Incremental
Group

Your comprehensive guide to Dynamics 365 Business Central

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Introduction

An all-in-one business solution for SMEs

We have compiled this guide to provide you with as much information about the newest edition to the Dynamics 365 range. Dynamics 365 Business Central was released in 14 countries on 2 April 2018.

Dynamics 365 Business Central is the next generation of Dynamics NAV, one of the leading Microsoft business application products, which is serving 140,000 customers and millions of users worldwide. Dynamics 365 Business Central is an extremely flexible solution, easily adaptable to the needs of geographies, industries, and individual customers. It is an all-in-one business solution that provides a small or growing business all of the capability it needs to effectively run its finance, operations, projects, and sales.

What makes Dynamics 365 Business Central great for small businesses is;

» there is no user limit, so you can start as small as you need

» It offers a cheaper entry point for SMEs interested in using Microsoft solutions

» it is flexible and allows you to easily add capability and users when you need it.

» It is a cloud first solution, so no servers or complicated implementations, just turn it on and access it on any device at any time.

One of the biggest improvements is the user experience, it is built using the familiar Microsoft experience, offering clear navigation and intuitive design, we are impressed with how this looks. The use of insights and design, according to Microsoft, will significantly boost productivity when using the tool. It is also easy to personalise and adjust everything to your company's requirements. This, paired with the application of intelligence with insights and useful information being presented to the user throughout the solution to help you be more informed, provides a really great experience which we think will drive adoption.

> "One of the biggest improvements is the user experience, it is built using the familiar Microsoft experience, offering clear navigation and intuitive design."
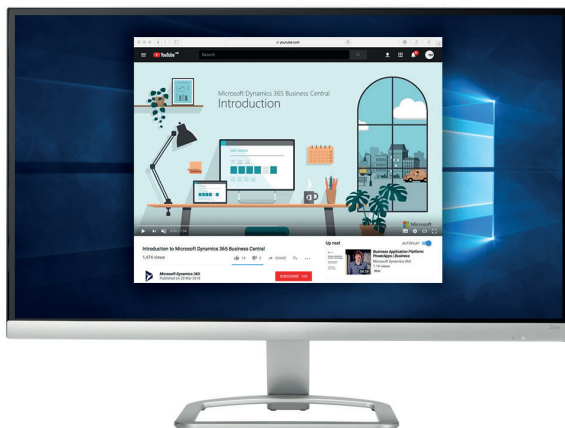
View the
Introduction to
Dynamics 365
on YouTube

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Capability overview

Below is a summary of the key areas of functionality the solution offers. Like most modern Microsoft applications, it is a cloud-based solution that is accessible anywhere on any device Microsoft operates a 99.9% SLA on Azure so all you need is an Internet connection. The solution will fall into Microsoft's monthly update cycle so it will evolve over time.

For existing Dynamics NAV users, you will see all of the existing capability you currently have and will start to see the benefits of being on Dynamics 365 and the extensions available as a result of this. It will be available as an on-premise version as we expect Dynamics NAV 2018 to be renamed to Dynamics 365 Business Central.
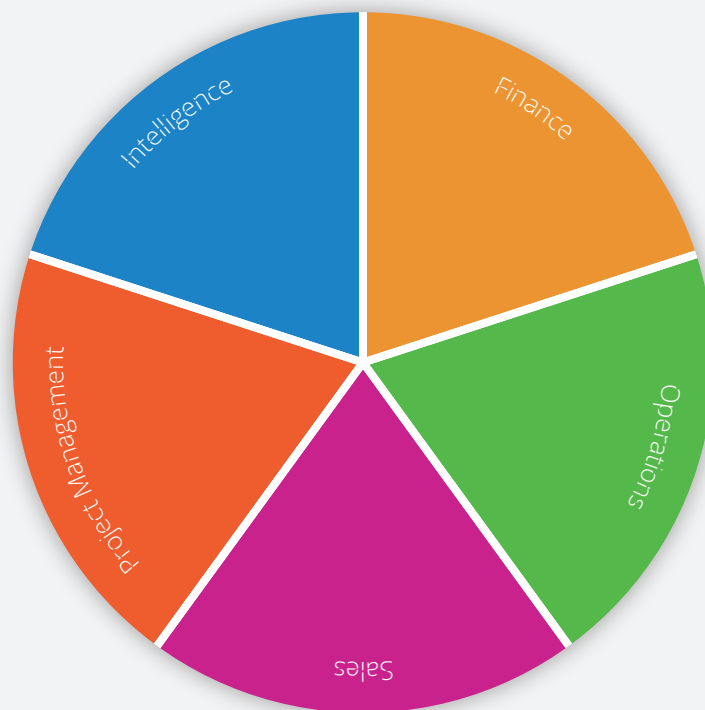
Finance

It offers strong finance functionality providing capability across: Invoicing, purchasing, finance, fixed assets, and purchase orders.

Make informed decisions
Connect data across accounting, sales, purchasing, stock, and customer interactions to get an end-to-end view of your business. Chart financial performance in real time with built-in Power BI dashboards.

Accelerate financial close and reporting
Streamline accounts receivables and payables, and automatically reconcile accounts to close and report on financials quickly and accurately, while maintaining compliance.

Improve forecast accuracy
Refine financial forecasts by modelling and analysing data across multiple dimensions. Customise reports using seamless Microsoft Excel integration.

Operations and Supply Chain
Optimise your operations

Manage forecasting to fulfilment
Use sales forecasts and expected stock-outs to automatically generate production plans and create purchase orders.

Run your warehousing efficiently
Get a holistic view of stock for efficient order fulfilment. Track every item transaction and movement by setting up bins based on warehouse layout and storage unit dimensions.

Reach optimal output levels
Calculate and optimise manufacturing capacity and resources to improve production schedules and meet customer demands.

Optimise stock levels
Use built-in intelligence to predict when and what to replenish. Purchase only what you need with dynamically updated stock levels.

Avoid lost sales and reduce shortages

Maintain the right amount of stock by automatically calculating stock levels, lead times, and reorder points. Suggest substitutes when requested items are out of stock.

Maximise profitability
Get recommendations on when to pay suppliers to use supplier discounts or avoid overdue penalties. Prevent unnecessary or fraudulent purchases through approval workflows.

Manufacturing and service management capability available through the premium package.

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Sales and Customer Service

Sell smarter and improve customer service

Deliver value at every touch point

Prioritise sales leads based on revenue potential. Keep track of all customer interactions and get guidance on best upsell, cross-sell, and renewal opportunities throughout your sales cycle.

Boost sales productivity

Accelerate the quote to cash process. Act quickly on sales-related enquiries, manage service requests, and process payments—all from within Outlook.

Deliver exceptional service

Gain a comprehensive overview of your service tasks, workloads, and employee skills to effectively assign resources and accelerate case resolution.

Full integration with Dynamics 365 for Sales (link to Sales page) available to extend your functionality if required.

Project Management

Keep projects on time and under budget

Stay on budget

Create, manage, and track customer projects using timesheets along with advanced job costing and reporting capabilities. Develop, modify, and control budgets to ensure project profitability.

Plan with precision

Manage resource levels by planning capacity and sales. Track invoicing for customers against planned costs on orders and quotes.

Analyse project performance

Make effective decisions with real-time insight on project status, profitability, and resource-usage metrics.

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Intelligence and Reporting

Microsoft has embedded this solution with built-in intelligence. This includes smart insights that are surfaced throughout the solution, automatic charts and graphs with a range of visualisation options. This makes it easy to understand your organisation and take action. You can extend this capability with via Power BI.

Integration and extensions

Dynamics 365 Business Central similar to the rest of the Dynamics 365 range is configurable and gives you great capability out of the box but it doesn't stop there. You also get as standard, full integration with Office 365, PowerApps, Flow, Power BI and AppSource.

There are 3 main ways you can extend and integrate:

AppSource

Use prebuilt solutions from Microsoft and its partners to extend the capability of Dynamics 365 Business Central. This provides you with capability for more specialist business processes or industry needs. There are thousands of solutions available and more getting added over time. It is the easiest way to extend the capability.

PowerApps

PowerApps is Microsoft's new codeless application development solution that allows you build custom applications and connect them to Dynamics 365 Business Central via the common data service. This provides unlimited potential in ways you can extend your capability and capture and display datat to your employees.

Custom Applications

It is easy to develop applications that work and integrate with Dynamics 365 Business Central, with the robust API's available and a number of connect apps.

You no longer customise the underlying code in the solution instead you can add features and more capability.

One platform.
Unlimited Potential.

Price

There are two pricing options available Essential and Premium, with the ability to add Team members. The pricing is on a per user per month basis as its cloud-based subscription solution. Separate pricing will be available when the on-premise version is renamed

Essential licensing covers areas that most businesses require in order to run. These include; Invoicing, purchasing, purchasing order, management, resource management, budgets, finance, fixed assets, workflows, contact management, single inventory, advanced sales, advanced inventory, distribution, warehouse management, project management.

Premium licensing adds service order management and manufacturing, bringing the full breadth of the popular Dynamics NAV application to the cloud. All prices include the Microsoft Cloud platform and hosting fees. and includes access to Microsoft PowerApps and Flow.

Team member licensing is available but does require a premium or essential license to accompany it. This provides users with the ability to read and approve, run all reports and employee self-service.

Essential version:	£52.79
Premium version:	£75.40
Team member:	£6.00

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Dynamics 365 Business Central vs Dynamics 365 Finance and Operations

Microsoft offer two ERP based solutions as part of their Dynamics 365 range; Dynamics 365 Business Central and Dynamics 365 for Finance and Operations. This can sometimes be confusing as they both have overlapping capability. We have summaries the main difference between Business Central and Finance and Operations below.

	DYNAMICS 365 BUSINESS CENTRAL	DYNAMICS 365 FOR FINANCE AND OPERATIONS
Capability	The application has core capability across finance, operations, supply chain, CRM and project management. Additional capability is available in service management and manufacturing via the Premium package.	The application has advanced capability across finance, operations, manufacturing and supply chain. Additional capability is available across HR, sales, projects, customer service through the wider Dynamics 365 range with the full Dynamics 365 plan.
User minimums	1	20
Price	£50 - £75	£143 - £150
CRM	Inbuilt CRM capability, offering Outlook integration with opportunity management and customer service capability. Integration with Dynamics 365 for Sales is available for organisations looking for more CRM capability.	No CRM capability but Dynamics 365 for Sales is included with the full Dynamics 365 purchase plan. Dynamics 365 for Sales offers more advanced Sales and CRM capability than you get with Business Central.
Target organisation size	50 – 250	250+

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About Incremental Group

We are a leading Microsoft Dynamics Gold Partner, with over 20 years' experience helping organisations drive digital transformation with Microsoft Dynamics 365, AX, NAV and GP solutions. We help organisations with new implementations, upgrades, project recovery and ongoing support. We work with all sizes of organisations across a range of industries. Contact us today to find out how we can help you.

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