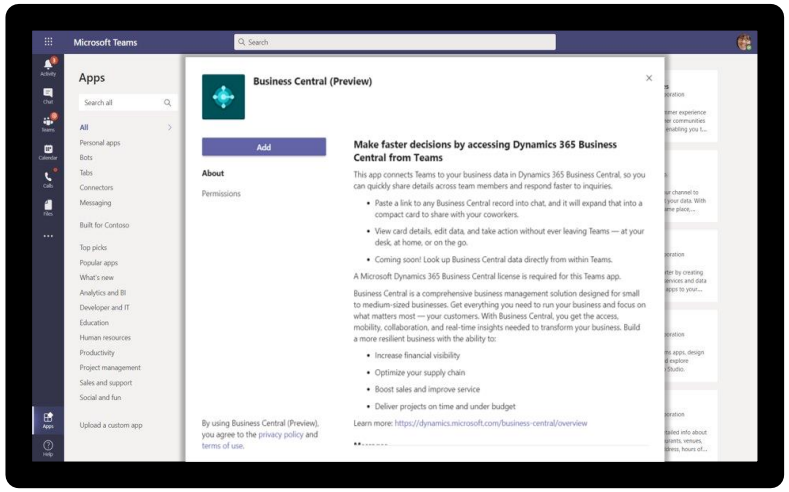


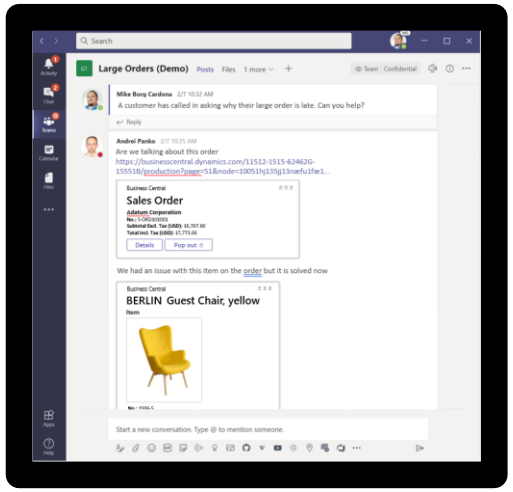
Promptly manage inquiries, service requests, or process payments to accelerate the sales cycle.



Get insights into customer history, previous discounts, and more without leaving Outlook.

Dynamics 365 Business Central with Teams





Make faster decisions by sharing Business Central data within Microsoft Teams conversations.

Paste a link to any Business Central record and it will expand into compact card to share with coworkers.

Easily edit data and take action without switching apps.

How can <company name> stay agile and win more deals?

A winning approach delivers

- Enhanced financial dexterity, operational proficiency, and organizational capacity.
- Adapt at the speed of business.
- Proactive identification of business segment underperformance, excess costs, under/over utilized resources, and at-risk projects.
- Improved profit margin control.
- Empowered and more productive people.
- Reduced cycle times and faster business insights.
- Finance-first innovation, process automation, and team efficiency.
- Recurring revenue and revenue recognition.
- More

The result: Adaptive business operations that provide a better business experience across financial, operational, and organizational models.