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Become the leader of the pack with Microsoft Dynamics 365

FACTSHEET **MICROSOFT DYNAMICS 365**

WHAT IS MICROSOFT DYNAMICS 365?

Microsoft Dynamics 365 is the newest generation of business apps based on Microsoft Cloud Solutions such as Dynamics 365 (ERP & CRM), Office 365, PowerBI and Azure services.

ADVANTAGES OF MICROSOFT DYNAMICS 365:

- All apps integrated on one
- platform Flexible and scalable
- Lower license costs: You only pay for what you need
- Integration of business processes with a Common Data Model
- Experience the benefits of the Cloud

There is no getting away from it, digital transformation is part of every industry. The question is, will you be left standing or will you be the one to leave your competition behind? It is a matter of seeing digital opportunities, embracing them and taking advantage of them to bring about change. Organisations capable of this will be the market leaders of tomorrow.

New technology gives substance to the digital transformation. This is possible thanks to the new types of 1:1 customer contact; digital tools that allow colleagues to work smarter together, using more efficient digital processes and new services or business models. To meet these challenges Microsoft has launched Microsoft Dynamics 365, a new generation of intelligent business applications.

WHAT IS MICROSOFT DYNAMICS 365?

Microsoft Dynamics 365 is the new-est generation of business apps based on Microsoft Cloud Solutions such as Dynamics 365 (ERP & CRM), Office 365, PowerBI and Azure services. With intelligent business applications across CRM and ERP, Microsoft Dynamics 365 gives you choice.

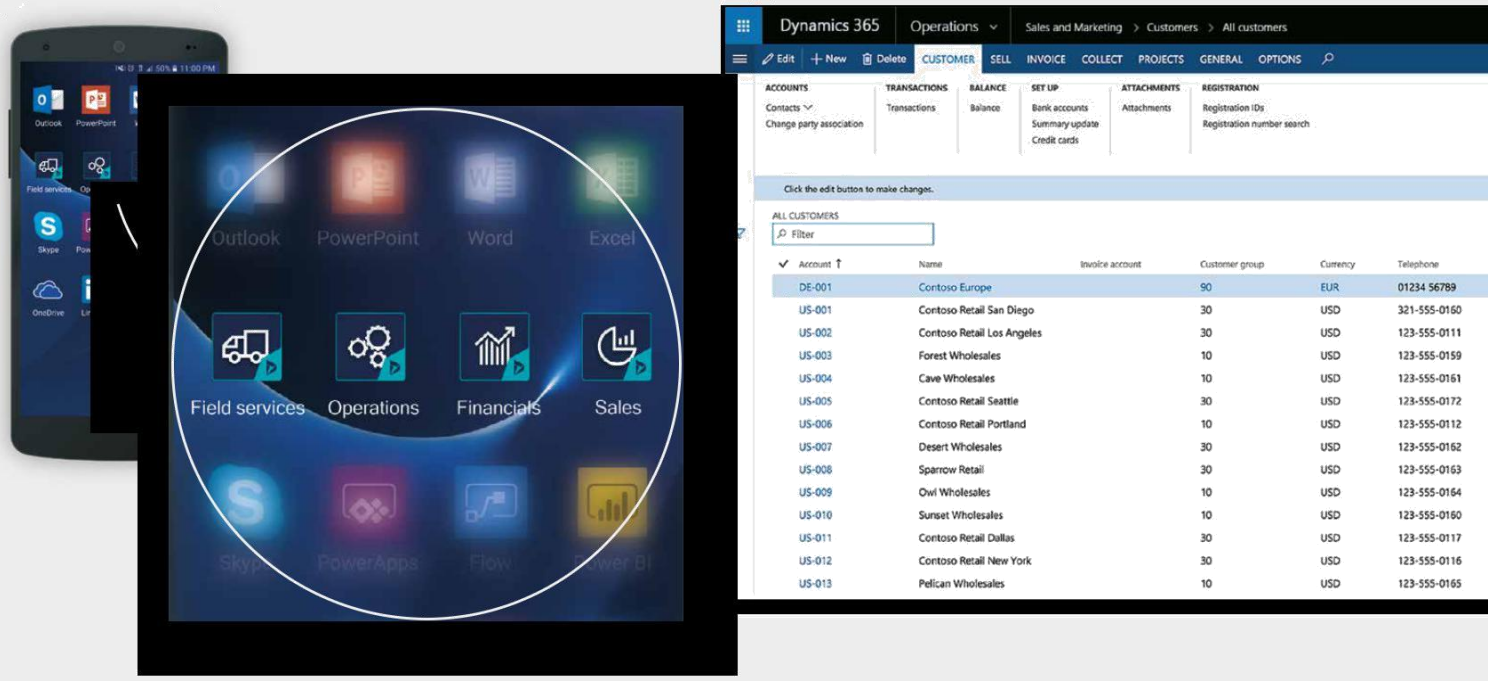
DIGITAL TRANSFORMATION

ENGAGE CUSTOMERS

EMPOWER EMPLOYEES

OPTIMISE OPERATIONS

TRANSFORM PRODUCTS



Microsoft Dynamics 365 has been developed to enable your organisation to grow, adapt, and evolve to meet the needs of your customers.

WHAT HAS CHANGED?

Before Microsoft Dynamics 365, Microsoft made Dynamics AX, NAV and CRM available as standalone business applica-tions that could be integrated when desired. Now Microsoft Dynamics 365 is a total solution offering, available in the Cloud for organisations to use as modules, based on processes and/or roles, to use what they need, when they need it.

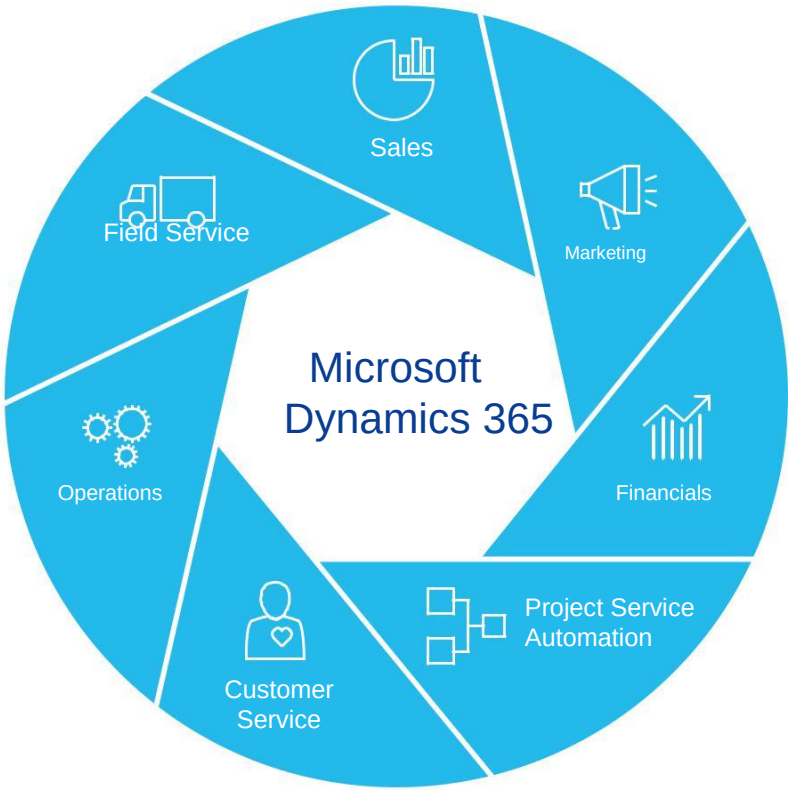
Microsoft Dynamics 365 consists of the following business apps:

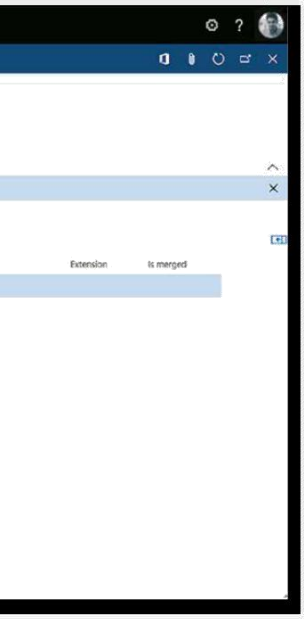
- Sales
- Marketing
- Project Service Automation
- Operations
- Field Service
- Customer Service
- Finance

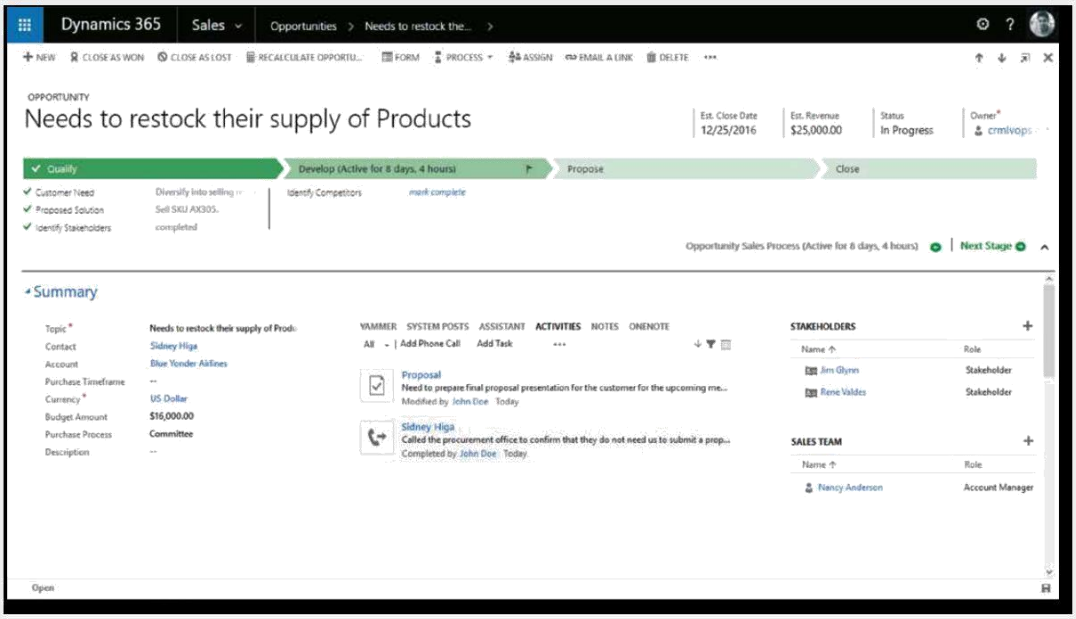
Dynamics 365 integrates seamlessly with Office 365 and connects structured data from business applications with unstructured tasks that are aimed to improve collabora-tion and productivity. Wouldn't it be great if you could see data such as order-, article- and customer informa-tion in Outlook or if you could use it to simply create an offer in Word?

TWO EDITIONS: BUSINESS AND ENTERPRISE

Dynamics 365 is available in two editions: Business and Enterprise. The Business edition is suitable for mid-sized organisations up to 250 employees and contains Sales, Marketing and Finance functionality. The extensive Enterprise edition consists of the same apps as the Business edition, with the addition of Operations (previously known as, Dynamics AX with omni-channel logistics and production functionality etc.), Project Service, Customer Service and Field Service.







COMMON DATA MODEL: DYNAMICS 365 + OFFICE 365

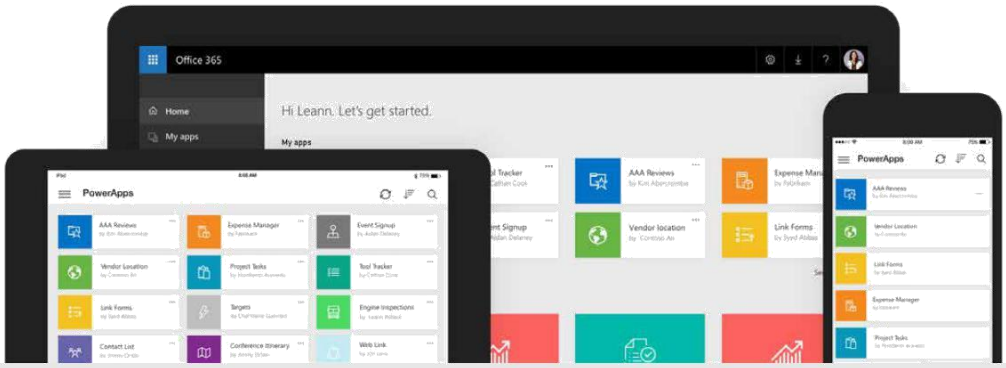
COMMON DATA MODEL

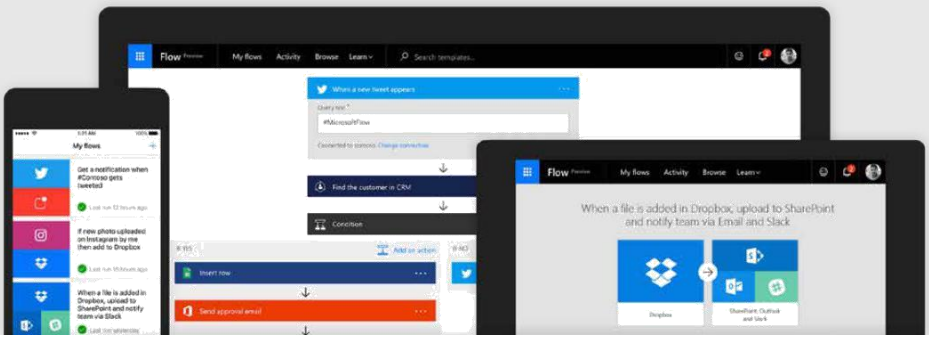
Another important difference between the two editions is that the extensive Enterprise edition includes the recently released Microsoft Flow and Common Data Model (CDM). CDM is a universal database of entities such as projects, customers and campaigns that are used by all Dynamics 365 applications to exchange information.

MICROSOFT FLOW AND POWERAPPS

Dynamics 365 apps are available in the Cloud and can be used on mobile devices (on- and off-line). When using the Enterprise edition organisations are also able to make use of innovations such as Microsoft PowerApps and Microsoft Flow. Microsoft PowerApps allows end-users to develop their own apps, such as store inventory or inspection of an object. Microsoft Flow is a new workflow application that can automate routine tasks between applications. For example, creating a case automat-ically in the Dynamics 365 Customer Service app based on an email address or a specific subject in an email.

PowerApps





Microsoft Flow

Another great addition to Dynamics 365 is the AppSource. This is the market place in which Microsoft and its partners can launch apps. Users can add additional functionality to the standard offering from Microsoft by simply installing apps from the AppSource. Microsoft Flow can then make it easy for you to use the various apps together through automation of your standard tasks.

NEW LICENSE STRUCTURE

With the introduction of Dynamics 365 comes an updated license structure. It has become easier and more cost effective to make use of various apps alongside each other. The new role 'team member' offers the possibility of giving employees read-rights (with limited write-rights) to data in Dynamics 365. This is most interesting for so-called light users, such as users that only need to record their hours.

Would you like to learn more about Microsoft Dynamics 365 and the positive effect it could have on your organisation's current IT environment? Please don't hesitate to contact us at info@twinsoft.com.tr

"Microsoft Dynamics 365 is flexible, scalable and the user friendliness is superb. The complete integration of all business apps ensures optimal synergy and information sharing."

PAUL OSSEWOLD, VP DIGITAL OPERATIONS AT PRIVA

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