Microsoft Dynamics 365

Finance and Operations

Your end to end
Enterprise Resource Planning solution for
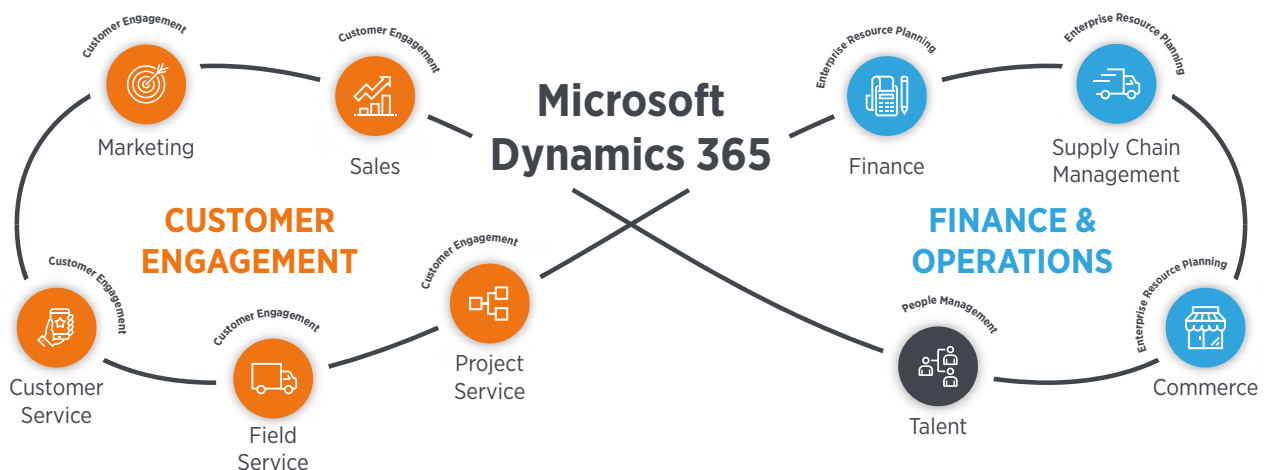Finance, Supply Chain Management,
and Commerce

Microsoft Dynamics 365

Microsoft Dynamics 365 is a cloud-based, combination ERP & CRM system, where the applications can be used perfectly as stand-alone solutions, integrated with existing applications, or within your total Microsoft stack.

No matter what your business size, turnover, product, service, sales model or go-to-market strategy, you deserve a flexible, personalised, scalable, solution that naturally leverages the rest of your Microsoft applications to provide you the best opportunity to thrive.

Dynamics 365 gives you this in spades.

Customer Engagement

Marketing

Customer Engagement

Sales

Microsoft Dynamics 365

Enterprise Resource Planning

Finance

Enterprise Resource Planning

Supply Chain Management

Customer Engagement

Customer Service

Customer Engagement

Field Service

Customer Engagement

Project Service

CUSTOMER ENGAGEMENT

FINANCE & OPERATIONS

People Management

Talent

Enterprise Resource Planning

Commerce

Let's take a look at the key components of Dynamics 365 for Finance and Operations

Dynamics 365 **Finance**

Simplify financial management. Reduce operational expenses. Automate financial processes

With Dynamics 365 Finance (formerly part of Dynamics 365 Finance & Operations), you can monitor performance in real-time, automate financial operations, forecast with greater accuracy, make better decisions with data that drive quantifiable business growth.

So, what will you be able to achieve with Dynamics 365 Finance?

Drive strategic financial decisions with AI

- Close books faster and simplify global financial management with in-depth reporting capabilities, financial intelligence, and embedded real-time analytics. Activate flexible and agile financial reporting that supports multiple legal entities and currencies in a single instance that natively handles foreign exchange and shortening end-of month process.

- Increase profits and improve cashflow with machine learning predictive recommendations and proactive guidance for timely customer payments.

Reduce operational expenses

- Run your business more efficiently across business geographies with financial process automation, encumbrance, budget control, and financial planning and analysis.

Unify and automate your financial processes

- Get more done with role-based workspaces, Office 365 integration, and predictive insights that let you automate and prioritise fiscal tasks

- Customise documents such as invoices and statements to easily adapt to changing business requirements with Office 365 templates.

- Thrive in a subscription-based economy with automated recurring billing to easily adapt to new revenue recognition standards, reduce audit costs, and accurately calculate and report your financial statements.

Decrease global financial complexity and risk

- Easily adjust to changing global financial requirements using a flexible, guided, rules-based chart of accounts and dimensions. Manage frequently changing regulatory requirements with no-code configurable tax, e-invoicing, payment, and reporting formats.

- Meet local and global business requirements, improve governance, reduce risks, and ensure compliance across 37 countries and 42 languages out-of-the-box. Further extend Finance with prebuilt partner solutions to meet your local needs.

Dynamics 365 **Supply Chain Management**

Innovate, modernize and optimize your business with Dynamics 365.

From planning to production, inventory and warehousing to transportation management, Dynamics 365 Supply Chain Management (formerly part of the Dynamics 365 Finance & Operations solution) now exists as a separate, flexible solution to transform manufacturing and supply chain operations, maximising operational efficiency, product quality, and profitability, using AI and IoT to supply actionable predictive insights.

Specifically, you will be able to:

Innovate with intelligent manufacturing operations

- Create a connected factory to drive smarter processes and operations by using IoT, AI, machine learning, and mixed reality to optimise people, processes, and equipment.

- Simplify resource management across any workload with an intelligent solution that helps you track and manage your resources—from your workforce to machines and tools.

- Create best-fit manufacturing processes—discrete, lean, project, process, and mixed-mode—to address all your needs with a single solution.

- Deliver mixed-mode manufacturing to support all your manufacturing strategies, including make to stock, make to order, configure to order, and engineer to order.

- Perform production planning in real time—reducing lead-time for new demands and supply—with Planning Optimisation Preview.

- Accelerate product delivery by automating the flow of information and materials through your resources and locations.

Modernise warehouse management

- Gain complete end-to-end visibility of your warehouse operations and inventory to effectively manage capacity and consumption of your raw materials and movement of finished goods in real time.

- Automate and scale your warehouse management to optimise use of space—from simple stock rooms to distribution centers. Effectively manage materials and finished goods with configurable machine learning-based guidance.

- Get real-time intelligence about the health of your warehouse with out-of-the-box Power BI warehousing analytics that gives you full visibility of your inventory and receiving, picking, and shipping operations. Easily create no-code customized heatmaps of your warehouse processes.

- Improve productivity with a mobile app that can be tailored for employees and warehouses to simplify the performance of daily tasks.

Automate and streamline your supply chain

- Get a complete view of your supply chain across geographies and time zones when you integrate sales and purchasing with logistics, inventory, production, warehouse, and transportation management.

- Streamline your procurement processes by using a single application for procure-to-pay to manage contracts, onboard vendors, monitor on-time delivery performance, and collaborate with external vendors.

- Improve customer orders and delivery with more accurate delivery date estimates that take into account material availability and capacity constraints across companies, sites, and warehouses.

- Optimise fulfillment and reduce costs by synchronising logistics across sites, warehouses, and transportation modes.

- Accelerate product delivery by automating the flow of information and materials through your resources and locations.

- Increase quality and customer satisfaction with integrated quality control capabilities, and quickly identify and resolve issues through real-time, predictive insights.

Optimise production performance

- Make proactive, actionable decisions with a real-time view of your entire production and stock. Proactively manage shop floor and equipment operations to improve uptime, throughput, and quality.

- Drive efficiency across your assets, processes, and workforce by using AI, machine learning, and mixed reality to predict and proactively resolve issues.

- Perform predictive maintenance before disruptive failure occurs to avoid costly downtime of business-critical equipment.

Maximise the life of your assets

- Better maintain your assets from acquisition to retirement by streamlining tracking and monitoring KPIs to improve the overall equipment effectiveness (OEE) of your mission-critical assets.

- More effectively plan and predict maintenance to maximize the longevity and performance of high-value assets while reducing costs and production downtime.

- Support various types of maintenance—predictive, corrective, condition, and preventative—with a single solution.

Microsoft

Dynamics 365 **Commerce**

Build customer loyalty and exceed expectations by delivering personalised shopping experiences.

Combine the power of delivering seamless shopping experiences with 'the personal touch' using an omni-channel solution that unifies everything from back office operations to focused customer engagement. The result being increased employee productivity, better business outcomes and loyal customers.

With Dynamics 365 Commerce, you will:

Build loyalty and exceed customer expectations

- Use clienteling tools to gain a comprehensive view of your customer and respond to their needs at every level of engagement, based on customer profile, history, and preferences that flow across physical and digital channels. Empower your employees to foster lasting relationships through intelligent recommendations, insights, and loyalty programmes.

- Deliver a seamless, unified shopping experience by connecting digital, in-store, and back office operations with a single retail platform.

- Provide exceptional service to your customers across channels by tailoring product selection and recommendations, exceeding expectations at all touch points.

- Offer choice and convenience with in-store purchasing, pick-up in other locations, or home delivery through connected ordering and fulfillment tools. Expedite checkouts with mobile POS.

- Deliver a unified shopping experience by connecting digital, in-store, and back office operations with a single retail platform.

Simplify retail operations

- Easily manage employees, stock, financials, and reporting from a single app, with views tailored by role.

- Speed up end-of-day activities using automated and streamlined workflows.

- Empower employees with the insights they need to make fast, data-driven decisions.

- Improve collaboration by connecting in-store sales associates with back office operations and finance teams.

Strategically plan and merchandise

- Maximise profitability by offering the right products at the right time and price. Centrally track product information, categories, assortment, and pricing.

- Streamline sourcing and replenishment so you acquire stock from the right supplier at the best price. Monitor demand for products in real time to replenish your stores and distribution centres efficiently.

- Create effective sales promotions with multi-channel sales and cost data to help you determine optimal campaigns.

Optimise your supply chain

- Make informed decisions and reduce costs with advanced analytics and machine learning that enable you to make the best stock supply decisions for your stores and distribution centres.

- Improve stock management with real-time views so you keep the right level of stock on hand and accurately forecast demand to maximise sales and profitability.

- Anticipate customer demand and reduce time to market with actionable insights provided by historical sales and purchase data.

Have everything to build and run digital commerce

Streamline your business with an end-to-end eCommerce solution that scales to your needs across traditional and emerging channels. Built-in web authoring and development tools enable you to create engaging and intelligent digital storefronts, while a connected marketing and commerce platform enables seamless management of content, assets, promotions, stock, and pricing across channels.

Provide flexible and intelligent omni-channel experiences

Deliver frictionless and consistent yet unique engagement across online and offline channels—allowing customers to purchase when, how, and where they want, on any device—while providing choice around modern payment methods and product collection or delivery.

Streamline operations using cloud intelligence

Drive personalised, friction-free commerce experiences and integrated, optimised back-office operations through ingrained and pervasive cloud intelligence technology. Use advanced merchandising, stock management, and pricing and promotion to innovate; adapt to changing business needs; and improve quality of service and customer satisfaction.

Be scalable, reliable, secure, and compliant

Meet your business needs using flexible deployment options along with a configurable and extensible platform that adheres to global compliance and security standards. Seamlessly switch between online and offline point-of-sale processing for network tolerant operations —while providing highly scalable, performant, and flexible phased rollout options delivered through our unique commerce cloud scale unit.

See Microsoft Dynamics 365 ERP in action

BOOK A DEMO

Why Fusion5 for your Microsoft solutions?

Fusion5 have a proven track record of delivering Microsoft solutions that delight our customers and produce great business outcomes. As a member of the Microsoft Dynamics Inner Circle, we are not only recognised as being an expert and trusted pair of hands for consultancy, implementation, change management and support, but we also advance access to product updates, licensing changes, and the ability to take our customers feedback to the source of Microsoft innovation, to help bring solutions that really make a difference to our clients.

2017, 2018, 2019/2020 INNERCIRCLE
for Microsoft Business Applications

Microsoft Partner

- **Gold** Cloud Business Applications
- **Gold** Enterprise Resource Planning
- **Gold** Application Development
- **Gold** Cloud Productivity
- **Gold** Cloud Platform
- **Gold** Datacenter
- Silver Data Analytics
- Silver Enterprise Mobility Management
- Silver Small and Midmarket Cloud Solutions

We are Fusion5

Fusion5 provides business solutions that add real commercial value to your organisation. Our focus is on making potential reality for our customers, and our people.

When we work with you, we don't recommend technology for technology's sake. What drives us is delivering outcomes that genuinely improve your business. Our unique experience and advanced understanding of the solutions we offer, together with innovative technology that can be wrapped around them, means we can offer 'fit for you' solutions that amplify solution benefits for your business.

We realise adopting new technology is not just a one-off activity - it requires change management, support, and continuous improvement to ensure your digital journey evolves with your business. We're here to partner with you through all aspects of the journey.

#makingpotentialreality