

Discover new revenue and reduce expenses with Dynamics 365 for CRM/ERP and Microsoft 365

Dynamic connected capabilities that boost uptime, enhance efficiency, and improve resiliency while reducing cost



“With Dynamics 365 working with Microsoft 365, we can rely on meaningful data and insights, thus reducing the cycle time to action, keeping our teams engaged, and delivering on our promise to our customers.”

Consumer Goods manufacturer



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Delivering exceptional capabilities with “one system” that improves customer satisfaction and decreases your operations costs.

Capabilities



End-to-end visibility



Improved app integration



Real-time view of time, billing, production and inventory

Benefits



Optimize service operations



Deliver exceptional service



Transform your business



Optimize service operations

Deliver proactive and predictive service through continuous monitoring

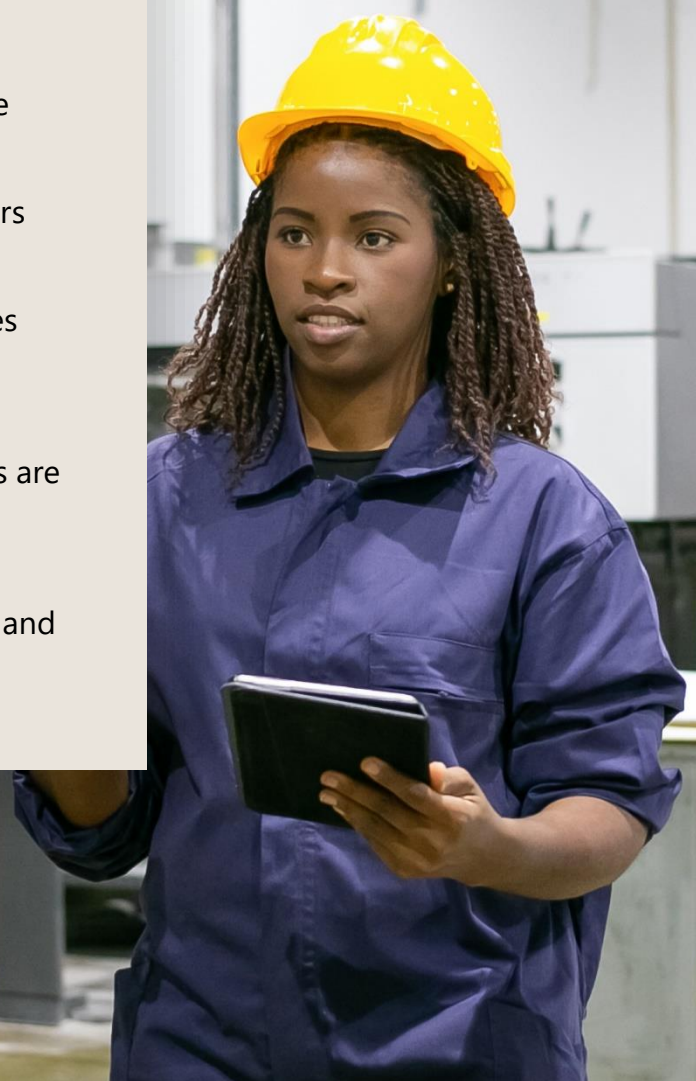
Predictive maintenance and remote management provide end-to-end lifecycle management of production assets. These capabilities enhance operations and maintenance, helping companies optimize reliability, extend product life, and reduce cost.



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Benefits

- ✓ Monitor assets in real-time and detect service issues before they occur
- ✓ Automatically create and schedule work orders based on IoT triggers
- ✓ Enable “just-in-time parts” to reduce expenses related to inventory management
- ✓ Avoid service calls by remotely detecting and proactively resolving issues, before customers are aware, using IoT sensors
- ✓ Support rapid innovation through a unified analytics experience to rapidly develop, train, and fine-tune machine learning models





Deliver exceptional service

Enhance customer engagements by delivering service at the right time, the first time

Connected and customized service engagements personalize the service experience for customers by providing them with visibility into scheduled services, self-service, service history, and insights throughout the process.



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Benefits

- ✓ Meet customer expectations with on-time scheduling and technician location information
- ✓ Ensure that technicians are traveling into the field with the exact parts and information they need
- ✓ Deliver more value to end users by decreasing downtime for connected products
- ✓ Equip service professionals with the ability to manage appointments, schedules, route mapping, bookings, and customer work data
- ✓ Help technicians learn on the job with remote guides, remote assist, and other technologies
- ✓ Ensure technicians have the latest asset data, synchronized across Dynamics 365 Business Central





Transform your business

Shift your business model from selling products to becoming a trusted advisor to end users

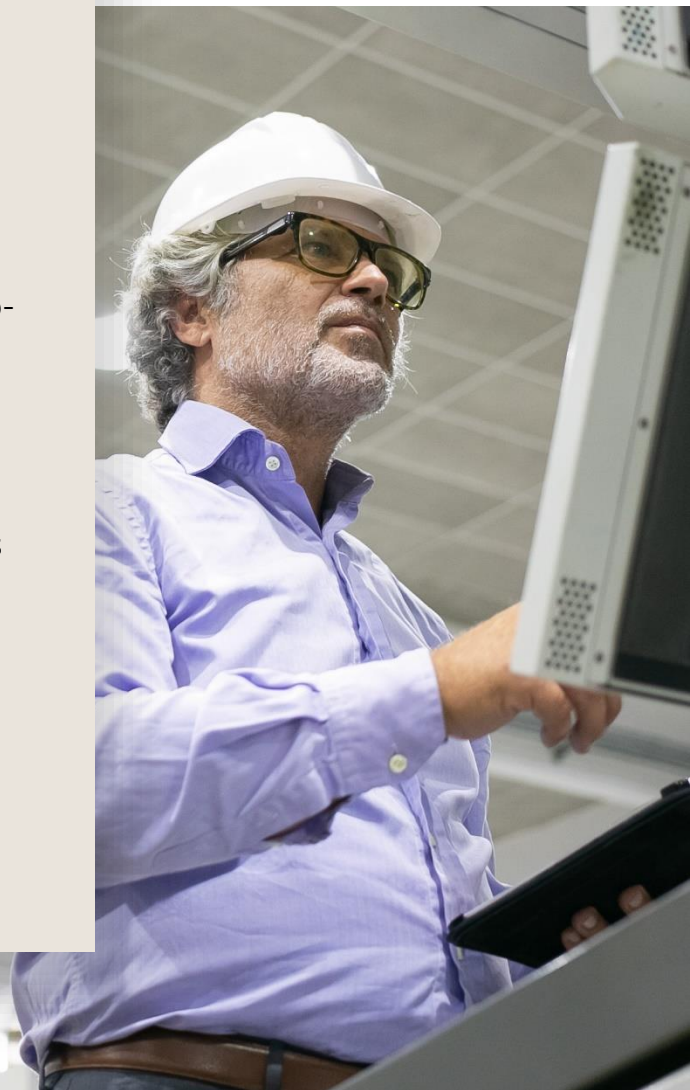
By improving inventory turns, optimizing logistics, reducing asset downtimes, strategic sourcing, and remote servicing, you can maximize your operating margins and profitability without compromising on resiliency.

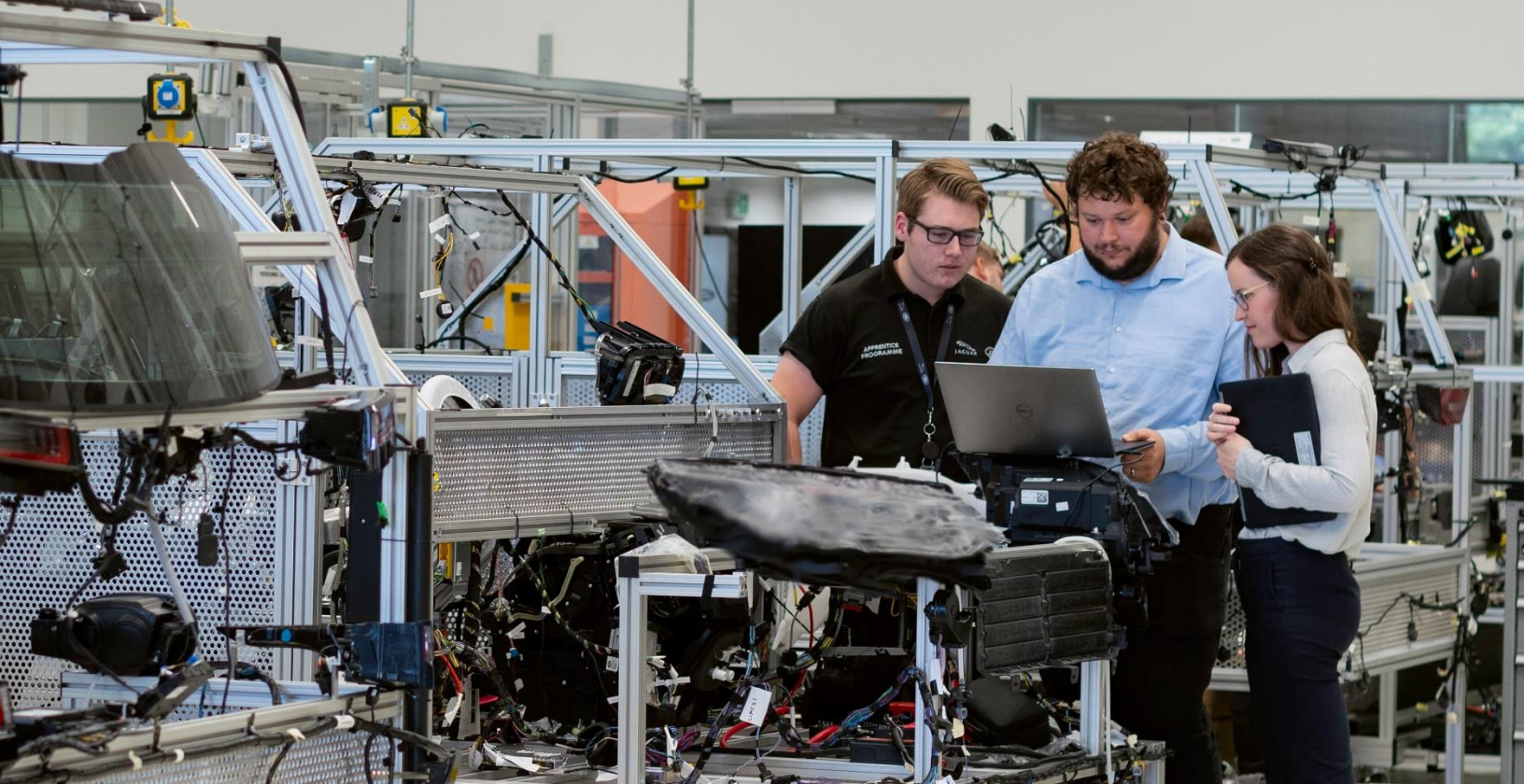


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Benefits

- ✓ Transform service from cost center to profit center by flowing connected product data into a comprehensive Enterprise Resource Planning (ERP) system
- ✓ Improve customer experiences with always up-to-date customer profiles that serve as the single source of truth across sales, service, and marketing
- ✓ Build relationships with end users through multi-year agreements that focus on end user business outcomes
- ✓ Move from scheduled services to “just-in-time” predictive maintenance triggered by IoT
- ✓ Discover new business models and increase customer satisfaction with Product-as-a-Service capabilities





Getting connected can sometimes be difficult



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Many manufacturers want to add connected services to their business model but find challenges in getting there. Some still operate disconnected legacy products and systems, which can complicate modernizing to a digital platform and using the cloud. Others can use

connected services and collect some data, but not all of it, limiting visibility that can impact decision making. For those that can gather all their data, some still lack the workforce capacity and/or digital skillset required to optimize analysis and insight.

Common challenges to adding connected services

- Seamlessly integrating old and new systems
- Gathering all data into one resource
- Pulling insights from customer data
- Implementing big data solutions
- Finding the right technology to introduce process improvements and connected services
- Defining business processes for adopting modern technologies

d365.Global and Microsoft: Better together

Empowering global businesses to achieve more

Having an experienced partner like d365.Global working with Microsoft can accelerate your time to value.

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- Integrating disconnected legacy products and systems
- Eliminating data silos
- Increasing workforce bandwidth with automated analysis and insight
- Finding the right technology to optimize process improvements

Microsoft

- **Trust:** We are transparent about our practices, and we stand up for our customer's rights
- **Scale:** We have an Industry-leading cloud scale, infrastructure, and partner ecosystem
- **Security and compliance:** We provide strong customer data protection and are committed to the most comprehensive security and compliance offerings



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About us

Your Dynamics 365 Project Partner

Adapt and innovate with intelligent CRM and ERP business applications.

[Learn more](#)

<https://d365.global/>



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Our value

800+ Projects over 20+ years

360+ Microsoft certifications

14,680+ Monthly active users

Dynamics 365 Experts

Business Central Experts



Next steps



Schedule an Envisioning Workshop or learn more
Email: David@d365.Global



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