DXC.technology

DXC Solutions for Microsoft Dynamics 365

Introduction and Overview

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Simplify, modernize, accelerate and re-imagine with Microsoft’s intelligent business cloud

- Revenue Growth & Profitability
- Customer Engagement
- Agility & Resiliency
- Cost Savings

DXC Solutions for Microsoft Dynamics 365

DXC Solutions for Microsoft Dynamics 365 enables insight-driven transformation allowing you to invent new and innovative service delivery and customer engagement models. Intelligent and automated processes accelerate the speed of business. Robust analytic capabilities provide actionable insight to continuously optimize your business and deliver personalized experiences across all channels.

DXC Solutions for Microsoft Dynamics 365 combines DXC’s expertise across Microsoft’s three clouds with our large portfolio of horizontal and vertical industry solutions and our deep industry knowledge to enable our customers to utilize disruptive technologies to simplify, modernize, accelerate and re-imagine their business.

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DXC's Microsoft Business Applications at-a-glance

#1
Largest independent Dynamics SI

1 Team
1 single global team for project implementations

4,000+
active Dynamics clients

20
years of Dynamics implementation experience

~1,800
Dynamics resources worldwide

2020
Microsoft Partner award for Power Apps & Power Automate

24x7x365
unlimited support calls follow the sun

20 consecutive years
Microsoft Inner Circle Member

300+
Microsoft certifications

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Recent Microsoft awards

- 2020/2021 Inner Circle for Microsoft Dynamics (20 consecutive years)
- 2020 Business Applications PowerApps and Power Automate US Partner of the Year
- 2020 Partner of the Year Proactive Customer Service (finalist)
- 2020 Partner of the Year - Retail (finalist)
- 2019 Dynamics 365 for Customer Service Partner of the Year (finalist)
- 2019 Dynamics 365 for Talent Partner of the Year (finalist)
- 2018 Consulting & SI Office 365 Usage Partner of the Year
- 2018 Dynamics Customer Service Partner of the Year
- 2018 Health Partner of the Year (finalist)
- 2018 Dynamics 365 for Field Service Partner of the Year (finalist)
- 2018 Dynamics 365 for Talent Partner of the Year (finalist)
- 2017 Dynamics Service Partner of the Year - Global
- 2017 Dynamics Industry Partner of the Year - Global
- 2017 Dynamics Service Partner of the Year, Canada
- 2017 Data Platform & Analytics Partner of the Year Award, New Zealand
- 2017 Dynamics Service Partner of the Year, United Kingdom

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DXC Consulting Services and Solutions

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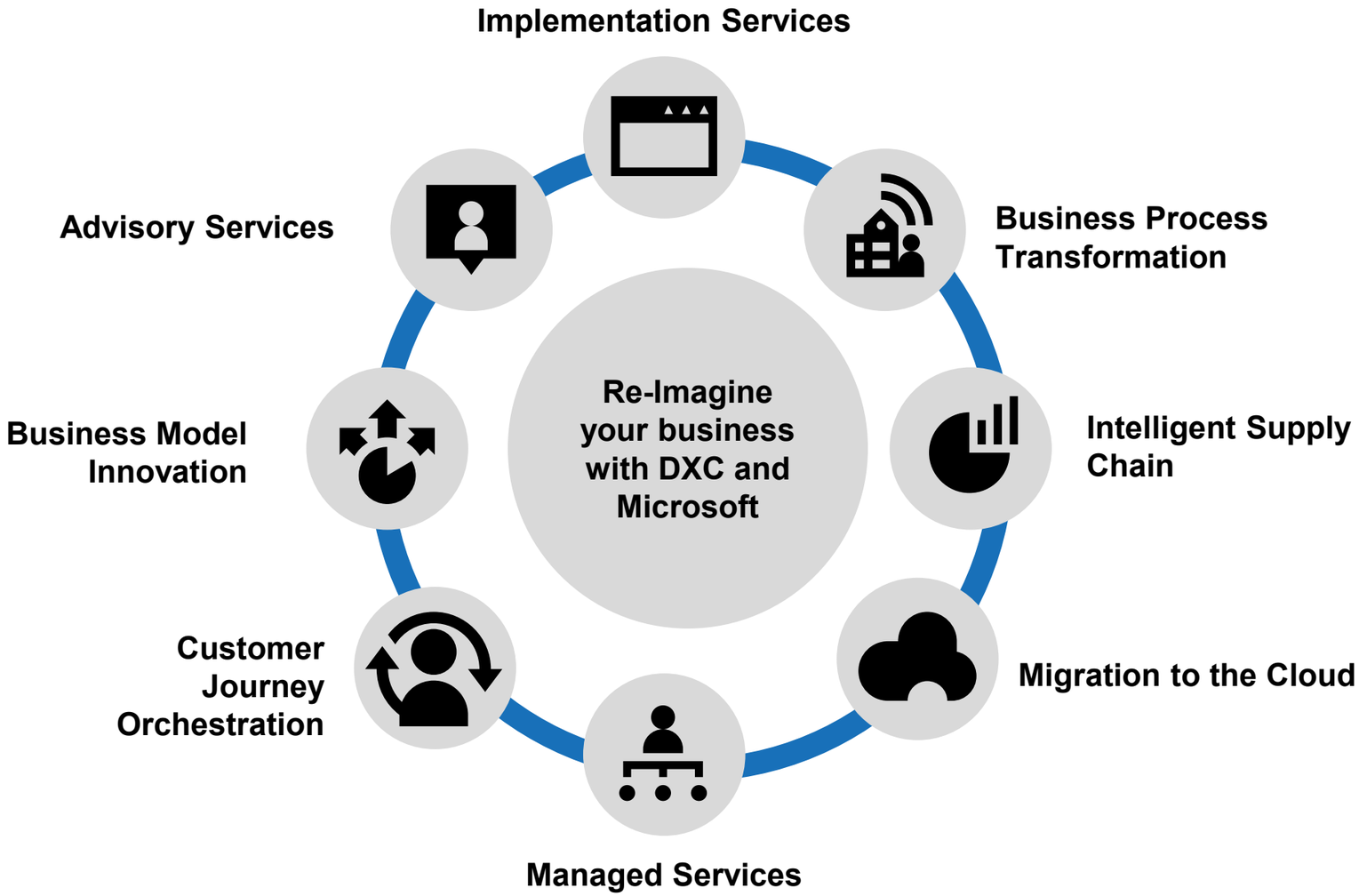
Consulting Services



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Building the connected enterprise

Workloads	Microsoft Dynamics 365 Applications				Additional Microsoft Development Tools
Finance	• D365 Finance	• D365 Business Central	• D365 Fraud Protection		**Connect your enterprise** by integrating data from your Dynamics 365 applications with the data from your other systems using the Microsoft **Dataverse**
Operations	• D365 Supply Chain Management	• D365 Business Central	• D365 Guides	• Intelligent Order Management (Preview)	
Customer Service	• D365 Customer Service	• D365 Customer Voice	• D365 Customer Insights	• D365 Customer Service Insights	**Build applications using that data** with the Microsoft Pro Developer SDK or with the **Microsoft Power Platform:** • Power Apps • Power Automate • Power BI • Power Virtual Agents • AI Builder
Field Service	• D365 Field Service	• D365 Remote Assist			
Sales	• D365 Sales	• D365 Product Visualize (In Preview)			
Marketing	• D365 Marketing				Use **Azure Services** to build additional functionality into your applications • Azure IoT • Azure Machine Learning • Azure Cognitive Services • Azure Logic Apps
Commerce	• D365 Commerce	• D365 Fraud Protection	• D365 Connected Store (Preview)		
Project Operations	• D365 Project Operations				
Talent	• D365 Human Resources				

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Speed time to value with DXC's accelerators and solutions

Powered by Microsoft Dynamics 365

Industries	Accelerators and Solutions for Industry					Horizontal Accelerators and Solutions
Banking and Capital Markets	• DXC Connected Bank as a Service	• DXC Customer Engagement Center for Banking	• DXC Single Customer View	• DXC Digital Onboarding for Retail Banking		**Customer Service** • DXC Customer Engagement Solution **Field Service** • DXC Field Service Accelerator **Finance** • DXC Procurement Solution • DXC Smart Send • DXC Solutions for DocuSign and Dynamics 365 • DXC Payroll
Consumer Industries & Retail (Consumer Packaged Goods, Retail)	• DXC Retail Toolkit • DXC Merchandise Planning & Execution Suite	• DXC Gift Registry • DXC Product Lifecycle Management	• DXC Action Analytics • DXC Customer Engagement Center for Retail	• DXC Q&A Retail Bot Framework • DXC Retail Consumer Mobile Framework	• DXC Payment Connector • DXC RemoteRetail Connector	
Manufacturing (Discrete, Process and Project)	• DXC Process Industry Solutions*	• DXC Project Industry Solutions*	DXC Homebuilder One	• DXC Framework for MFG and Construction Industries	• DXC Construction and Building Management	
Healthcare (Healthcare Providers)	• DXC Health360 Core™ • DXC Health360 Engagement Center™	• DXC Health360 Consumer Engagement™	• DXC Health360 Care Coordination™ • DXC Health360 Care Network™	• DXC Health360 Consumer Experience™ • DXC Health360 EMR Connect™	• DXC Health360 Materials Management™ • DXC Health360 Financial Management™	
Public Sector (Justice and Public Safety)	• DXC Offender360 Jail Management™	• DXC Offender360 Community Corrections™	• DXC Offender360 Pre-Trial Services™	• DXC Legal Case Management		
Professional and Technology Services	• DXC Event, Committee and Membership Management					

DXC Process Industries Solutions: DXC Extended Production Handling, DXC Advanced Customer Approval, DXC Shipping Packaging Management, DXC Product Documentation Management, DXC Vendor Quality Management, DXC Quality and Sample Management, DXC Label Extensions for Warehouse Management, DXC Product Data Management Extensions, DXC Information Display for Batch Products

DXC Project Industries Solutions: DXC Advanced Project Management, DXC Advanced Vendor Catalog

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Benefits

DXC Solutions for Microsoft Dynamics 365 allows businesses to connect their enterprise and harness the power of information to delight their customers, improve operational performance and productivity and re-imagine their industries

Customer engagement

Capture a complete view of your customers to build long term relationships and provide them with personalized, deeply contextual experiences across all channels

Optimize operations

Automate workflows, flexibly adjust business processes and gain a complete view of the business from manufacturing to sales to service to accelerate the speed of doing business

Increase revenue

Innovate and respond to changes in the competitive landscape by rapidly deploying new products and services

Lower costs

Replace CAPEX with OPEX and pay for only the services you use

Gain intelligence

Use analytics to predict trends, to gain insights across the entire customer life cycle and to monitor the performance of operational processes to enable continuous optimization of the business

Empower employees

Improve productivity by providing your employees with familiar tools, guided processes, access to the information they need when they need it and the ability to easily collaborate with others

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Delivery Methodology

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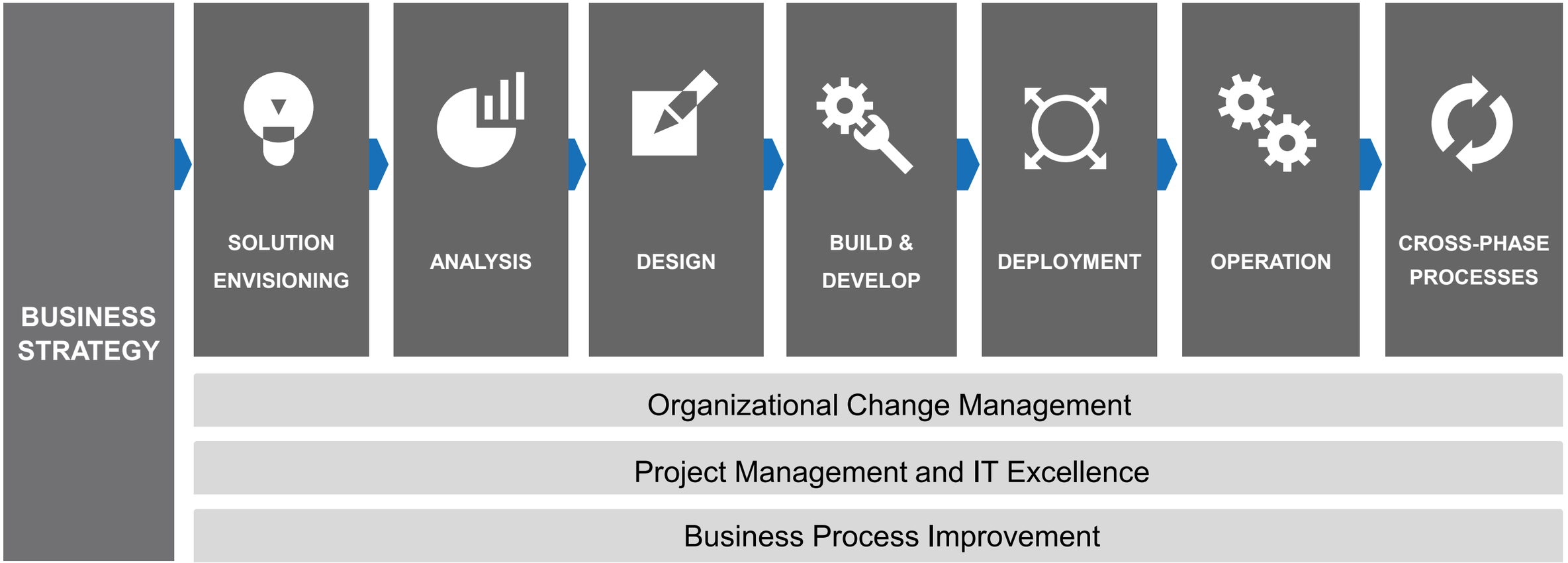
Our proven methodology

Measures, Outcomes & Engagement Phasing



*Key Activities & Deliverables vary by engagement

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End-to-end implementation methodology

Phase	SOLUTION ENVISIONING	ANALYSIS	DESIGN	BUILD & DEVELOP	DEPLOYMENT	OPERATION	CROSS-PHASE PROCESSES
Key Activities by Phase	• Sales Lifecycle Engagement • Business Needs Analysis	• Project Initiation • Concept Training • Scope & Requirements	• Design Workshops • Simulation (Design Confirmation)	• Configuration • Data Migration • Security • Key User Training • Development • User Acceptance Testing • User Documentation	• Create Production Environment • End User Training • Cut Over Planning and go live checklist	• Go Live Support • Post Implementation Review • Transition to Support • Transition to Customer Success	• Project Planning and Quality Assurance • Environment Management • Reporting/BI • Data Migration • Test Planning • Integrations • Security

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Sample deliverables

Plan

- Product backlog
- Sprint backlog
- Sprint plan
- Project management and resource plans

Define & Analyze

- Functional and technical scope
- Functional requirements document
- User stories
- Fit gap analysis
- Payment approach
- Business process maps and workflows
- Test strategy
- Solution architecture
- Training strategy
- Integration and interface requirements
- Data migration strategy

Develop

- Installation and environment installation
- Functional design document
- Technical design document
- System environments
- System configuration and customization
- Integration and interface code
- Data migration scripts
- Test cases and scripts
- Test results
- Production operations guide
- Implementation plan
- Training materials
- Product increment release to production

Release

- End user training
- Product increment released to production

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