



# MPHASIS BUSINESS AUDIT

Optimize and align business software usage with Dynamics 365 Finance

June 2025





# Software: Business Enablement Gap limits efficient software usage

How do you evolve your business when inefficient business software usage is holding you back? Mphasis Business Audit identifies the Business Enablement Gap (BEG) and drives feature-rich applications to their full potential, optimizing business software usage.



## CHALLENGES

Business processes must evolve to keep pace with the rate of change and ever-increasing demands. User knowledge decays over time as employees leave, new software features are un-exploited, and software usage remains static. This Business Enablement Gap (BEG) grows over time and needs re-alignment through skilled appraisal.

## IDEAL SOLUTION

An audit with business value-based insights identifies the BEG and realigns software usage with evolving business demands by leveraging existing & new features of Dynamics 365 features, enabling businesses to create a competitive advantage.

## DESIRED OUTCOMES

Understanding how to align the BEG is key. Our business value-based assessment of the BEG and documented, client actionable recommendations reduce the BEG in ways that are realistic, affordable and deliver most value to the business whilst respecting discovered constraints.



## Mphasis Business Audit

Reduce bifurcation between your business system usage and the companies Strategic, Management and Operational requirements and objectives - Inspire your employees to do more with a solution through value-added processes.

1

### REDUCE PAIN POINTS WITH EXISTING SYSTEM USAGE

Make non-value-add activities effortless and reduce effort required to perform cumbersome value-add activities through better software exploitation.

2

### REDUCE STAFF TURNOVER THROUGH BETTER SYSTEM USE

Improve employee retention through consultation and alignment of software use and new or changing business processes.

3

### EXPLOIT NEW AND EVOLVING FEATURES TO MEET DEMANDS

Free up employees for business value activity generation and use new features to align with business' internal and external pressures to drive performance.



# Mphasis Business Audits & Dynamics 365 Finance

Do more with Dynamics 365 – Evaluate business needs and pain points for better business outcomes. A business audit with Mphasis can propel your current or future Dynamics 365 Finance usage, close the Business Enablement Gap and leverage the full potential of your best assets.

## OPTIMIZE SOFTWARE USAGE AND EMPLOYEE ENGAGEMENT

Get the most from your employees and your Dynamics 365 Finance investment by aligning skills and software usage.

## MAINTAIN BUSINESS AGILITY AND ADAPTABILITY

Align current and evolving business demands and processes to system features and functionalities, including Copilot.

## FREE UP VALUABLE RESOURCES TO IMPROVE YOUR BUSINESS

Leverage AI/Copilot to reduce routine task burden. Empower employees to grow the business.



# Customer success: License cost optimization through process re-evaluation

A Business audit around Dynamics 365 Finance processes, security roles and licenses, optimized tangible license costs and redesigned onboarding processes, reducing user administrative burden.

## 358% INCREASE IN THE TWO HIGHEST-COST LICENSES WAS REDUCED TO A MORE AFFORDABLE 100% INCREASE

Careful review and optimization of processes and security role assignments delivered better aligned business costs with employee role-based expectations and aligned processes

## REDUCTION OF 63% IN THE 3RD MOST EXPENSIVE LICENSE, AND 20% ADMINISTRATIVE BURDEN

Through re-alignment of identified tasks and software configuration, the 3<sup>rd</sup> most expensive license costs were reduced by 63% and the onboarding administrative burden reduced by 20%

## POTENTIAL INCREASE OF 983% IN 2ND LOWEST LICENSE CATEGORY WAS REDUCED TO 283%

Large number of lower cost category licenses reduced as employees were aligned with licenses needed for optimized process requirements

# Mphasis Business Audits

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