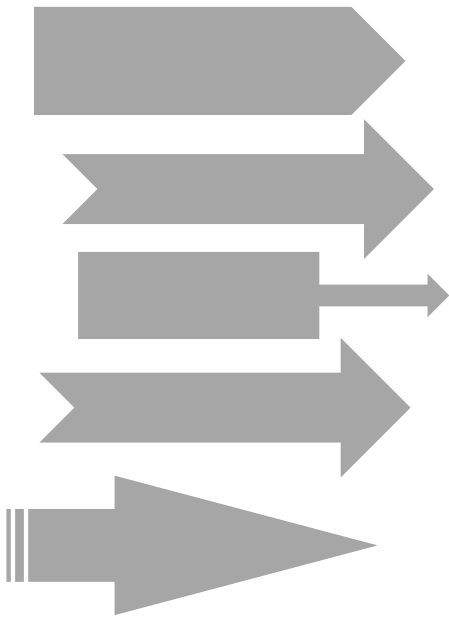
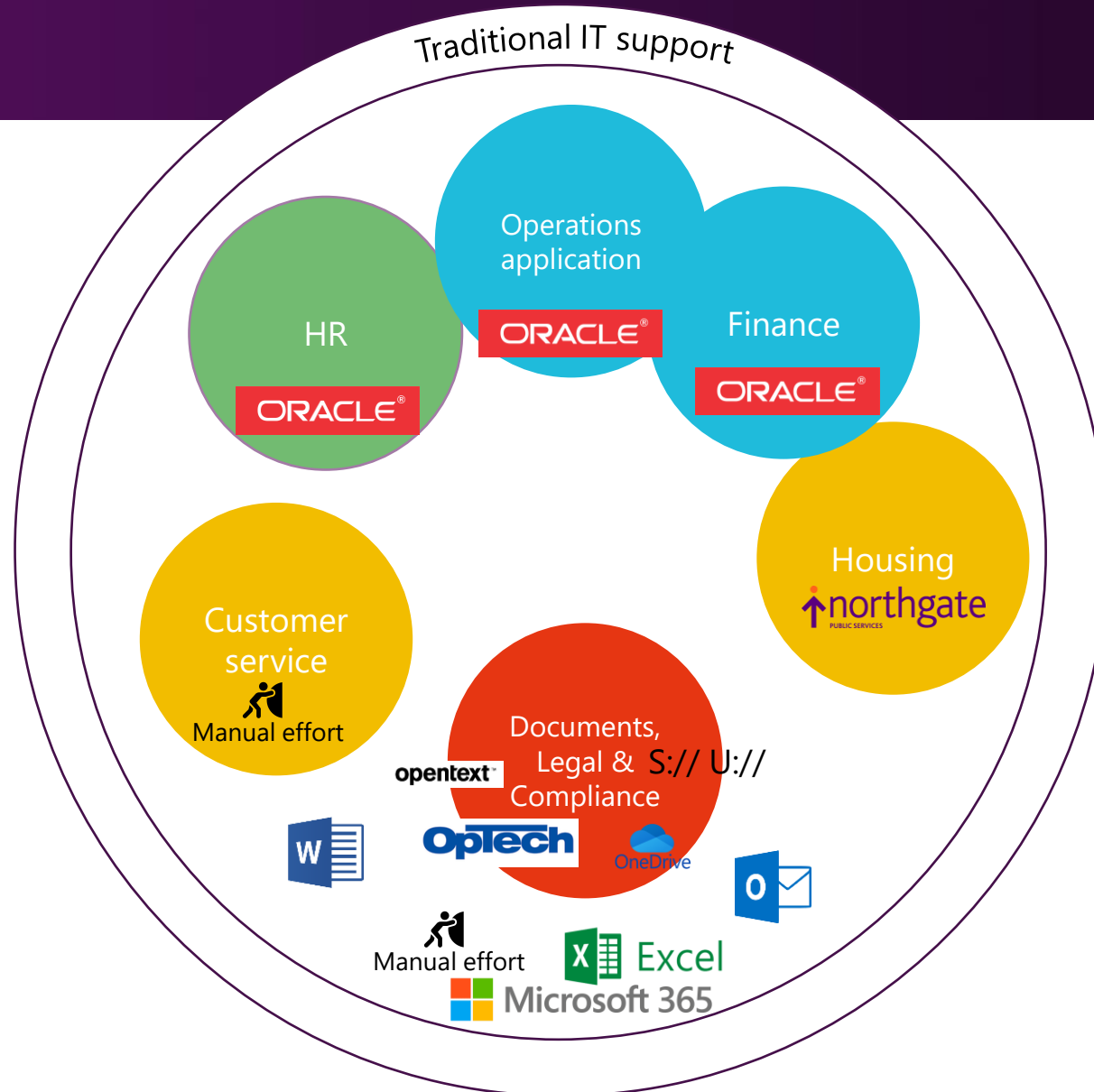


# High level 'as is' state

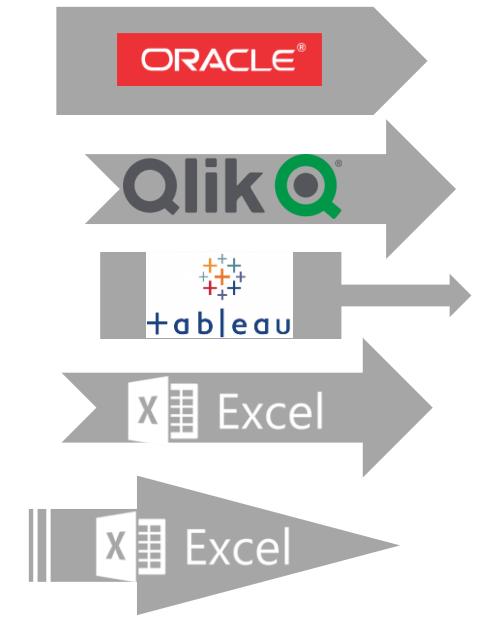
Customers, tenants,  
partners and suppliers



Inconsistent experience



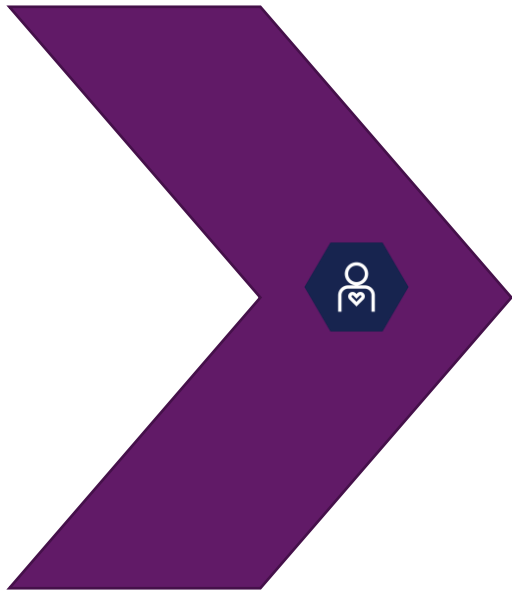
Data and decision making



Inconsistent decision making

# A big step towards the High level 'to be' state

Customers and suppliers



Consistent experience

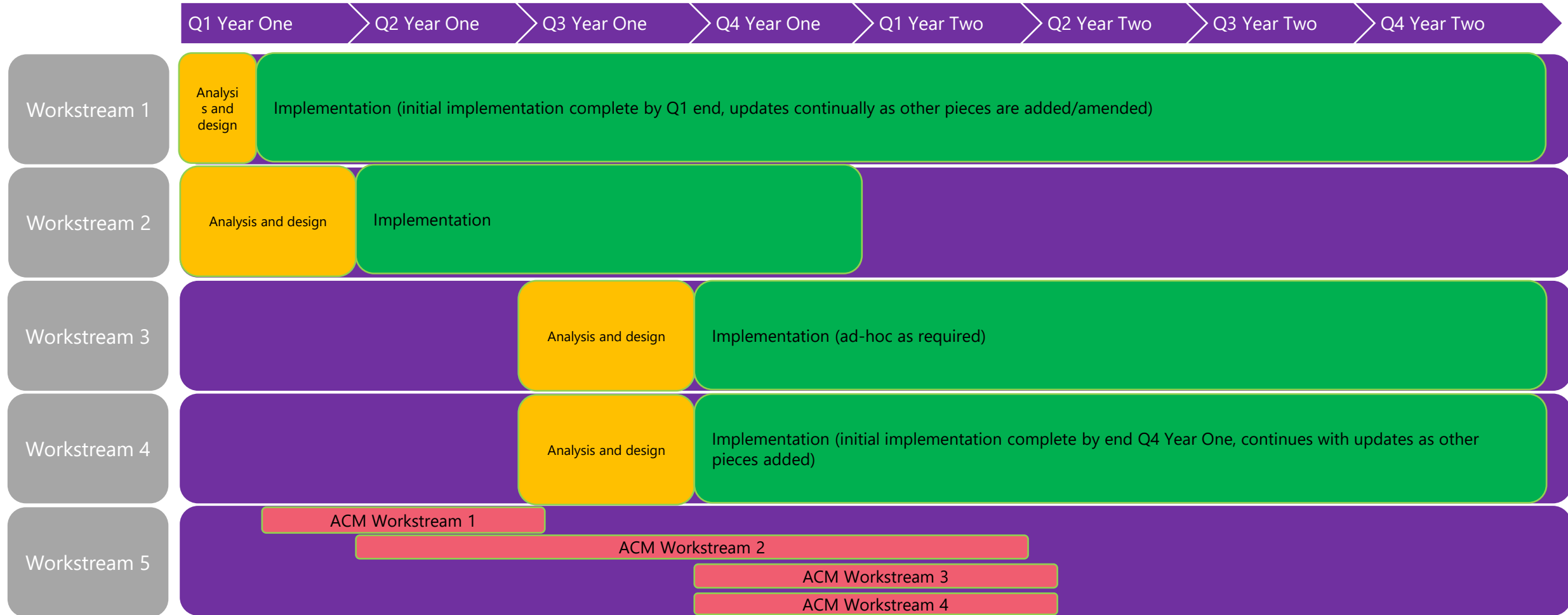


Data and decision making



Consistent decision making

# Forward View Timeline



# Options summary

TSG recommends option 1 – over a longer period of time, allowing the business' growth (and budget) to scale with the programme

Option	Description	Pros	Cons	Stakeholder view
Option 1	Single CRM, Business Central, SharePoint, Viva and Power Platform	<ul style="list-style-type: none"> <li>Comprehensive best practice solution for flexible growth</li> <li>Built for future state for business interoperability</li> <li>Best chance for future standalone developments of solutions and software to not be needed</li> <li>Capacity to create new front end applications to shared data using no code/low code approach</li> </ul>	<ul style="list-style-type: none"> <li>Highest level of investment</li> <li>Long implementation time</li> <li>Largest change for user</li> </ul>	<p>Finance Delivery Leadership Sales/Cust service</p>
Option 2	Business Central, Power Platform (Apps and Automate only to standard connectors when not using Dynamics licence) and SharePoint with Viva	<ul style="list-style-type: none"> <li>Less investment than using D365 Sales Enterprise</li> <li>Full office integration between applications</li> <li>Capacity to create new front-end applications to shared data using no code/low code approach</li> <li>Lowest OPEX for business</li> </ul>	<ul style="list-style-type: none"> <li>Dynamics 365 Business Central provides only a basic CRM functionality without any/much Marketing capability. Therefore, custom development may be required to fulfil all requirements (discovered in Analysis and Design)</li> <li>Long implementation time</li> <li>Large change for users</li> <li>Multiple Partners for implementation</li> <li>Does not provide full Marketing functionality</li> <li>Large CAPEX for business</li> </ul>	<p>Finance Delivery Leadership Sales/Cust service</p>
Option 3	Business Central, SharePoint and Power Platform for custom apps	<ul style="list-style-type: none"> <li>Less investment than using D365 Sales Enterprise</li> <li>Capacity to create new front-end applications to shared data using no code/low code approach</li> <li>Lowest OPEX for business</li> <li>Lowest CAPEX for business</li> </ul>	<ul style="list-style-type: none"> <li>Dynamics 365 Business Central provides only a basic CRM functionality without any/much Marketing capability. Therefore, custom development may be required to fulfil all requirements (discovered in Analysis and Design)</li> <li>Many and continued change for users</li> <li>Multiple Partners for implementation</li> <li>Does not have full integration to Office</li> <li>Does not provide full Marketing functionality</li> <li>May required further development work to complete picture</li> </ul>	<p>Finance Delivery Leadership Sales/Cust service</p>
'Do Nothing'	Status quo	<ul style="list-style-type: none"> <li>no cost of change,</li> <li>no impact on people or roles in the job</li> <li>avoids a 2-3 year change programme and the resources and staff costs to make that happen</li> </ul>	<ul style="list-style-type: none"> <li>Reduced ability to deliver orgs strategic objectives if you stay with the legacy</li> <li>Current systems not fit for purpose or fit for future</li> <li>Increasing security risks due to end of support status of current systems</li> <li>Increasing costs of running the legacy</li> <li>Continuation of fragmented datasets results in sub optimal BI decisions , efficiency and flexibility</li> <li>Doesn't support the delivery of a single, accessible, data model, or provide a platform which will support organisational change in all business streams</li> </ul>	<p>Finance Delivery Leadership Sales/Cust service</p>