

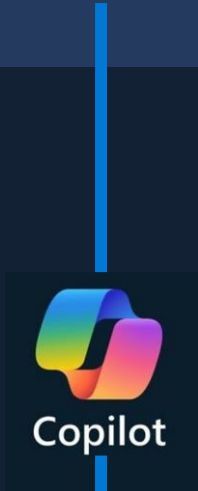
Microsoft Dynamics 365 ERP

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Dynamics 365 a family of business applications

Microsoft Cloud



Industry-specific components

A row of eight blue icons representing various industry-specific components, including a heart, a cloud, a hand, a keyhole, a gear, a refresh symbol, a person, and a document.

Microsoft 365

A row of five icons representing Microsoft 365 applications: Teams (T), Outlook (O), Word (W), Excel (X), and PowerPoint (P).

Dynamics 365

A row of three icons representing Dynamics 365 applications: a network diagram, a green bar chart, and a blue speech bubble.

Developer Tools

A row of two icons representing developer tools: GitHub and Visual Studio.

Power Platform

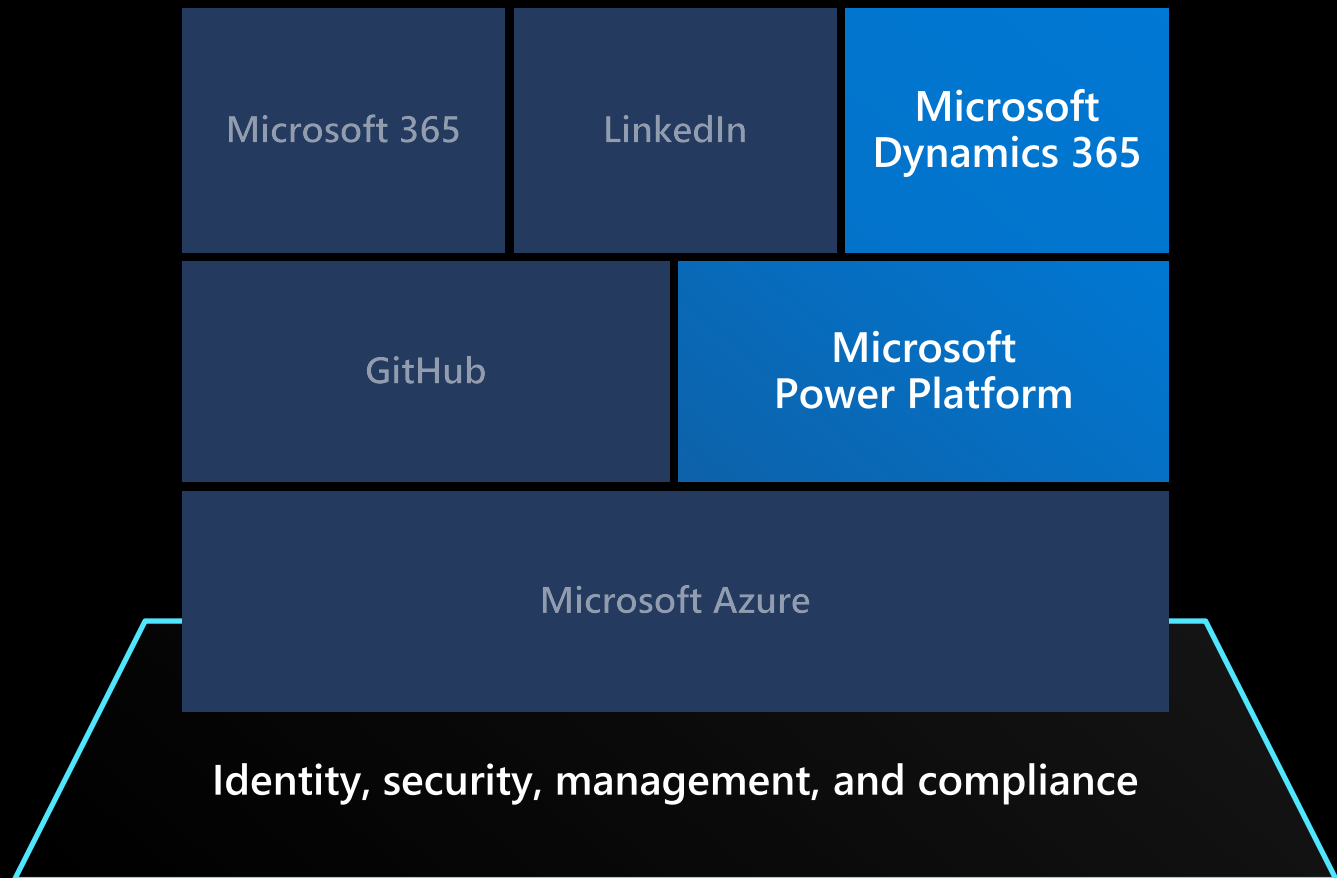
A row of four icons representing Power Platform applications: a yellow bar chart, a pink diamond, a blue arrow, and a blue speech bubble.

Microsoft Azure

A row of six icons representing Microsoft Azure services: a cloud, a green circle, a blue cube, a blue triangle, a blue cloud with a gear, and a blue globe.

Identity, security, management, and compliance

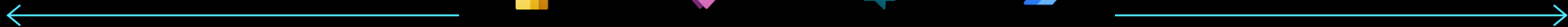
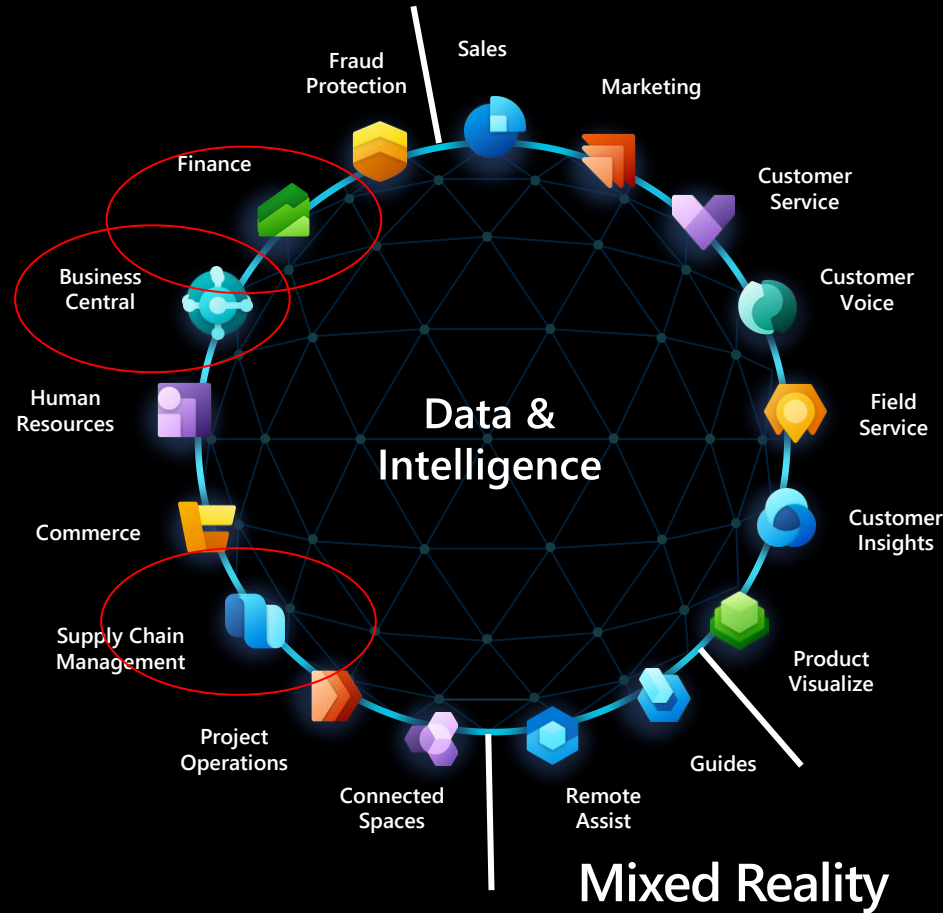
Business applications



Microsoft Business Applications

Finance and operations (ERP)

Customer Engagement (CRM)



Power Platform



Power BI



Power Apps



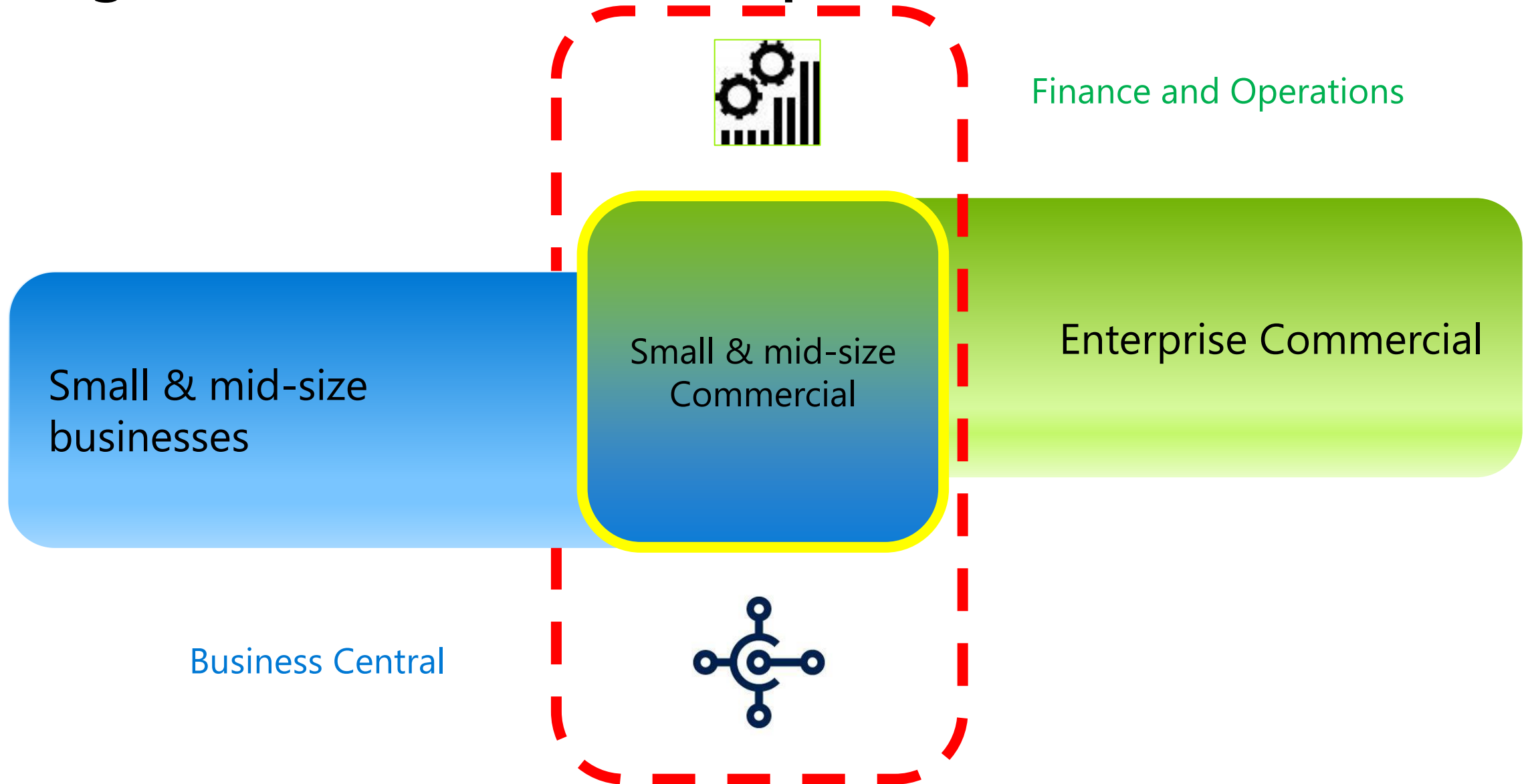
Power Virtual Agents



Power Automate

ERP market positioning

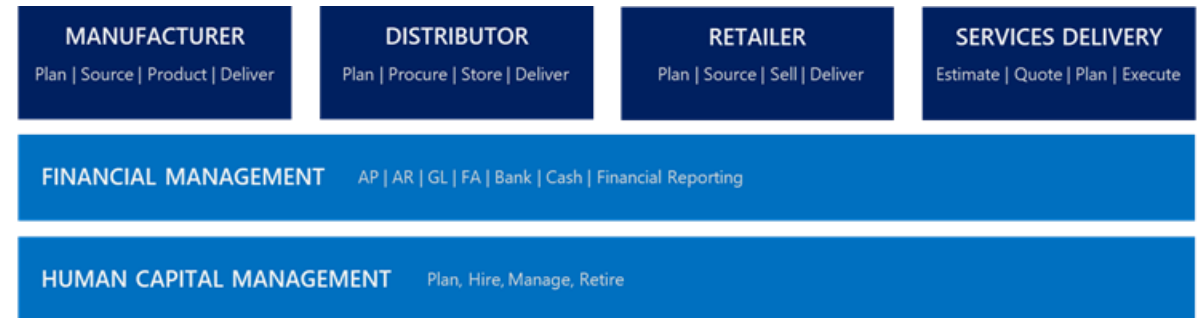
Target markets...that overlap



Industry and vertical capabilities

Business Central provides basic out of box coverage across standard business processes, with deeper industry and vertical depth provided by ISVs

Finance and SCM provides more industry capability out of box, with deeper industry and vertical depth provided by ISVs

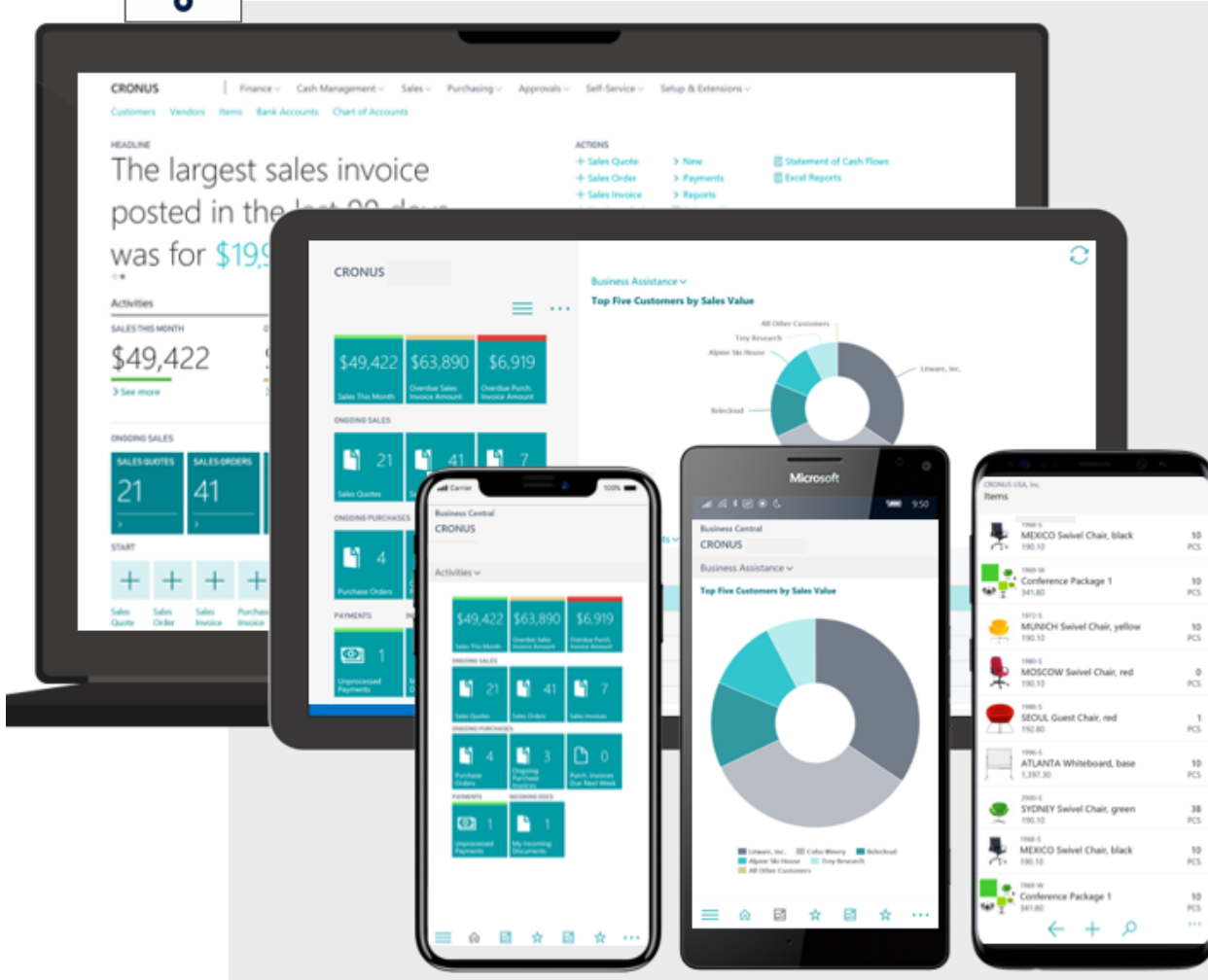


Functional coverage

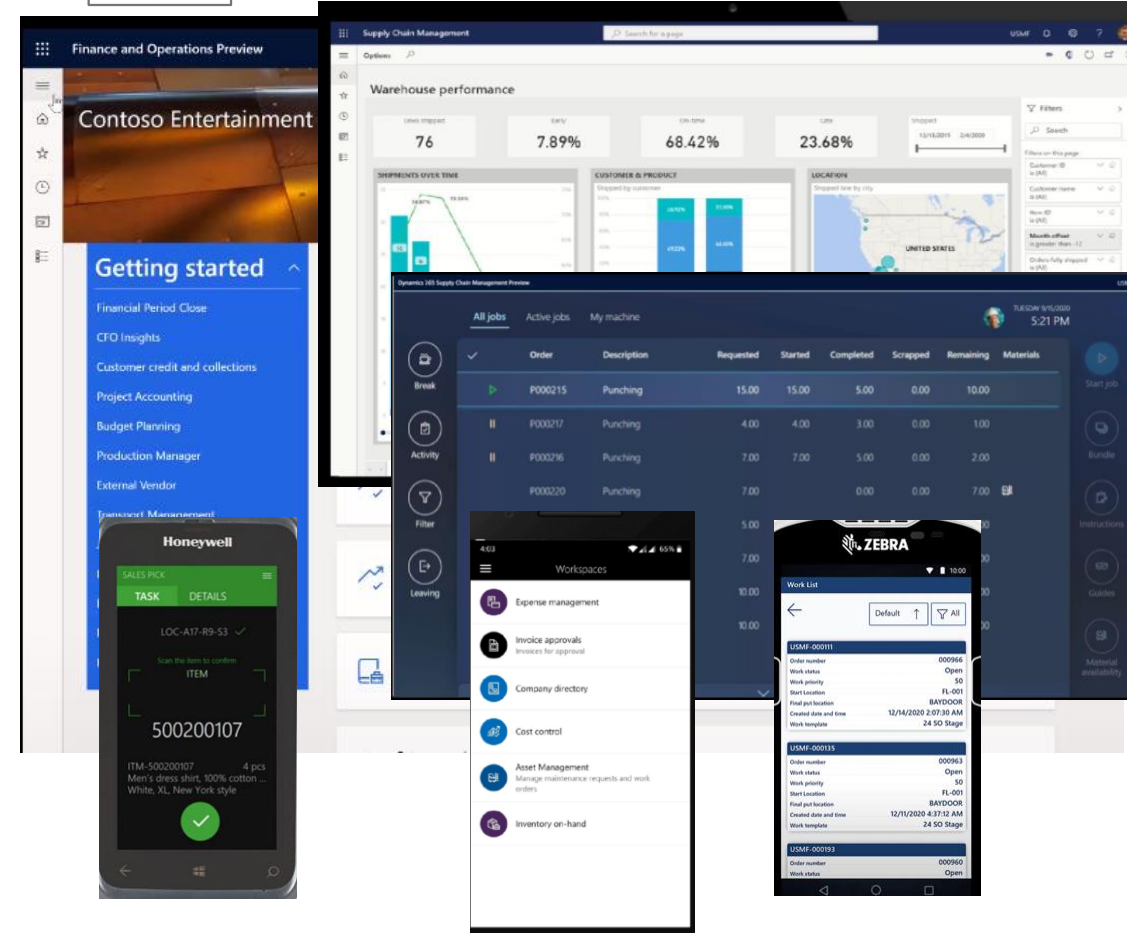
UX



Business Central



Finance & Operation



Operations in multiple geographies



One instance of **Business Central** only supports regulatory and reporting requirements for a single country. But you can host multiple Production environment in a single AAD tenant, with different localization.

[Country/region availability and supported languages - Business Central | Microsoft Docs](#)



Finance and Operations has been specifically engineered to support all localizations in a single database which allows one single instance strategy for large organization. It is also supported to have multiple F&O production in a single AAD Tenant.

[Product Availability by Geography | Dynamics 365 \(microsoft.com\)](#)



Both solutions are available as SaaS deployment with 99,9 % Uptime commitment

Dynamics 365 Business Central - Core Capabilities

 Financial Management	General Ledger	Cost Accounting	Cash Flow Forecast	Account Receivables Payables	Inter-Company Posting	Fixed Asset Management	Bank Account Reconciliation	Budget	Unlimited Dimensions	Consolidation
 Sales & Service Management	Contact & Opportunity Management	Quote Generation	Blanked Sales Orders	Orders & Shipments Management	Sales Invoicing	Drop Shipments	Payment Processing	Planning Service	Service Contracts	Delivering Services
 Project Management	Capacity Planning	Budgets and Estimates	Job and Process Costing	Job WIP	Job Supplies	Time Registration	Job Invoice	Resource Management	Resource Prices/Costs	Time Sheets
 Supply Chain Management	Items Management	Item Tracking and Planning	Managing Transfers	Inventory Shipping	Inventory Receiving	Assembling Management	Inventory Costing	Vendor Management	Procurement Management	Returns and Cancellations
 Operations Management	Forecasting	Production Planning (MRP/MPS)	Production BOM	Routings Management	Production Orders	Manufacturing Costing	Subcontract Manufacturing	Warehouse Management	Cross-Dock Items	Planning Supplies
 Reporting, Analytics and main Integrations	Customer Insights	Self-serve Reports	Interactive Dashboards	Built-in Intelligence	Workflows	Office 365 Integration	Teams Integration	PowerBI Integration	D365 Sales Integration	Dataverse Integration

More details available on: <https://docs.microsoft.com/en-us/dynamics365/business-central/across-business-functionality>

Finance and Operation Core Capabilities



Finance & Operation



Dynamics 365 Finance

- Accounts management (payable and receivable)
- Budgeting
- Cash and bank management
- Assets management
- General ledger
- Payment and terms
- Financial reporting
- Cost accounting
- Expense management
- Globalization
- Regional regulatory features

Dynamics 365 Supply Chain Management

- Warehouse management
- Customer order fulfillment
- Inventory management
- Master planning
- Cost accounting and management
- Procurement and sourcing
- Production control
- Sales and marketing
- Vendor collaboration
- Service management
- Transportation management

Project Operations, Human Resources,
Intelligent Order Management, Supply
Chain Insight ...

A couple of functional differences

Manufacturing

All Dynamics 365 Functionalities	Dynamics 365 F&O	Dynamics 365 BC
Discrete Manufacturing (Route & BOM)	▪	▪
Process Manufacturing (Formula & BOM)	▪	ISV
Lean Manufacturing (Kanban)	▪	ISV
Kanban Boards	▪	ISV
Master Planning	▪	▪
Job Scheduling	▪	▪
Manufacturing Execution	▪	▪
Product Costing	▪	▪
Resource Management	▪	▪
Capacity Planning	▪	▪
Outsourced Manufacturing / Subcontractors	▪	▪
Safety Stock Management	▪	▪
Production Sequencing	▪	ISV
Shop Floor Interface	▪	ISV

Time/Expense

All Dynamics 365 Functionalities	Dynamics 365 F&O	Dynamics 365 BC
Expense Report Management	▪	ISV
Time Sheet Management	▪	▪
Travel Requisitions	▪	ISV
Workflow Approval	▪	(Timesheets)
Time & Expense Policies	▪	ISV
Credit Card Import	▪	ISV
VAT/GST Reclamation	▪	ISV
Pre Diems and Mileage	▪	ISV
Employee Payments	▪	(Posting to emp possible)

Development platform

Both applications offers modular approach to development

Business Central uses VSCode/AL language, Finance/SCM VSStudio and X++/C#

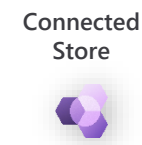
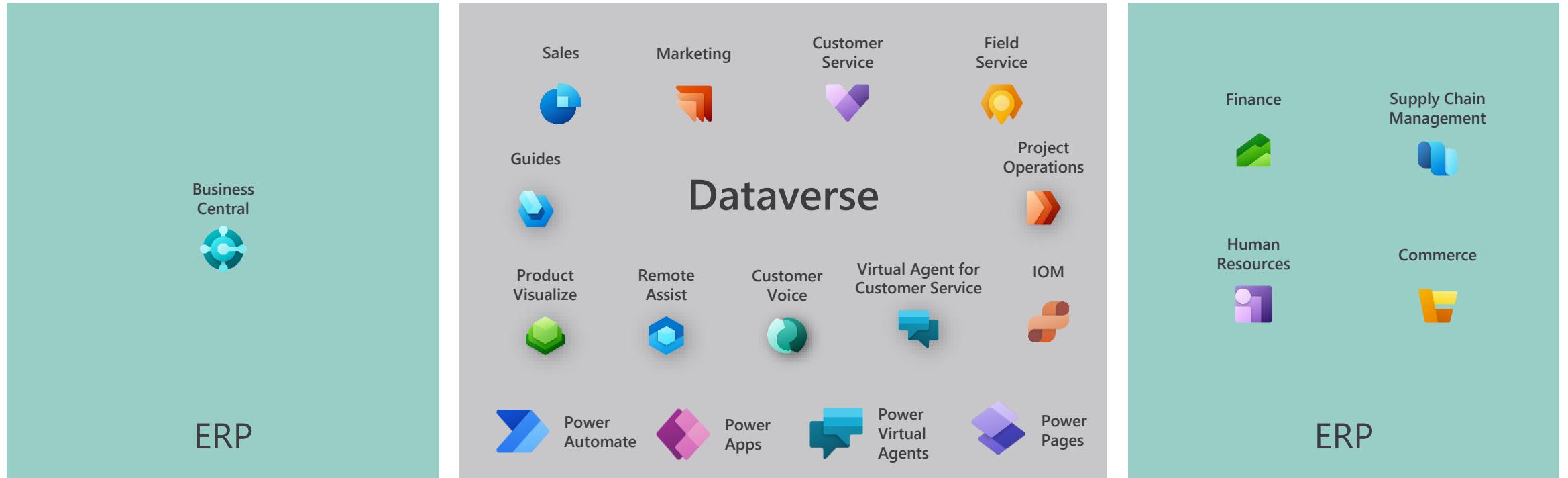
ISV and Customer customizations are separated from base application in extentions
(Depending on events in standard code)

Standard code not customizable but extendable (Extensions hooking into events)

Both ALM through Azure Devops and CI/CD pipeline
(BC ALGo maintained by Engineering team)

Dynamics 365 provides a complete solution

Dynamics 365 is the only portfolio of intelligent business applications that combines immediate impact with the flexibility to rapidly extend without limits



Why use Power Platform?

For the citizen developer

Complex UI possibilities

Offline access to your app

Apps using Dynamics or basically any data source

Power Platform application lifecycle management

Functionality that require to be accessed outside ERP system

Automating manual tasks

Integrate Copilot models in your apps (Copilot studio, AI builder)


















Build Power Apps and Automate flows using Copilot

AI Builder Power Automate

- Home
- Create
- Templates
- Learn
- My flows
- Approvals
- Solutions
- Process mining
- Desktop flow activity
- Connections
- AI models**
- More
- Power Platform

AI models

- Most popular
- Documents
- Text
- Structured data
- Images
- All**

 <p>Document processing</p> <p>Extract custom information from documents</p> <p>CUSTOM MODEL</p>	 <p>Invoice processing</p> <p>Extract information from invoices</p> <p>PREBUILT MODEL</p>	 <p>Text recognition</p> <p>Extract all the text in photos and PDF documents (OCR)</p> <p>PREBUILT MODEL</p>	 <p>Receipt processing</p> <p>Extract information from receipts</p> <p>PREBUILT MODEL</p>	 <p>Identity document reader</p> <p>Extract information from identity documents</p> <p>PREBUILT MODEL</p>	 <p>Business card reader</p> <p>Extract information from business cards</p> <p>PREBUILT MODEL</p>
 <p>Sentiment analysis</p> <p>Detect positive, negative, or neutral sentiment in text data</p> <p>PREBUILT MODEL</p>	 <p>Category classification</p> <p>Classify customer feedback into predefined categories</p> <p>PREBUILT MODEL PREVIEW</p>	 <p>Entity extraction</p> <p>Extract key elements from text, and classifies them into predefined categories</p> <p>PREBUILT MODEL</p>	 <p>Key phrase extraction</p> <p>Extract most relevant words and phrases from text</p> <p>PREBUILT MODEL</p>	 <p>Language detection</p> <p>Detect the predominant language of a text document</p> <p>PREBUILT MODEL</p>	 <p>Text translation</p> <p>Detect and translate more than 90 supported languages</p> <p>PREBUILT MODEL</p>
 <p>Category classification</p> <p>Classify texts into custom categories</p> <p>CUSTOM MODEL</p>	 <p>Entity extraction</p> <p>Extract custom entities from your text</p> <p>CUSTOM MODEL</p>	 <p>Prediction</p> <p>Predict future outcomes from historical data</p> <p>CUSTOM MODEL</p>	 <p>Object detection</p> <p>Detect custom objects in images</p> <p>CUSTOM MODEL</p>	 <p>Image description</p> <p>Generate description of an image</p> <p>PREBUILT MODEL PREVIEW</p>	

Copilot and AI innovation in Dynamics 365

You are the Pilot.
Copilot is your assistant



| Microsoft Azure Cloud

Runs on trust

Your data is your data

Data is stored encrypted in *your Azure subscription*

Your data from any fine-tuning is not used to train the foundation AI models

Azure OpenAI Service provisioned in *your Azure subscription*

Model fine tuning stays in *your Azure subscription* and never moves into the foundation AI models

Your data is protected by the most comprehensive enterprise compliance and security controls

Encrypted with Customer Managed Keys

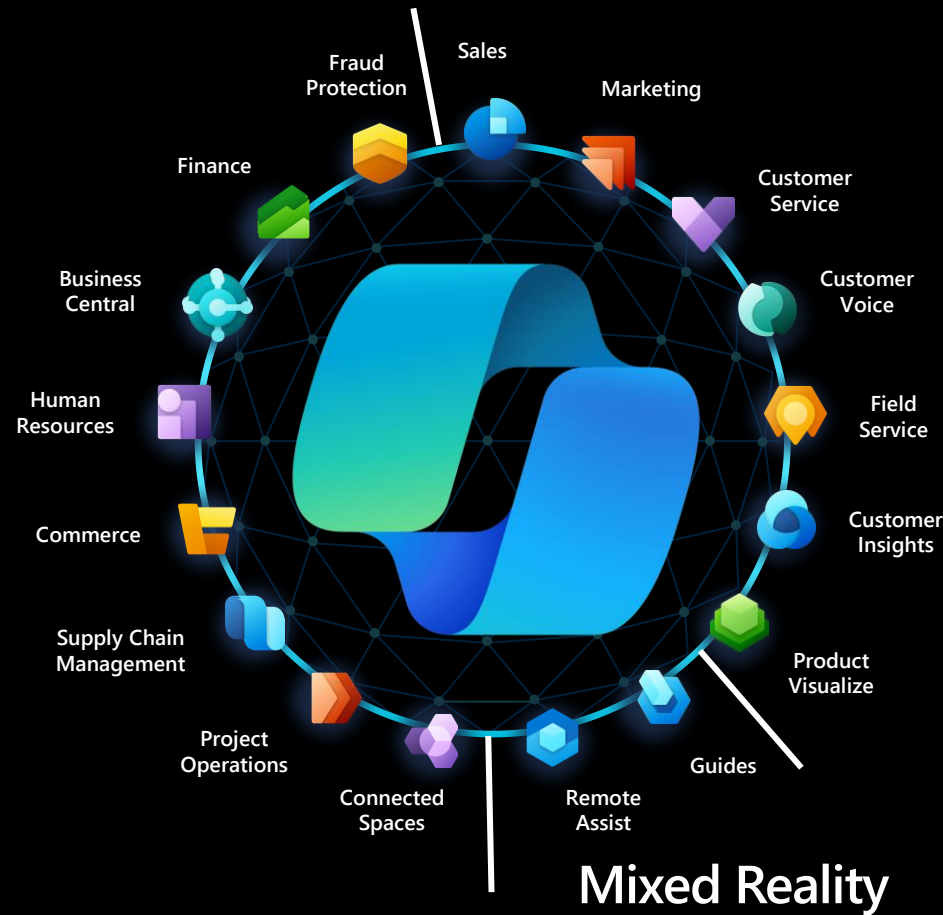
Private Virtual Networks, Role Based Access Control

Soc2, ISO, HIPPA, CSA STAR Compliant

Copilot and AI innovations in Dynamics 365

Finance and operations (ERP)

Customer Engagement (CRM)



Copilot in Dynamics (NOT A COMPLETE LIST)



Sales

- Recap sales meetings
- Craft customer emails
- Get recommendation on actions



Marketing

- Generate content ideas
- Create audience segments
- Simply customer insights



Service

- Create customer responses
- Enhance self-service bots



Finance/Supply Chain

- Predict disruptions
- Collections
- Procurement
- Insights
- Projects
- Copilot Sidecar





Business Central

- Create product descriptions
- Bank reconciliation with Copilot
- Chat with Copilot
- Analysis with Copilot
- Create Sales lines with Copilot
- E document matching with Copilot




Microsoft Copilot empowering your business (4-6 months ago)


Unlock Productivity across your organization

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
 Knowledge Workers	Microsoft Copilot	I want to introduce my entire organization to generative AI without putting my company data at risk—allowing employees to get answers, summarize documents, or generate images and text in Windows, Edge, Bing, and the Copilot mobile app	Generally Available	LINK	LINK
	Copilot for Microsoft 365	I want to bring Copilot to my entire organization to use AI-powered chat with secure access to organizational graphs and access Copilot across all M365 apps.	Generally Available	LINK	LINK
	Copilot for Dynamics 365 Project Operations	I want to rapidly create new project plans for new engagements in minutes, instead of hours, simply by describing details of the project using natural language.	Generally Available	LINK	LINK
	Copilot for Dynamics 365 Finance	I want collections managers to have quick access to credit and payment history so they can prioritize and personalize customer communication, helping to increase successful collection rates and proactively keep customers in good standing.	Generally Available	LINK	LINK
	Copilot for Dynamics 365 Supply Chain	I want to efficiently handle changes to purchase orders at scale and assess the impact and risk to help optimize procurement decisions.	Public Preview	LINK	LINK
	Copilot in Microsoft Viva	I want to accelerate workforce insights and actionable OKR development, automate processes, and boost employee engagement with next-generation AI	Limited Preview		
 Customer Service	Microsoft Copilot for Service	I want to modernize my contact center to enhance service experiences and boost agency productivity.	Generally Available	LINK	LINK
	Copilot in Dynamics 365 Customer Service	I want to level up my customer care by generating contextual responses to customer questions and quick access to case resolution expertise with AI assistance.	Generally Available	LINK	LINK
	Copilot in Dynamics 365 Field Service	I want to help frontline service workers spend less time on repetitive tasks and more time focused on customers by using AI to prepopulate data in work orders.	Generally Available	LINK ; LINK	LINK ; LINK
Sales	Copilot in Dynamics 365 Customer Insights	I want to use generative AI to generate insights about customers and curate highly personalized, targeted customer segments using natural language dialogue.	Generally Available	LINK	LINK ; LINK
	Microsoft Copilot for Sales	I want to transform the way sellers work by automating and simplifying tasks, personalized customer interactions, and maintain selling focus.	Generally Available	LINK	LINK ; Guided: LINK
Data Professionals	Copilot in Dynamics 365 Sales	I want to help sellers prioritize ROI-generating tasks by reducing mundane work with AI assistance for email replies, meeting prep, and information tracking.	Generally Available	LINK	
	Copilot in Microsoft Fabric	I want an AI assistant to help my data professionals analyze and visualize data using natural language.	Public Preview	LINK	LINK
	Copilot in Power BI	I want to use AI to illuminate hidden patterns, opportunities, and anomalies in my data.	Public Preview	LINK	LINK

Safeguard your business

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
 Security Analysts	Microsoft Copilot for Security	I want a generative AI-powered security solution that helps increase the efficiency and capabilities of defenders to improve security outcomes at machine speed and scale.	Early Access Program	LINK	LINK

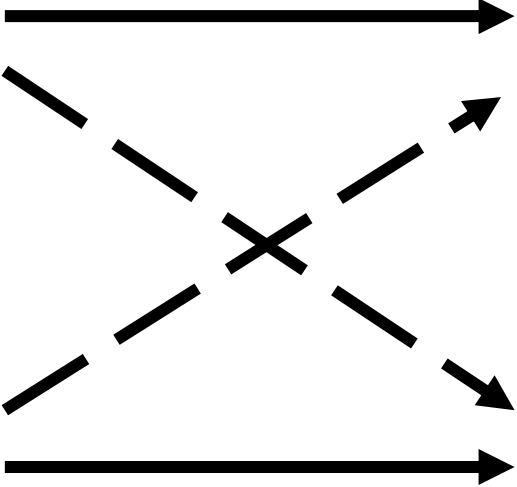
Build and extend your AI capabilities

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
 IT Professionals	Microsoft Copilot for Azure	I want to use generative AI to help users gain new insights into their workloads, unlock untapped Azure functionality, and orchestrate tasks across cloud & edge.	Public Preview	LINK	
	Microsoft Copilot Studio	I want to gain greater control and efficiency by authoring responses to predictable scenarios within Copilot for Microsoft 365 and/or create custom Copilots and GPTs by incorporating my data and plugins.	Generally Available	LINK	LINK
	Copilot in Power Apps	I want to build enterprise-grade applications faster and more easily with generative AI.	Public Preview	LINK	LINK
	Copilot in Power Automate	I want to build, edit, and extend workflows using natural language and get help from AI powered chat.	Public Preview	LINK	LINK
	Copilot in Power Pages	I want to revolutionize my web development experience by leveraging AI to generate text, build detailed forms, and chatbots—all in a matter of minutes.	Private Preview	LINK	LINK
Developers	GitHub Copilot	I want to provide my developers contextualized assistance throughout the software development cycle in several languages.	Generally Available	LINK	LINK
	GitHub Copilot X	I want to enhance GitHub Copilot with a more personalized experience by bringing in chat and voice interfaces, pull request support, and the ability to get answers on documents.	Private Preview	LINK	LINK
	Build your own copilot with Azure AI Studio	I want to build, evaluate, and deploy my AI solutions securely and responsibly all within one space.	Public Preview	LINK	LINK

The right fit



Upgrade path



Finance & Supply Chain



Microsoft Dynamics 365
Business Central

Considerations

Map processes – don't just assume process in current system should be copied.

What is our most critical processes and how do we want them supported going forward.

Categorize your processes and determine if you have processes that are key differentiators for your business (And will possibly not fit into standard out of the box functionality/features)

Do we have processes in the current ERP system that should be handled in separate application

Think in terms of a solution that can support future strategy and growth (A solution might not only be ONE application)

Choose an implementation advisor/partner with knowledge of your industry

If you make an upgrade entirely based on your current system you will end up with an old system in a new shell!!

Think of this as being your last large ERP upgrade project

Guidance from Microsoft

[Dynamics 365 Implementation Portal now available - Microsoft Dynamics 365 Blog](#)

[Blog home](#) / Dynamics 365 Implementation Portal

Search the blog



[Dynamics 365 Implementation Portal](#) [IT Professionals](#) · 1 min read




Dynamics 365 Implementation Portal now available

By [Gonçalo Antunes](#), Principal Program Manager

Guidance from Microsoft

<https://aka.ms/D365AIM>

Start now to stay ahead in the era of AI

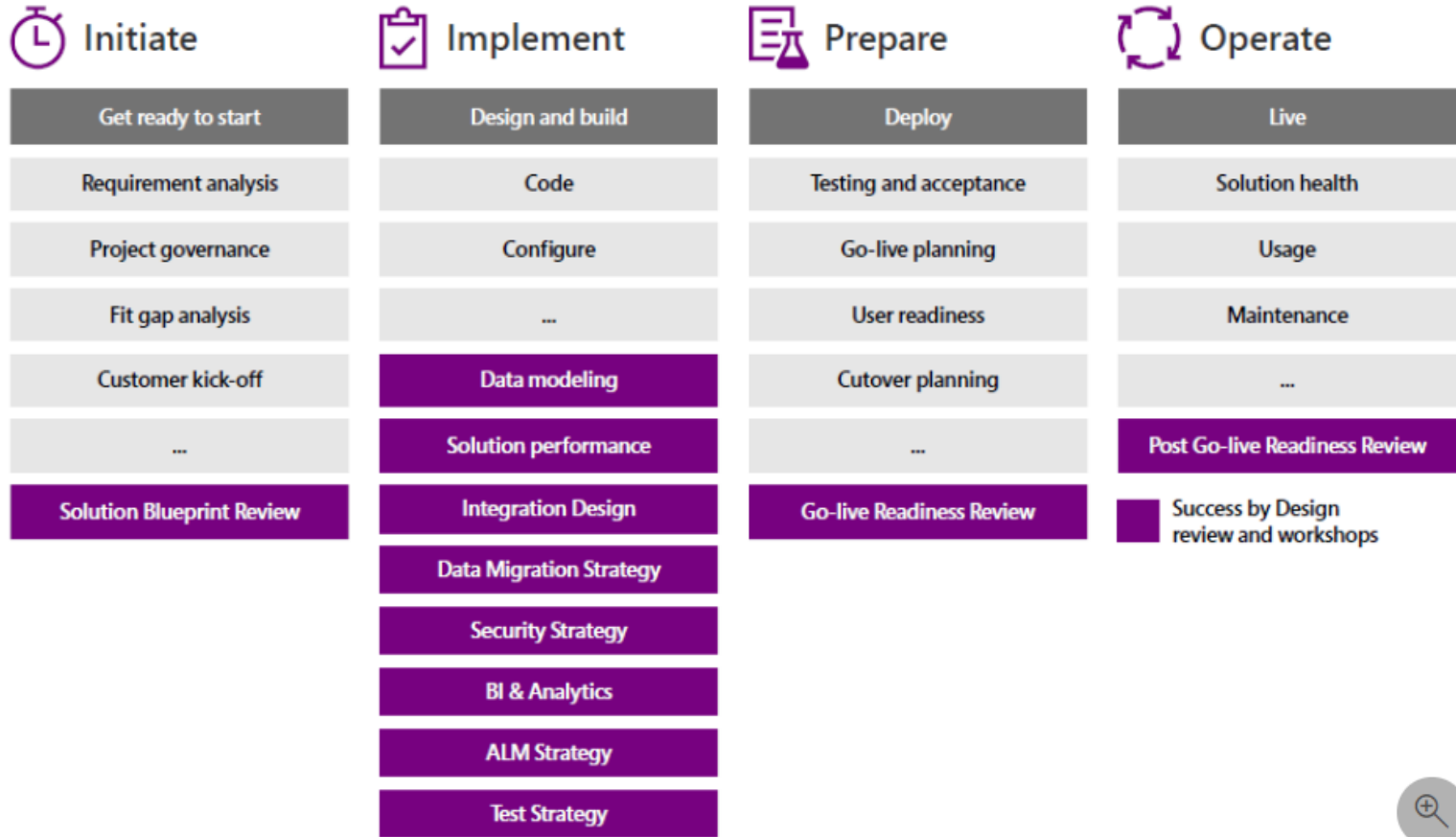
 <p>Accelerate adoption of AI technologies</p> <p>Take the AIM assessment to discover the advantages of modernizing your systems in the cloud and the steps to take on the road to AI.</p>	 <p>Innovate faster to get ahead of the pack</p> <p>Modernize your systems in the cloud with confidence using expert implementation guidance from Microsoft and our partners.</p>	 <p>Move with agility to scale easily</p> <p>Benefit from licensing offers to transform critical business processes in increments and achieve quick time-to-value.</p>
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Resources

<p>Road to AI-guided productivity in the cloud with AIM</p> <p>Read the blog ></p>	<p>Total Economic Impact™ Of Migrating Dynamics AX to Dynamics 365 in the Cloud</p> <p>Read the study ></p>	<p>Total Economic Impact™ Of Migrating Dynamics CRM to Dynamics 365 in the Cloud</p> <p>Read the study ></p>	<p>Total Economic Impact™ Of Microsoft Dynamics 365 Business Central</p> <p>Read the study ></p>
<p>Total Economic Impact™ Of Microsoft Dynamics 365 Finance</p> <p>Read the study ></p>	<p>Total Economic Impact™ Of Microsoft Dynamics 365 Supply Chain Management</p> <p>Read the study ></p>	<p>Total Economic Impact™ Of Microsoft Dynamics 365 Sales</p> <p>Read the comparison ></p>	

Guidance from Microsoft

<https://learn.microsoft.com/en-us/dynamics365/guidance/implementation-guide/success-by-design>



Release Cycle and how to keep up-to date

Major Releases April and October

Releaseplan documentation:

[Microsoft Dynamics 365 2024 release wave 1 plan overview | Microsoft Learn](https://learn.microsoft.com/en-gb/dynamics365/release-plans/2024-release-wave-1-overview)

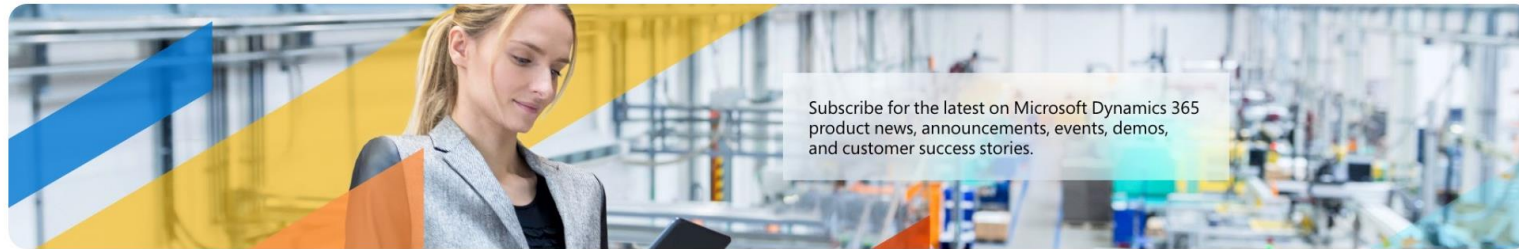
Interactive releaseplanner:

<https://releaseplans.microsoft.com>

The screenshot shows the Dynamics 365 Release Planner interface. The header includes the title "Dynamics 365 and Microsoft Power Platform Release planner" and navigation links for "What's new" and "Feedback". Below the header, there are tabs for "All release plans" and "My release plans". The main content area is divided into three sections: "Planned" (10 upcoming features), "Coming soon" (3 upcoming features), and "Try now" (71 new features). The "Planned" section is currently selected and shows a list of categories: Legislation, Governance and administration, and Copilot and AI innovation. Under "Copilot and AI innovation", two items are listed: "Create product information faster with Copilot" (Public Preview, Jul 2024) and "Start creating Power Automate flows with Copilot" (UPDATED, Public Preview, Jul 2024). The left sidebar lists various Dynamics 365 modules: Sales, Microsoft Sales Copilot, Microsoft Copilot for Sales, Commerce, Customer Insights - Data, Customer Insights - Journeys, Customer Service, Microsoft Copilot for Service, Field Service, Finance and Operations cross-app, Guides, Remote Assist, and Finance.

View at your own pace

<https://www.youtube.com/@MicrosoftDynamics365>



Microsoft Dynamics 365



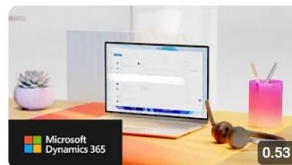
@MicrosoftDynamics365 · 82.400 abonnenter · 597 videoer

Welcome to the official Microsoft Dynamics 365 YouTube Channel. Subscribe to our channel for more

dynamics.microsoft.com og 4 links mere

Abonnerer

Start Videoer Live Playlister Fællesskab



Microsoft Copilot for Sales | Transform selling

Microsoft Dynamics 365 · 727 visninger · for 3 dage siden

For version with Audio Description visit: <https://youtu.be/wm7ONPCJ0Vk> With Copilot for Sales, you can make selling effortless, make an impression, make it together, and make the sale. Bring...

Til dig



21:31



Finance, Project & Human Resources

2023 RELEASE WAVE 2

Microsoft Dynamics 365

Looking into the crystal ball



ERP and Business Apps will fundamentally change



It is not a question of if, but when, the AI Era will result in dramatic increases in productivity.



And we know we are not smart enough to predict exactly when and how...

Thank you!



- **Peter Jakobsen**
Partner Solution Architect
- peter.jakobsen@microsoft.com