

# How customers modernize their ERP with Dynamics 365

The pace at which flexible work evolves will only continue to accelerate. To stay ahead of unexpected changes, organizations must adopt a system of enterprise resource planning (ERP) that is modern, agile, and operable in the cloud.

Microsoft Dynamics 365 is specifically designed to future-proof your organization's ERP efforts with innovative features that promote efficiency and productivity. Learn how other successful businesses are using Dynamics 365 to remain agile and enable scalable growth.

Explore success stories 







Ovintiv is a highly reputable energy producer in North America, with operations dating back to the 1880s. The company's future goals include using innovative technology to sustainably produce oil and gas and maximize profits for shareholders and investors.

## Challenge

To ensure favorable returns for investors, Ovintiv needed a business model that would optimize accounting, compliance, and supply chain management. Accomplishing this efficiently while keeping costs down required a system built on Dynamics 365 that would streamline and speed up their most critical processes.

## Products



Dynamics 365 Finance



Dynamics 365 Supply Chain Management

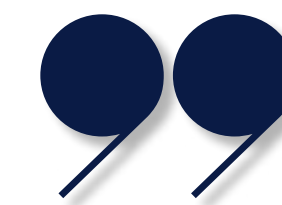
## Results

- ✓ 30% ERP-related cost savings in 2023
- ✓ More efficient management
- ✓ Accurate, easily accessible data
- ✓ Increase in automation

## Key Feature

### Integrated AI capabilities

Dynamics 365 is embedded with AI tools that enable predictive insights, trend analysis, and efficient automation.



Moving to Dynamics 365 has opened up so many opportunities for Ovintiv. We're now able to pivot quickly as our business and industry evolves and teams continue to streamline and automate processes—saving them time every day.

—Michael Liedtke, VP of Accounting and Treasury

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# MANOR<sup>®</sup>

Manor AG is Switzerland's largest department store with nearly 8,000 employees and stock from 2,800 suppliers worldwide. Manor AG offers customers an omnichannel experience, allowing them to shop both in store and online.

## Challenge

To optimize its omnichannel experience, Manor needed to undergo a massive digital transformation. This meant creating a flagship ERP platform powered by Dynamics 365 that could enable automation and other efficiency tools for the company's important value chain areas.

## Products



Dynamics 365 Finance



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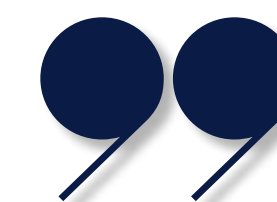
## Results

- ✓ Migration of key legacy systems to Dynamics 365
- ✓ Improved flow of goods
- ✓ Automation of stock replenishment
- ✓ Mobile app to bring data to employees faster

## Key Feature

### Cloud migration

Dynamics 365 offers seamless migration to the cloud with the promise of scalability and reduced operational overhead.



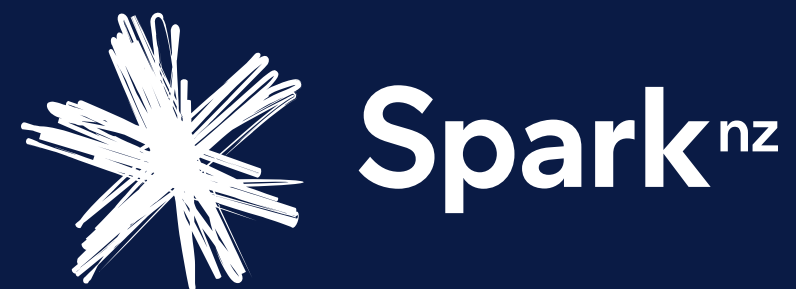
We're definitely more resilient than before. Our platform may still be far from complete, but we already have a strong digital backbone that's making us flexible, innovative, and ever more ambitious. We're ready for whatever the future holds for us.

—Roberto Fedele, CIO

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Spark is New Zealand's largest telecommunications and digital services provider. The company employs more than 5,000 people, as well as thousands more partners and contractors.

## Challenge

Spark needed an agile, forward-thinking approach to stay ahead of its competition and provide the best experience for employees and customers. This required migrating a decades-old ERP system to Dynamics 365 all at once in a "big bang" approach to bring Spark into the future faster.

## Products



Dynamics 365 Finance



Dynamics 365 Supply Chain Management

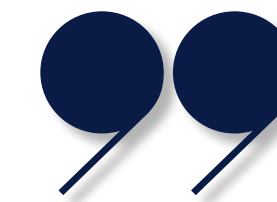
## Results

- ✓ 35+ apps integrated
- ✓ Improved onboarding efficiency
- ✓ Easily accessible real-time data and insights
- ✓ Intuitive training and adoption process

## Key Feature

### Advanced analytics

Dynamics 365 provides in-depth, data-driven insights to foster informed decision-making from finance forecasting to supply chain optimization.



We expected it to be a bumpy landing, and it really wasn't. Compared to other major transformation programs we've been through, go-live was really uneventful! We were expecting the first month-end financial process to take three weeks. It took us eight days.

—Lisa Chapman, Enterprise Automation Lead

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NORMA Group is one of the world's leading Engineered Joining Technology solutions supplier. Serving more than 10,000 customers in 100 countries, NORMA's technology can be found in most well-known automotive and industrial companies.

## Challenge

NORMA Group's customers span a wide range of industries, each with its own unique ERP system. NORMA Group needed a way to smooth processes and enhance collaboration with each of its customers while still complying with supply chain requirements for each industry. Dynamics 365 gave them a platform that could accomplish this without unnecessarily raising costs.

## Products



Dynamics 365 Finance



Dynamics 365 Supply Chain Management

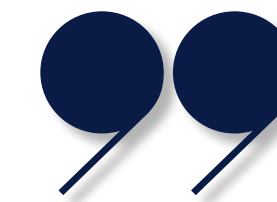
## Results

- ✓ Crucial automatic updates for all ERP system requirements
- ✓ Increased continuity between global locations and processes
- ✓ Improved delivery reliability for customers
- ✓ Data standardization

## Key Feature

### Unified data model

Dynamics 365 ensures data continuity and consistent updates to comply with global requirements, eliminating silos and providing a holistic view of enterprise operations.



The insights from Dynamics 365 can generate a basis for more informed, better management decisions on a site, region, and corporate level. The data can possibly also highlight areas for development, which we can respond to with strategic interventions or specific further training.

—Thomas Reitz, Executive Vice President of ICT and BPM/Group CIO

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Nestlé is the world's largest consumer packaged goods and multinational retail company. Founded in 1866, the company now employs more than 275,000 people worldwide and provides over 2,000 brands to 188 countries.

## Challenge

To support its merger and acquisitions (M&A), Nestle needed a low-code/no-code solution with reusable configurations that could adapt to regionally specific business models. The Nestle M&A and Enterprise Integrations teams adopted Dynamics 365 to provide a standardized process template adaptable to their divestitures, acquisitions, and buybacks.

## Products



Dynamics 365 Finance



Dynamics 365 Supply Chain Management

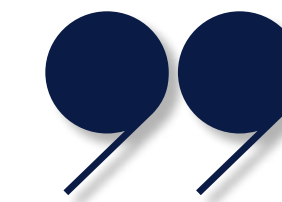
## Results

- ✓ Ensured adherence to local and global data privacy restrictions
- ✓ Better accounting and supply chain reporting and insights
- ✓ Improved employee training and product knowledge
- ✓ Optimized customer experience

## Key Feature

### Composable ERP Approach

Dynamics 365 offers the ability to select and integrate specific tools to empower businesses with a custom-fit solution tailored to their unique needs.



Thanks to built-in automations and functionalities in Dynamics 365, productivity increased in both boutiques, call center, and after-sales activities, drastically removing paperwork and allowing employees to spend more time on value-added tasks, which improved both customer service and profitability.

—**Manuel Sancho**, Global Acquisitions and Business Development Manager

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# Businesses prefer Microsoft Dynamics 365

**97%**

of Fortune 500 companies choose Dynamics 365 or Power Platform<sup>1</sup>

**60K+**

customers use Copilot features in Dynamics 365 or Microsoft Power Platform<sup>2</sup>

**30 yr**

history of enhancing and redefining CRM and ERP solutions

# Discover the power of Microsoft Dynamics 365

Staying ahead of change and competition is essential to an organization's growth and profitability. Your business needs a cloud-based ERP system that can be custom-built to support your organization's present goals and vision for the future. Get started with Dynamics 365 now and discover why most successful businesses prefer this agile, modern ERP solution.

Learn more about Dynamics 365 

#### Sources:

<sup>1</sup>Lamanna, Charles. "Imagine, build, and deploy solutions with Microsoft Power Platform", Microsoft 2020. <https://cloudblogs.microsoft.com/powerplatform/2020/06/16/imagine-build-and-deploy-solutions-with-microsoft-power-platform/>.

<sup>2</sup>He, Emily. "The early reviews are in: Dynamics 365 Copilot helps to reclaim time, drive innovation, and engage customers", Microsoft 2023. <https://cloudblogs.microsoft.com/dynamics365/bdm/2023/08/02/the-early-reviews-are-in-dynamics-365-copilot-helps-to-reclaim-time-drive-innovation-and-engage-customers/>.

