

Microsoft Dynamics 365 Finance & Supply Chain Management: **A truly connected platform**

Inside: Latest ERP enhancements



Dynamics 365 ERP suite of products

In this eBook from HCLTech, our Microsoft Business Applications experts take a closer look at the Dynamics 365 ERP suite of products, including how it enables one connected platform across your organization. As a necessary starting point, let's begin with a brief history of the product itself.

ERP includes "back-office" business functions like finance, accounting, supply chain management and human resources. CE solutions fall under a different umbrella, facilitating the "front-office" business operations like sales, service and marketing.

This eBook focuses on ERP enhancements and functionality.



Why the history lesson?

It's important to understand the evolution of the product because all of these names are still commonly used, and that can be confusing if you don't recognize that they all refer to the same basic Microsoft solution for ERP. When we explore the latest advancements, we're speaking specifically of Microsoft Dynamics 365 F&SCM and all the ways it has significantly evolved and improved from earlier versions.

All of this matters because if your organization is still running AX or an early version of Dynamics – or even some other ERP solution that isn't in the Microsoft ecosystem – this eBook is especially for you.



Dynamics 365 F&SCM enables earlier detection of production and quality issues

Business insights help organizations discover defects and stoppages in real-time, leading to immediate corrections that reduce the risk of waste and delays.

The basics of Microsoft's ERP suite

What makes Microsoft's ERP software different is that it brings all back-office processes together in one connected platform.

It's about much more than just bringing this connectivity to the ERP system – the true power comes from its ability to connect solutions across

the entire organization, including productivity tools, e-commerce and CE solutions. Microsoft Dynamics 365 connects all your data for better insights to help you optimize your processes across your business. And that's not all! Because it's a Microsoft product, you can rest assured it offers flexible deployment options, improved security and privacy, sustainability and seamless integration

with Microsoft Power Platform. But most importantly, it will build continuity and resiliency into your business and processes through insights that help you innovate at a rapid rate today while preparing your business for what's next tomorrow.

7 key benefits of the product suite

1



Visibility

As an example, let's use the credit collections that improve both cash flow and the bottom line within the business.

In some systems, Dynamics has this information available online with no additional work required and, if desired, a Power BI graph that shows the biggest offenders who aren't paying invoices. It generates insights that simplify your job.

2



Integration

When you choose Dynamics 365, you're buying into the entire Azure-based Microsoft stack with the ability to integrate all its tools for a unified platform and experience.

Loaded with seamless integrations up and down the platform, Dynamics 365 is the best-of-breed integrator for most external applications. And it can integrate with the Microsoft stack or any other technology solutions.

3



Mobility

Generally speaking, ERP systems require lots of data input to produce meaningful output.

With Dynamics 365, you don't need to be at your desk for data entry; instead, enter it on a mobile device from the shop floor or pretty much anywhere else! Plus, Microsoft's low-code development platform allows businesses to quickly and easily build their own mobile apps to streamline and automate business processes.

4



Ease of use

Set up new customers in Dynamics 365 in just a few seconds from a single screen.

5



Analytics

Combine Power BI and Dynamics 365 for access to real-time analytics and insights, empowering intelligent, data-driven decisions.

6



Speed

Dynamics 365 reduces financial period closing process timelines from weeks to just a few days.

7



Updates

With cloud-based Dynamics 365, you'll always be running the latest software version because updates are pushed automatically and your localizations simply work.

Recent enhancements

Microsoft's ERP suite functionality has expanded. It includes substantial updates for Finance, Supply Chain Management, Retail, Human Resources and Project Operations.

There truly is no back-office function that isn't addressed through Microsoft's robust solution. The primary ERP workloads – finance (F) and supply chain management (SCM) – are most often used hand in hand, which is why Dynamics 365 F&SCM is the commonly accepted nomenclature for Microsoft's ERP software solution. Microsoft's technology stack is truly a future-proof investment that provides a single connected experience for users.



Cloud technology

Like so many other technology advancements these days, the introduction of a cloud-based Microsoft ERP solution was pivotal. Businesses no longer need their own infrastructure to run the solution, making it fully accessible for organizations of all sizes, from small business to enterprise.



Personalization

It's no secret that across all industries, personalization has emerged as a baseline requirement of any customer-facing initiative. The trend toward personalization isn't limited to CE – today's ERP solutions must allow for personalization and be extendible to achieve the same objectives. Beyond personalization, ERP can be extended with low-code apps, AI-based chat bots and other Microsoft Business Applications.



Fully integrated AI and ML

Taking on the full spectrum of business process improvements, Dynamics 365 now comes with Artificial Intelligence (AI) and Machine Learning (ML) fully integrated capabilities. These technologies empower organizations to convert the stores of data they collect into actionable insights based on pattern identification and predictive analytics.



Mobility

Dynamics 365 provides complete mobile access to critical business data, empowering your employees to perform back-office and front-office functions from anywhere – in the field, on the warehouse floor or in a customer's office. Microsoft's mobile ERP capabilities deliver real-time data and insights, as well as enhanced productivity and efficiency, making your business nimble.



Why Microsoft and HCLTech?

Cloud-first was Microsoft's mantra before the business world even considered running operations in the cloud. HCLTech has been right alongside every step of the way as a licensed Microsoft Cloud Solution Provider.

Microsoft is lightyears ahead of its time in bringing modernized solutions like artificial intelligence, machine learning and hyper automation to businesses. HCLTech does so much more than just legacy modernization – **we leverage the Microsoft ERP stack to bring your entire business into the future now.**

Microsoft Business Applications are so open and flexible that HCLTech routinely builds IP solutions to support the Microsoft stack, as well as configures and extends each application and workload to meet our clients' needs, no matter how unique.

Seamless connectivity with all Microsoft products



With Microsoft, your business can run all operations on a single connected platform. Dynamics 365 Customer Engagement and Finance & Supply Chain Management (formerly known as CRM and ERP, respectively), Office, Teams and Power Platform all work together in the Dataverse. This means all business communications – from interoffice to customer-facing – are in the same universal language and use a shared database.

That may not seem like a huge deal but imagine a few scenarios that make life simply easier:

1

Creating a sales order in CE and having it accessible instantaneously in ERP.

2

Writing a customer record in Dynamics 365 Customer Service and having it auto-feed not just to the rest of your CE suite but also to your entire back-office technologies.



The power of partnership: HCLTech and Microsoft

What's truly exciting is the extent to which the CE and ERP teams at HCLTech have their collective fingers on the pulse of all these advancements in the Microsoft business technology suite. We actually have a team of developers on the Microsoft campus in Redmond, Washington – Microsoft's headquarters – working right alongside Microsoft's own developers to build out solutions based on the latest advancements and trends. In fact, our team is responsible for building out the demo assets Microsoft's own sellers use in the sales process.

Key to your success: selecting the right Microsoft partner

Businesses usually select Microsoft Dynamics 365 not for its individual features but because of its robustness as a seamless platform that extends beyond ERP (Office, Teams, CE, Power Platform). Simply, it's recognizing that Dynamics 365 was built from the ground up as a foundation to handle your Business Applications experience today and in the future.

Trust is also the key to successful implementation. Businesses need an experienced and proven Microsoft partner they can trust to implement Dynamics 365, as well as configure and extend it to meet the specific needs of the organization. As a multi-year winner of Microsoft's Partner of the Year award, HCLTech is who Microsoft trusts, so you know you can, too.

It's also important for us to remind our readers that HCLTech is a global tech giant. Our teams have experienced the challenges of every industry imaginable. Financial services, oil and gas, mining, manufacturing, retail, pharmaceuticals and healthcare... the list of industries we've worked with is extensive. We've faced their challenges, and we've solved them over and over again.



What makes HCLTech different?

In a nutshell, it's the questions we ask and the insights we share. We uncover needs you weren't even considering or may not have been aware of. Our barometer is never what's easiest or quickest – instead, we constantly evaluate the pros and cons of every business process decision, ensuring that each configuration setting is in the best interest of your business in the short and long term.

But more than anything, it's our holistic approach to digital transformation that makes us a strong partner. We're not just a CE or ERP shop. We're a trusted Microsoft partner for the end-to-end transformation

experience, including CE, ERP, Power Platform, Azure, Office, Teams and Dataverse. We make the journey successful by surrounding it with the flexible and personalized services for support, training and adoption, change management, governance, add-ons, accelerators and other IP.



Why Microsoft and HCLTech?

Integration capabilities

Thanks to the Microsoft Dataverse, integration challenges are no more. Dynamics 365 delivers CE and ERP, and Microsoft gets businesses closer to a single source of truth than ever before with over 400 automatic connectors (and growing), empowering HCLTech to save our customers time, energy and money when connecting modern technology to their existing systems.

These are all important questions that warrant discovery and answers, which is why you need to speak to an expert. Digital transformation is a journey, and your business doesn't have to migrate to all new technologies overnight. In fact, we recommend you think big but start small. Maybe you begin with an assessment to determine your organization's readiness for Dynamics 365 Finance or how to leverage a Power Platform solution to bring quick value to your customers, partners or operations staff.

We're so sure you'll find tremendous value in each module you integrate into your business that you'll absolutely want to take each next leg in the journey. And HCLTech will be with you every step of the way.

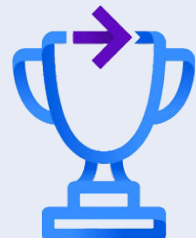


Think big, start small

**At this point, you might be thinking, "Yeah, this all sounds great, but...where do I start?"
You're not alone!**

Here's just a sample of the questions we hear most often:

- How can Dynamics 365 ERP help my business?
- Will Dynamics 365 be able to integrate with the legacy programs in our business that meet very specific needs?
- Does our business need Dynamics 365 Finance or Dynamics 365 Supply Chain Management – or both?



When you're ready, so are we.

Let's get started!

HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of \$11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.

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