((CENTRIC))

Microsoft Dynamics 365 Business Central

8-week Implementation

We're an international management consulting firm known for **solving our clients' toughest problems, delivering tailored solutions, and bringing deeply experienced consultants** centered on what's best for your business.

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We bring firm-wide support to local delivery

We think of ourselves as a big company with a small company feel—a local player with global reach that combines business, technology and industry expertise.

13 U.S. Locations
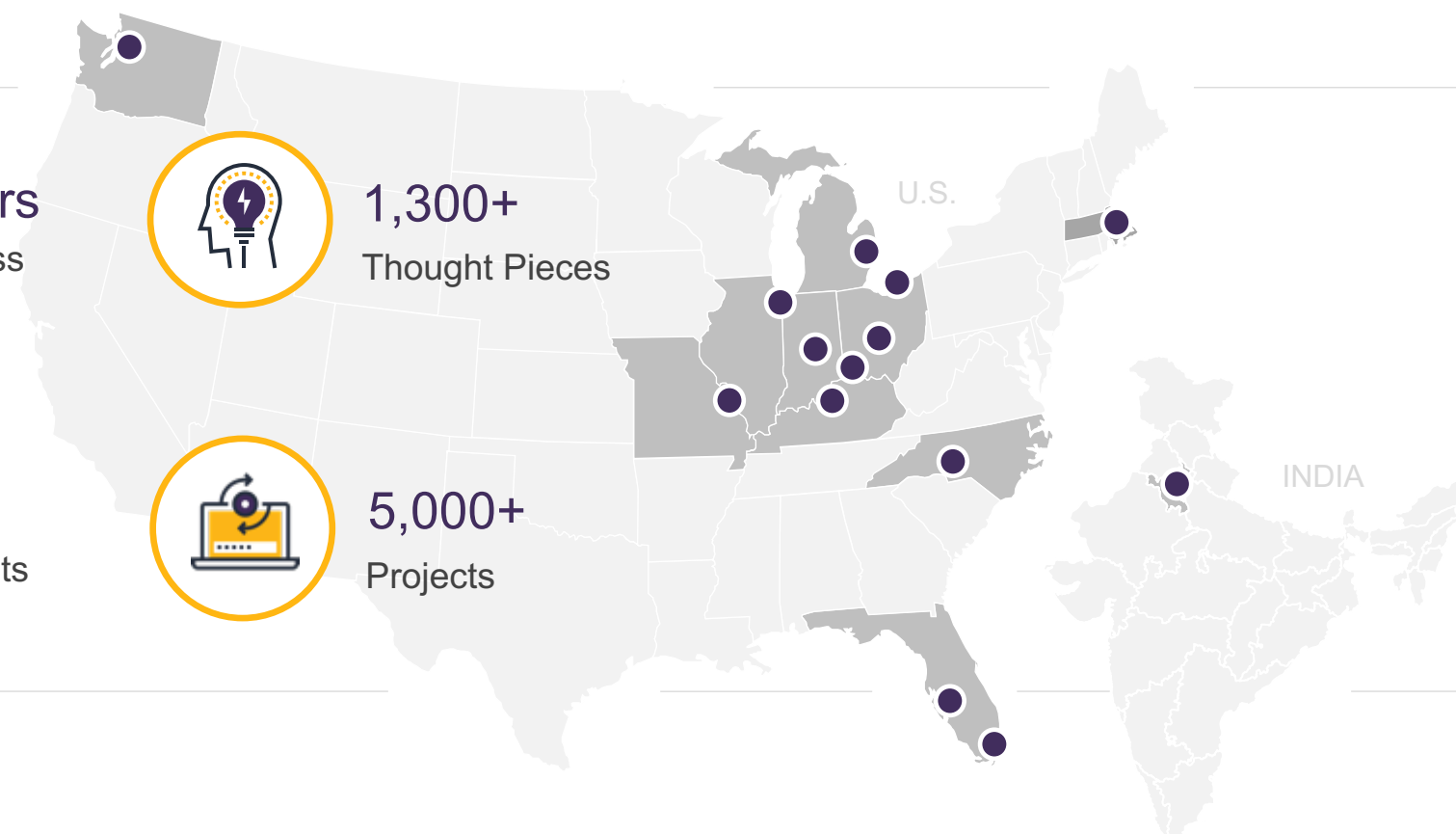
22 Years in Business

1,300+ Thought Pieces

1 Offshore Location

1,500+ Consultants

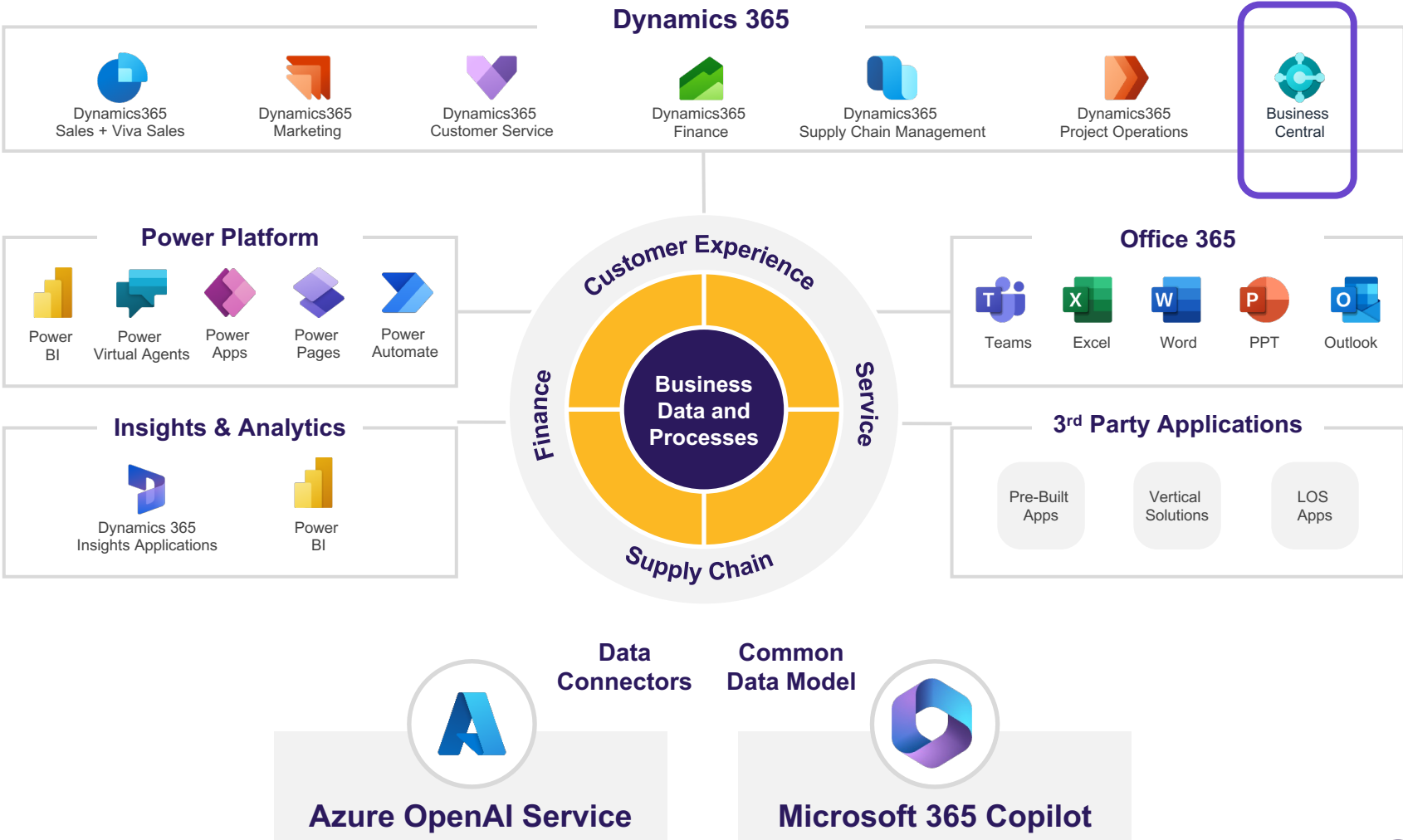**5,000+** Projects

U.S.

INDIA

((CENTRIC))

Microsoft Dynamics 365

Microsoft has an integrated, comprehensive vision for its business suite of application and tools.

✓ Dynamics 365 is a cloud-native portfolio of **intelligent business applications** that runs on Microsoft Azure.

✓ This seamlessness between cloud and application allows your organization to **scale your business as it grows** and to protect your data with security tools from Microsoft.

✓ Your company can drive **innovation with continuous updates**, that are quality validated and controlled by the customer, allowing them to set the pace of change while also leveraging the latest and greatest feature updates.

Dynamics 365

Dynamics365 Sales + Viva Sales
Dynamics365 Marketing
Dynamics365 Customer Service
Dynamics365 Finance
Dynamics365 Supply Chain Management
Dynamics365 Project Operations
Business Central

Power Platform

Power BI
Power Virtual Agents
Power Apps
Power Pages
Power Automate

Insights & Analytics

Dynamics 365 Insights Applications
Power BI

Customer Experience
Finance
Service
Supply Chain

Business Data and Processes

Office 365

Teams
Excel
Word
PPT
Outlook

3rd Party Applications

Pre-Built Apps
Vertical Solutions
LOS Apps

Data Connectors
Common Data Model

Azure OpenAI Service

Microsoft 365 Copilot

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4

Dynamics 365 Business Central

Financial Management

Project Management

Microsoft Dynamics 365
Business Central

Sales, Relationship, and Service Management (CRM)

Operations Management

Supply Chain Management

Reporting & Analytics

A business management solution that helps small and midsized companies connect finance, sales, service, and operations teams within a single, easy-to-use application to unlock the insights needed to adapt faster, work smarter, and perform better.

Financial Management

Account receivables and payables, bank reconciliation, fixed asset management, month/year end closing

Sales and Relationship Management

Quote generation, contact management, sales invoicing, payment processing

Project Management

Capacity planning, budgets and estimates, job and project costing, resource management

Supply Chain Management

Inventory and purchasing control, shipment and distribution, returns and cancellations, procurement and vendor management

Operations Management

Forecasting, production planning, manufacturing capacity, warehouse management

Service Management

Service order management, resource management, service contract management

Reporting & Analytics

Customer insights, self-serve reports, interactive dashboards, built-in intelligence

Why Work With Centric

OUR DELIVERY MODEL:

Smart, Strategic, Scalable

We're thoughtful about how we structure your project to create **tailored solutions** for your organization.
No one can match the combined benefits of our delivery teams: **experience, flexibility and cost efficiency.**

01

DEEP COMMITMENT & EXPERIENCE

You get a single point-of-contact – a trusted advisor averaging 15 years of experience – who knows your market.

We also bring a deeply experienced team that can include resources from across the globe.

02

DOMAIN & INDUSTRY EXPERTISE

You get solutions designed specifically for you by our industry, business consulting and technology experts.

We also enhance the quality and speed of our work with our modern delivery practices, accelerators and tools.
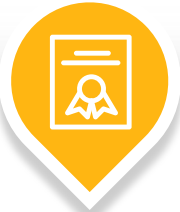
03

FLEXIBILITY & COST EFFICIENCY

You get blended and experienced teams – of 4 people to more than 100 that can scale up or down quickly to adapt to your needs.

We structure projects this way to drive cost efficiency and deliver value.

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5

Our Experienced Dynamics Team Is Ready To Help On Your Next Project

50+ Certified
Microsoft Resources

8+
Average Years Experience

325+
ERP / CRM Engagements

Flexible
On & Offshore Resources

Recognized
Microsoft Cloud Partner

Competent

- Health Check Assessments
- Mature Delivery Methodology
- Managed Services & Support
- Agile, Waterfall, Hybrid Delivery Approach
- Industry Expertise – Healthcare, Manufacturing, Financial Services, Energy & Utilities

Comprehensive

- Business Consulting Services – Strategy, Organization Change Mgmt., Operational Excellence, Enterprise Program & Project Mgmt.
- Technical Services – Modern Work, Data & AI, Azure, Power Platform
- Project Accelerators

Culture

- Unmatched Client & Employee Experiences
- Business Results Focused
- Committed To Training
- Our Team Becomes Your Team
- Your Liaison To Microsoft
- Dedicated to Diversity, Equity, and Inclusion (DEI)

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Why Partner With Centric?

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner — Business Applications	Microsoft Solutions Partner — Modern Work	Microsoft Solutions Partner — Security
Microsoft Solutions Partner — Infrastructure Azure	Microsoft Solutions Partner — Data & AI Azure	Microsoft Solutions Partner — Digital & App Innovation Azure

Microsoft Partner — 2022 Partner of the Year Finalist — Community Response Award

SPECIALIZATIONS

- ✓ **Modern Work**: Adoption & Change Management
- ✓ **Modern Work**: Teamwork Deployment
- ✓ **Modern Work**: Meetings & Meeting Rooms for Microsoft Teams
- ✓ **Azure**: Modernization of Web Applications.

COMPREHENSIVE

- ✓ **Technology Practices:** Covering all Microsoft Solution Areas. Learn more.
- ✓ **Strategic Industry Practices**: Healthcare, Insurance, Energy & Utilities and Financial Services. Learn more.
- ✓ **People and Change Management Practice** utilizing a proven change process. Learn more.
- ✓ **Innovation Advisory Team** – Established in 2017 to encourage innovation – internally and externally. Microsoft funded Healthcare VR Project Learn more.

COMMITTED

- ✓ 2022 Partner of the Year Finalist - Community Response Award
- ✓ Microsoft Catalyst Certified Partner
- ✓ Direct CSP Partner
- ✓ FastTrack Ready Partner
- ✓ Microsoft Certified Supplier
- ✓ Microsoft Funding Approved (ECIF)
- ✓ Power BI Partner

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Centric Is A Full-Service Business and Technology Consulting Company

Our Dynamics team will bring the full power of Centric to your next Dynamics project.

Technology Consulting

Modern Software Delivery
Agile, Application Dev, Cloud Dev, Mobile

Modern Workplace
O365, M365, Teams, Power Platform

Data & Analytics
Data Strategy, Modern Analytics Platform, Artificial Intelligence

Core Technology
Security, Azure, Internet of Things, Interfaces

Business Consulting

Customer Experience
Vision & Viability, Design Thinking, Service Design, UI / UX

Business Transformation
Vision & Strategy, Operating Model Design, Enterprise Project & Program Management, Mergers & Acquisitions

Operational Excellence
Op Assessment & Roadmap, BPI, RPA

People & Change
Org Design, Org Change Management, Org Communication, Team Effectiveness

Microsoft Dynamics 365

CRM

ERP

- Customer Voice
- Customer Service
- Commerce
- Customer Insights
- Intelligent Order Mgmt
- Marketing
- Supply Chain Management
- Sales
- Finance
- Field Service
- Business Central
- Project Operations
- Human Resources

Dynamics Implementation Methodology – **Overview**

Proven methodology which drives consistency and quality throughout the project lifecycle.

MOBILIZE
- Stand up project team
- Establish governance structure
- Begin planning

DISCOVER
- Document current and future state
- Document business requirements
- Analyze data samples
- Complete change readiness assessment
- Finalize plans

DESIGN
- Conduct process design sessions
- Draft design documents
- Complete data migration strategy and validate data samples in Sandbox
- Complete adoption plans

BUILD
- Configure system
- Build custom objects
- Conduct solution walkthroughs
- Migrate master data to production
- Complete unit testing
- Begin development of communications and training assets

TEST
- Conduct end-to-end integration tests
- Conduct user acceptance tests
- Finalize cutover plans
- Schedule training

DEPLOY
- Execute cutover plan
- Finalize Hypercare support plan
- Migrate open transaction data to production
- Deliver end user training

SUPPORT
- Provide Hypercare support
- Manage issue/defect log
- Finalize project documentation
- Transition to support team
- Project closeout and lessons learned