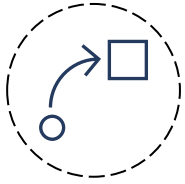


# Manage Risk and Reduce Fraud

Speaker name or subtitle text



# Finance leaders wear multiple hats



## Resilience specialist

91% of CFOs say their organizations have undergone at least one transformation in the past three years.<sup>1</sup>



## Savvy financial leader

57% of CFOs say that building skills in predictive and prescriptive analytics is critical for the future.<sup>2</sup>



## Enterprise risk manager

81% of companies were targets of payment fraud last year.<sup>3</sup>



## Operational strategist

65% of CFOs say automated and agile processes are a significant priority.<sup>4</sup>





# Roadblocks to success



Surging data and legacy systems proliferating data siloes and static reports



Legacy operating models impact performance and responsiveness to new regulations and compliance



Increasing fraud, threats, and risks impacting the customer experience and revenue



Manual, inefficient and error-prone processes leading to frustrated employees, low profit margins, and increased costs



Suboptimal project operations and service delivery is impacting customer success and profit margins



# Unlock business continuity with predictive and proactive financial operations



## Performance

Gain real-time insights into financial performance, anticipate future outcomes, and create adaptive delivery models.



## Protection

Guard your revenue against fraud, boost credit card authorization rates, and improve customer experiences.



## Purpose

Deliver continuous process innovation, optimize project operations, and take better care of your people.



Finance

Fraud Protection

Project Operations

Human Resources

Guides



# Drive essential business outcomes



Delayed payments & unpredictable cash flow



Minimal write-offs and accurate cash flow forecasts



Revenue leakage & payment fraud



Boosted fraud immunization and reduction in wrongful rejections



Ineffective, disconnected business processes



Reduced costs and agile operations



Lack of visibility into resource utilization and people data

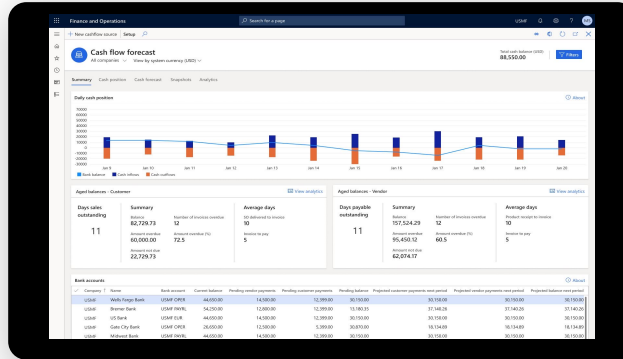


Optimized utilization and lower HR operating costs

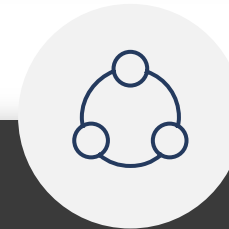
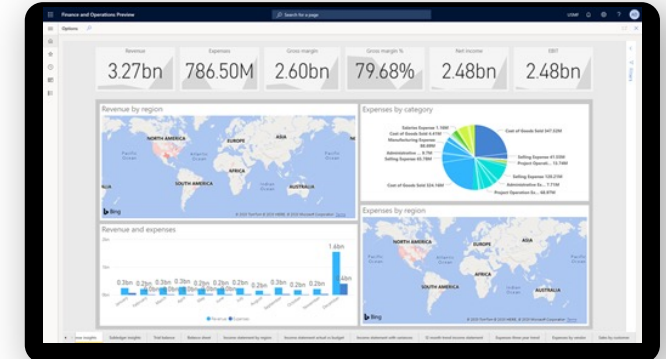
# Performance: Optimize financial operations



Increase financial visibility and compliance across the organization



Optimize decision making with effective cash flow management and forecasting



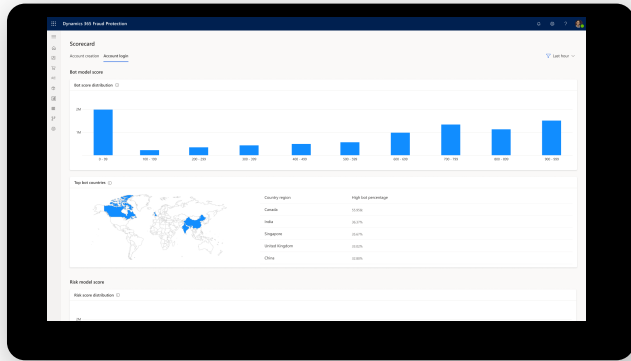
Integrate and automate core business processes with financials to create an adaptable business



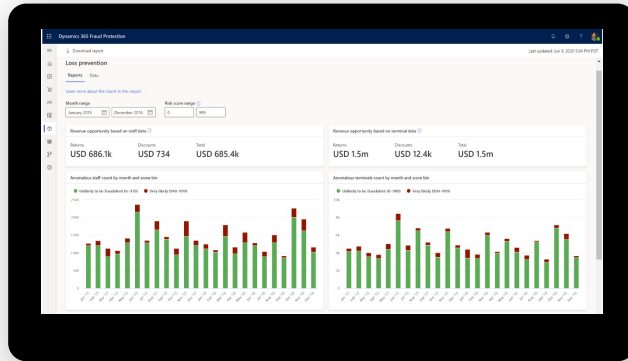




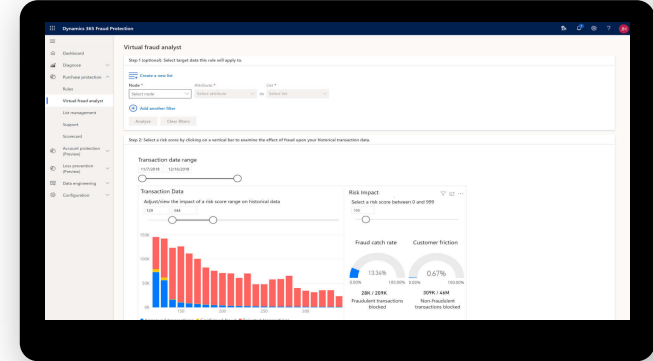
# Protection: Guard your revenue against fraud



Control risk by reducing fraud to protect revenues and business reputation



Boost authorization rates, decrease wrongful rejection rates and prevent losses in store



Improve customer experiences by reducing unnecessary friction and improving conversion rate



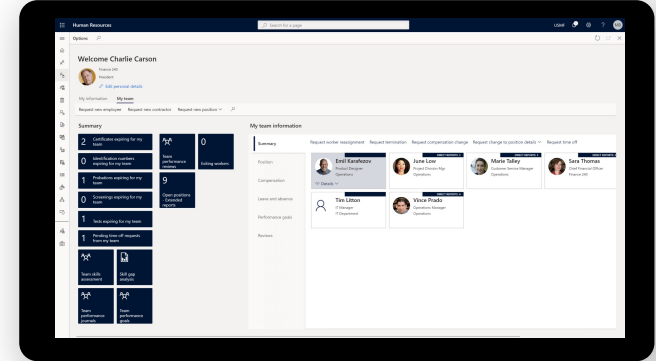
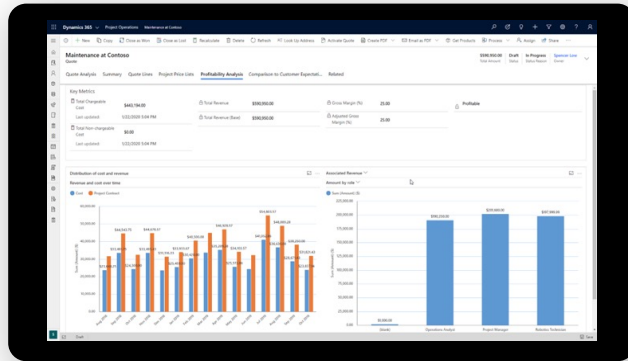
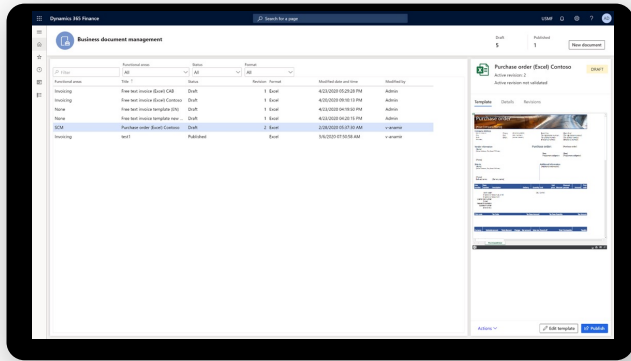


**“We’ve shown it’s possible to simultaneously achieve low fraud and high customer success. The innovations in Dynamics 365 Fraud Protection made a very significant impact on our operations and profitability.”**

Dave O’Hara,  
Chief Financial Officer for Cloud and AI,  
Microsoft



# Purpose: Adapt quickly and reduce costs



Streamline processes, minimize risks and reduce costs, all while quickly adapting to changing regulations



Empower your project teams to win more deals, optimize resource utilization, accelerate delivery, and maximize profitability with Dynamics 365 Project Operations



Create a workplace where people and business thrive with Dynamics 365 Human Resources and Guides. Take better care of your people, while reducing OPEX



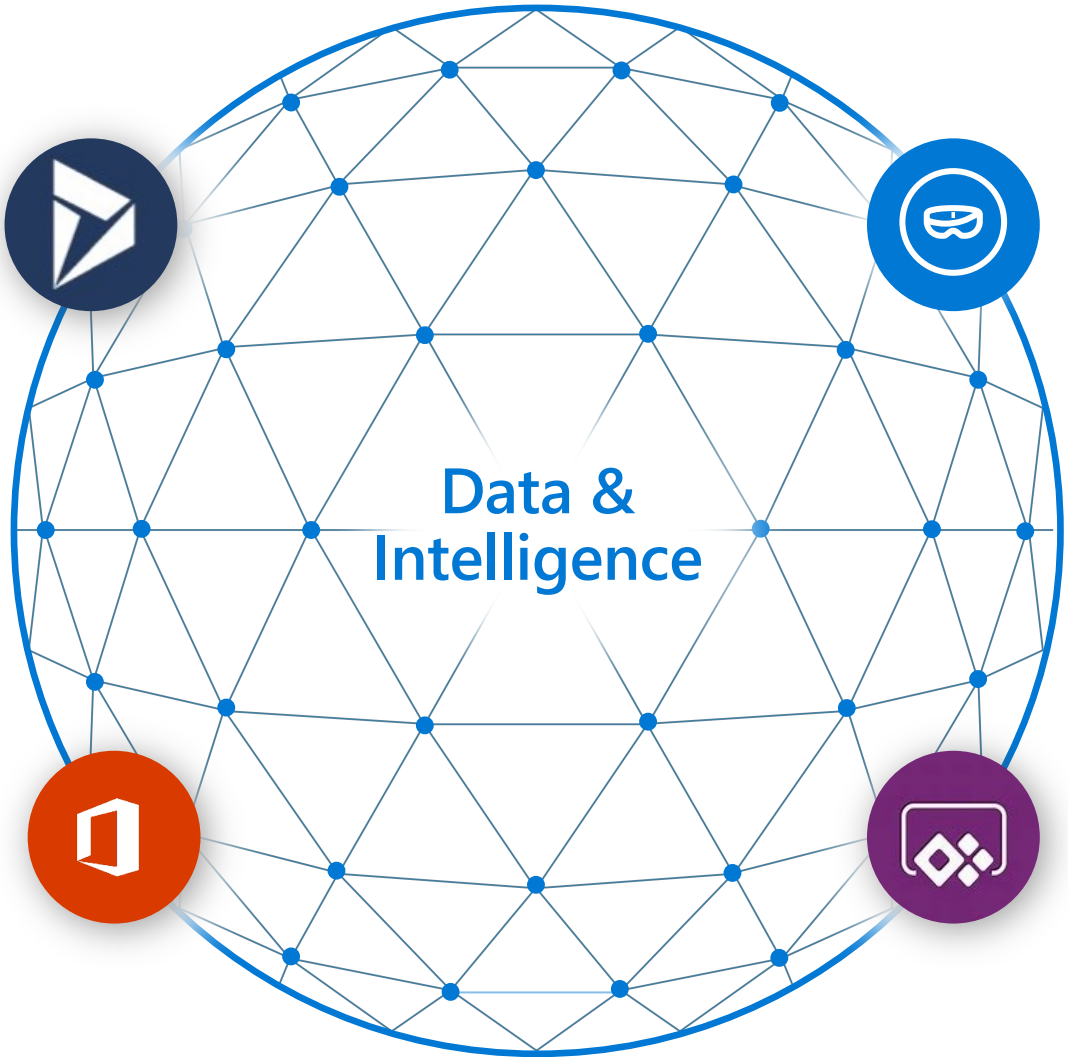


“Considering project stage, scope and circumstances, in short order, FourVision was able to connect with our approach and assess, diagnose and partner with Litens internal business systems Team.”

*Paul Lospinuso, Global Director, Business Systems*



# Predictive and proactive financial operations





# Accelerate getting started with Dynamics 365

## Act Now



Learn more > [Read the quick-start guide to building resiliency with customers](#)



See how Microsoft can help address your finance needs > [Take a guided tour](#)



Request an assessment





# Appendix

# Dynamics 365 resources

## Manage Risk and Reduce Fraud

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### Learn more

Accelerate your financial performance with Dynamics 365 Finance > [Video](#)

How CFOs can drive growth and profitability with Dynamics 365 Finance > [Video](#)

Improve efficiency and quality with AI-infused finance processes > [Blog](#)

Create an amazing e-commerce customer experience with fraud protection > [Blog](#)

Introducing Dynamics 365 account protection and loss prevention > [Blog](#)

Purchase protection capability > [Video](#)

Fraud Protection What's New Webinar > [Video](#)

Fraud Protection Learning page > [Link](#)

### Get Started

Introduction to Dynamics 365 Fraud Protection capabilities > [Video](#)

A guided tour of Dynamics 365 Finance > [Guide](#)

Quick-Start Guide to Building Resiliency with Customers > [Guide](#)

Visit us online > [Link](#)

Existing customers

# Dynamics 365 Migration Program

Dynamics 365 Migration Program is an end-to-end program, assisting **Microsoft Dynamics AX & CRM** customers to migrate to the cloud.

## Program benefits



Consult with a dedicated Microsoft migration advisor



Get a no charge, no obligation Standard Migration Assessment paid by Microsoft



Receive exclusive transition pricing to ease the cost of migrating to the cloud



Access a worldwide network of migration specialist partners

## Get started today!



Visit the [Dynamics 365 Migration Program website](#) to apply today



Get more details on [Cloud Migration](#)



Reach out to [ask-dmp@microsoft.com](mailto:ask-dmp@microsoft.com) with any questions

# Additional Customer stories



# Working with companies across all industries



MEDICANA

## Medicana optimizes their financial operations

"Now (with Microsoft Dynamics 365) we centrally manage our operations and receive daily, weekly, and monthly reports...see the current state of the organization and take the necessary measures and decisions in a timely manner."

**Levent Özdemir**

CFO

## Beerwulf protects their revenue

"We use Microsoft Dynamics 365 to automate all the manual process steps we can, so our staff and brewers can focus on selling beer."

**Steven van Heuveln**

Head of BI and Finance



## Winner Imports Ukraine adapts quickly and reduces costs

"There are significant operational savings from moving... to Microsoft Dynamics 365 for Finance and Operations online, while projects that were on hold for four weeks waiting for servers can now start the same day."

**Serhiy Fesyun**

Finance Director

## Volga Gas digitizes and optimizes service and resourcing

"Microsoft Dynamics 365 has taken us further by delivering the digitization of all our services and technological processes."

**Olga Gavva**

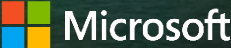
Deputy Head of IT, Volga Gas



# Maersk combines pricing accuracy and data forecasting for more efficient operations

Maersk was operating and thinking in silos. When employees needed to start production of a container, or when they had to cost the container, the full bill of materials (BOM) wasn't tracked in an ERP system; it was just in an Excel sheet. A lack of system control and limited access to Business Intelligence (BI) tools made it impossible for users to get important data when they needed it. Planning is critical when you have a long supply chain. For example, with production in Chile, where there is a 4-month supply chain, Maersk needs to forecast their production run 4 months in advance so they have the materials they need on hand to produce the containers. This could not have been done before in a cost-effective way. With Dynamics 365 for Finance and Operations, Maersk can predict costs more accurately than ever before.

*MCI was able to deploy in two manufacturing sites in China and one in Chile in less than 18 months timeline from concept and realization. Cloud deployment tools and processes helped them accelerate deployment including six (6) ISV solutions.*



### Products and Services

Dynamics 365 for Finance and Operations

### Organization Size

Large (1,000 - 9,999 employees)  
3 Manufacturing sites  
7 global distribution centers  
400 Service sites

### Industry

Discrete Manufacturing

### Country

Denmark

### Partner

Columbus Global





Customer:  
**Wipro Consumer Care & Lighting**

Industry:  
**Consumer Goods**

Size:  
**10,000+ employees**

Country:  
**India**

Products and services:  
**Microsoft Dynamics 365 Fraud Protection**  
**Microsoft Power Platform**      **Microsoft Power Apps**  
**Microsoft Power Automate**      **Microsoft Power BI**  
[Read full story here](#)

“After adding Dynamics 365 Fraud Protection to our Yardley of London e-commerce platform, we assessed and are impressed with the impact it has had on reducing fraud and increasing revenues.”

—Nagender Arya, President for East Asia, Europe, Africa and Business Development, Wipro

**Situation:**

Wipro sought to transform its e-commerce presence and drive sales online. After acquiring the world’s oldest cosmetic brand, Yardley of London, it had an ideal foundation to achieve this goal—but first it needed a complete fraud protection solution.

**Solution:**

Through a combination of Microsoft Dynamics 365 Fraud Protection and Microsoft Power Platform, Wipro built, managed, and tested a suite of new tools to help reduce fraud, monitor real-time transactions, and drive innovation.

**Impact:**

After implementing Fraud Protection on its Yardley of London e-commerce site, Wipro anticipates an 80 percent reduction in fraud. And with Microsoft Power Apps, non-IT employees can quickly build applications for improved transactional insights.



MEDICANA



Customer:  
**Medicana Hospital**

Industry:  
**Health Payor**

Size:  
**50–999 employees**

Country:  
**Turkey**

Products and services:  
**Dynamics 365 for Finance and Operations**  
**Power BI**

[Read full story here](#)

“Now (with Microsoft Dynamics 365) we centrally manage our operations and receive daily, weekly, and monthly reports...see the current state of the organization and take the necessary measures and decisions in a timely manner.”

—Levent Özdemir, CFO

Situation:

With a network of 13 hospitals across Turkey, the Medicana Health Group needed a system that would help it to manage all operations from a single center.

Solution:

After a thorough cost-benefit analysis, Medicana decided on Microsoft Dynamics 365 for Finance and Operations to help start its digital transformation, adding Azure technology and executive reporting functionality with Power BI.

Impact:

With the help of Microsoft Dynamics 365 and Azure, Medicana can now spend less time on IT and more effectively focus on healthcare processes. The company also achieved cost-saving benefits thanks to the flexible structure of the cloud-based solution.







“We use Microsoft Dynamics 365 to automate all the manual process steps we can, so our staff and brewers can focus on selling beer.”

—Steven van Heuveln, Head of BI and Finance

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Situation:

Beerwulf wanted to automate back-end business processes to free up valuable time that could be spent on innovating new ways to bring beer makers and customers together.

Solution:

It adopted Microsoft Dynamics 365 for Finance and Operations, which connects to brewer portals and takes care of the complex financial processes involved in processing sales, billing, and in delivering orders.

Impact:

With Microsoft Dynamics 365, Beerwulf can expand its business and deliver new features such as self-billing and mobile device support, while the new platform interfaces readily with other key business systems.

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Customer: **Beerwulf**  
Industry: **Consumer Goods**  
Size: **50–999 employees**  
Country: **Netherlands**  
[Read full story here](#)

Products and Services:  
**Dynamics 365 for Finance and Operations**





“There are significant operational savings from moving... to Microsoft Dynamics 365 for Finance and Operations online, while projects that were on hold for four weeks waiting for servers can now start the same day.”

—Serhiy Fesyun, Finance Director

Situation:

Automotive parts organization Winner Imports Ukraine relied on an older installation of Dynamics AX that was still useful, but no longer fully able to support the company’s expanded business.

Solution:

Winner built a single, fully-integrated Microsoft Dynamics 365 platform for all vehicle, spare part, and after-sale service functions as well as for finance and operations.

Impact:

The new Microsoft Dynamics 365 platform has been a 50 percent reduction in the number of computer systems the firm needs to support. All of its dealers can now share one common platform, and internal staff use standardized, optimized processes.

Customer: **Winner Imports Ukraine**

Industry: **Automotive**

Size: **50–999 employees**

Country: **Ukraine**

[Read full story here](#)

Products and Services:

**Azure**

**Dynamics 365 for Finance and Operations**

**Office 365**





# Oil and gas field developer Volga Gas re-engineers the company

**Objective:**

Use world-class tech to transform all core processes to global best practice standard

**Tactics:**

Move to cloud with Office 365 followed by collaboration with trusted local Microsoft ERP experts Dynamics Services to identify appropriate technologies for process improvement work

**Results:**

- Paperless, predictable processes across the company
- Service orders up from 5000 to 11000
- System seen as contributing to winning business from three new clients

*"Microsoft Dynamics 365 has taken us further by delivering the digitization of all our services and technological processes."*

- Olga Gavva: Deputy Head of IT, Volga Gas



**Products and Services**

Microsoft Dynamics 365 for Finance and Operations  
Microsoft PowerApps  
Microsoft Office 365  
Microsoft Azure

**Organization Size**

Medium (50 – 999 employees)

**Industry**

Energy

**Country**

Russia

**Partner**

Dynamics Services



Customer:  
**AccuWeather**

Industry:  
**Professional Services**

Size:  
**50–999 employees**

Country:  
**USA**

Products and services:  
**Dynamics 365 for Customer Service**  
**Dynamics 365 for Finance and Operations**  
**Dynamics 365 for Sales**



“Microsoft Dynamics 365 does something really interesting, in that it combines CRM and ERP solutions with Power BI and provides that built-in intelligence. Being able to look at sales data, revenue information, and bring in custom content gives us real-time guidance for business decisions, when before it was an extremely manual effort.”

— Chris Patti: Chief Technology Officer, AccuWeather

Global weather company AccuWeather is using Microsoft Azure and Microsoft Dynamics 365 to gain real-time intelligence into weather and business patterns. Handling 17 billion requests for data each day, AccuWeather is helping 1.5 billion people safeguard and improve their lives and businesses. AccuWeather uses Microsoft Dynamics 365 for Finance and Operations for core financials, complex billing and revenue recognition. The company needed flexible billing and revenue recognition models for its subscription services, which provide television stations access to the most current weather data. With Dynamics 365 for Sales integrated with Dynamics 365 for Customer Service, AccuWeather can take advantage of all of the available functionality included, such as Power BI and Azure, while also benefitting from the ease of upgrades and flexibility of the cloud-based model.



# BESTSELLER®

Customer:  
BESTSELLER

Industry:  
Retailers

Size:  
Corporate (10,000+ employees)

Country:  
Denmark

Products and services:  
Microsoft Dynamics 365 Commerce ([Live](#))  
Microsoft Dynamics 365 Fraud Protection  
– Loss Prevention  
Microsoft Power BI

[Read full story here](#)



“We need to be able to identify fraud and loss problems faster, and using Dynamics 365 Fraud Protection helps us do that.”

—Søren Rasmussen, Software Architect, BESTSELLER

## Situation:

With thousands of stores and employees, worldwide fashion retailer BESTSELLER faces complex issues of fraud and loss that may be related to employees. The company needed to carefully and accurately identify any problems.

## Solution:

BESTSELLER deployed Microsoft Dynamics 365 Fraud Protection to a subset of its European stores and compared its results with those of the company's internal fraud team.

## Impact:

Dynamics 365 Fraud Protection provided accurate insights about fraud that paralleled the company's own findings and reduced discount fraud by 1.2 percent and product return fraud by 2.9 percent.



To provide engineered solutions to allow our customers to build better powertrains.

Customer:  
**Litens Automotive Group**

Industry:  
**Manufacturing**

Size:  
**Large (1000-5000 employees)**

Country:  
**Canada**

Products and services:  
**Microsoft Dynamics 365 F&O**  
**Microsoft Dynamics 365 for Talent**  
**Microsoft Office 365**



# Innovation at its Best

We developed and produced the first switchable water pump with control software, the pioneer controllable thermal management system.

“Considering project stage, scope and circumstances, in short order, FourVision was able to connect with our approach and assess, diagnose and partner with Litens internal business systems Team.”

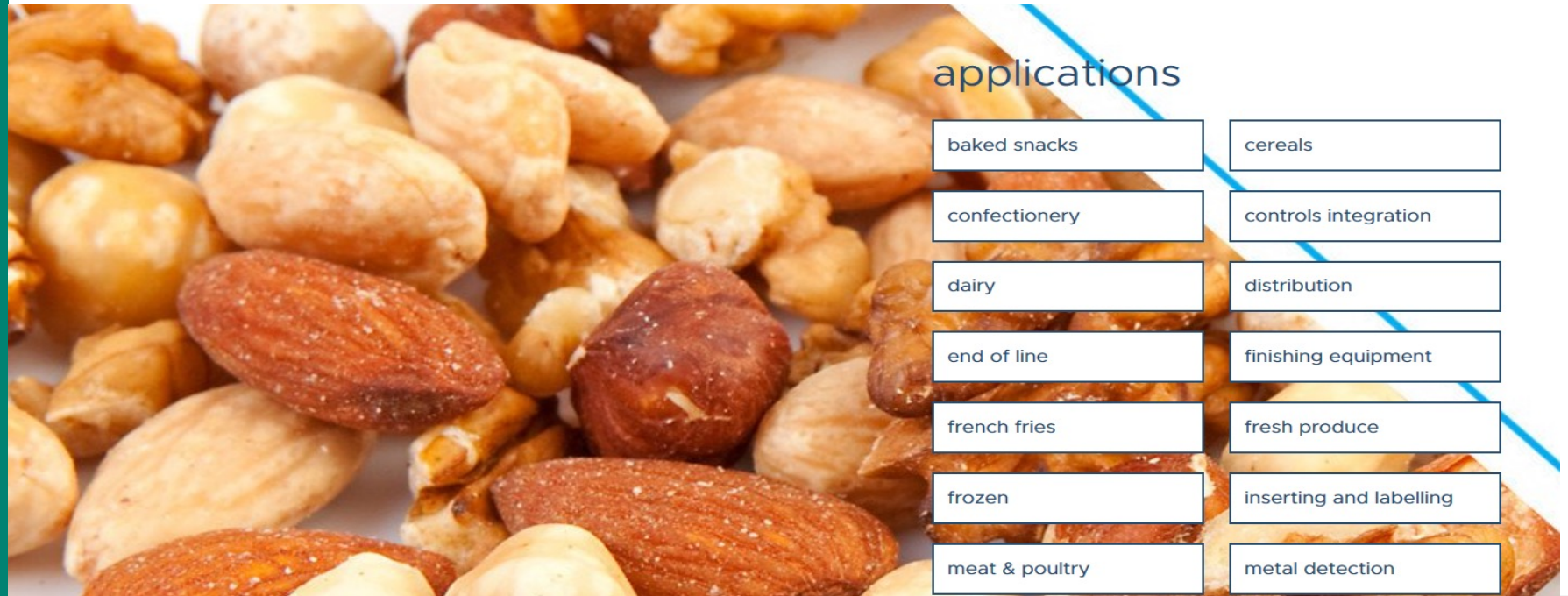
Paul Lospinuso, Global Director, Business Systems

Required a centralized, Global HR platform to provide accurate and timely information and actionable HR insights to the employees, managers and the executive team.

Litens is transforming its human capital management process by deploying Dynamics 365 to optimize and align Global and operational activities.

To attain business goals and optimize for future growth, Litens is undertaking a global digital transformation. The deployment of Dynamics 365 is a strategic step toward a full implementation of their Dynamics 365 power platform.





I looked at lots of products, and for me the Microsoft product really stood out. Over the next three to five years we are going through an implementation to Dynamics 365—the whole suite. Human Resources was the first piece in the jigsaw for us.

—Pravin Singh: Chief Information Officer

Customer:  
**TNA Solutions**  
Industry:  
**Manufacturing**  
Size:  
**Medium (50-999)**  
Country:  
**Australia**  
Products and services:  
**Microsoft Dynamics 365**  
**Microsoft Dynamics 365 for Talent**  
**Microsoft Office 365**  
[Read full testimonial story here](#)

Situation:

A series of acquisitions left Australian food equipment manufacturer tna solutions with a patchwork of information systems and fractured processes.

Solution:

First, tna is transforming its human capital management process by deploying Dynamics 365 to empower its people and optimize operations.

Impact:

To streamline and optimize for future opportunities, tna solutions is undertaking a digital transformation. Leveraging cloud computing and Microsoft Dynamics 365, the company is breaking open its global data silos to ensure information and insights get into the hands of executives and employees when and where they need them.





*Copper State Bolt & Nut Co.*



Customer:  
**Copper State Bolt & Nut Company**

Industry:  
**Manufacturing**

Size:  
**530 employees**

Country:  
**United States**

Products and services:  
**Dynamics 365 for Finance and Operations**  
**Dynamics 365 for Retail**

[Read full story here](#)

“With Dynamics 365, I feel like I have my hands on all the levers of the business at once. I have total visibility into our data, and I understand exactly what that data is showing me at all times.”

Carl Spackman, Vice President of Finance, Copper State Bolt & Nut Co.

#### Situation:

Following a period of impressive growth, Copper State Bolt & Nut Company wanted to maintain its high quality and customer-service standards, but the company had outgrown its previous enterprise resource planning (ERP) solution.

#### Solution:

The family-owned and operated distributor and manufacturer chose to migrate all its ERP data to Microsoft Dynamics 365—a platform that could easily grow alongside the business.

#### Impact:

With Dynamics 365, Copper State Bolt & Nut can ensure that it will never need to compromise on its commitment to delivering the high-quality fasteners and parts its customers need, when they need them. Now, Copper State has an ERP system that will grow with its future.







“We’ve shown it’s possible to simultaneously achieve low fraud and high customer success. The innovations in Dynamics 365 Fraud Protection made a very significant impact on our operations and profitability.”

—Dave O’Hara, Chief Financial Officer for Cloud and AI, Microsoft

Customer:  
**Microsoft Corporation**

Industry:  
**Partner Professional Services**

Size:  
**135,000 employees**

Country:  
**United States**

Products and services:  
**Microsoft Dynamics 365**  
**Microsoft Dynamics 365 Fraud Protection**

[Read full story here](#)

#### Situation:

As a global e-commerce leader, Microsoft is no stranger to the threat of online fraud. But it wasn’t always easy to safeguard more than a billion transactions a year and deliver the best possible buying experience—both at the same time.

#### Solution:

Microsoft combined its e-commerce experience and technology expertise to build its own AI-powered fraud protection system. After proving the system’s value, the company released Microsoft Dynamics 365 Fraud Protection for public preview in April 2019.

#### Impact:

With Dynamics 365 Fraud Protection technology, Microsoft reduced fraud costs by \$76 million and boosted revenue by hundreds of millions over two years. Now all online retailers can reduce fraud, protect revenue, and deliver more seamless transactions.

