

TECHNOLOGY REVIEW

Briefing Paper
Series 1, Vol.2

DWC
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COMPANY

MICROSOFT DYNAMICS FEATURES & BENEFITS

In this briefing paper, we look at Microsoft's Dynamics 365, a next-generation suite of business applications built on cloud-based technology with AI capabilities that enables organisations transformation.

Dynamics 365 suite of applications unify CRM and ERP capabilities with purpose-built applications that work seamlessly integrate specific business functions and allow your organisation to transform to meet customer needs and capture new opportunities.

Seamlessly connect and build on your solution with Microsoft Power Platform, Microsoft Azure, Microsoft 365, and hundreds of other familiar business tools—or add mixed reality and the Internet of Things (IoT) for innovative new experiences.

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Finance & Operations

Accelerate business growth, Elevate your financial performance. Bring processes together to streamline operations. Unifying finances and business operations; finance, manufacturing, supply chain, providing real-time visibility with cloud-based services.

Sales & Marketing

Turn prospects into engaged customers, nurture sales-ready leads, personalise buyer experiences; sales prospect automation, relationship & opportunity management, communications, & sales intelligence.

Customer Service

Exceed your customers' expectations with omnichannel support that ensures consistent experiences, combining self and assisted service engagements. Empower customer agents with the right information.

Connected Commerce

Unify digital, in-store, and back-office operations to personalise customer engagement and increase employee productivity. Empowers, personalise, and engage retailers to create exceptional, insightful shopping experiences.

Field & Project Services

Resolve service issues and assign [DW1] field service proactively. Automate service issues remotely with IoT and optimise scheduling and resourcing empowering project management.

Power Platform

Cloud-based business intelligence with MS Excel providing reporting, data analytics and dashboard insights of the master application data.

MS 365

Out of the box, seamless integration with MS 365, improves user productivity, communication, and collaboration with MS Office & email.

