



Microsoft Dynamics 365: Always the First Choice

Everything you need to know about Microsoft Dynamics 365 business technologies and Azure cloud services, including upgrades, customizations, business modules, add-ons and world-class security features.

Microsoft Dynamics 365: The future of business

With its Dynamics 365 solutions, Microsoft provides organizations based on the cloud and on-premise with a comprehensive suite of operational and financial tools to achieve improved stability, productivity and profitability.

What distinguishes Microsoft Dynamics 365 from other business solutions is that previously separate Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) systems can now be combined into one solution. With the additional integration of Microsoft products like Office 365, Microsoft Power Platform Modules and Common Data Services, all areas and departments of your business can quickly and easily begin integrating.



On the cloud vs. on premise

The cloud made its way into our lives shortly after the turn of the millennium, prompting a wave of innovation in the business sector. Today, the cloud is on everyone's lips and has become a staple in both our business and private lives – and, as an investment in the future and in our budgets!

Cloud business tools like Dynamics 365 are supporting the private and public sectors to transition toward an integral digital future. Microsoft Azure, which supports Dynamics 365 business solutions, is the cloud service trusted by 95 percent of Fortune 500 companies. For more, see page 6.

<p>Average productivity increase of sales teams:</p> <p>12 - 15%</p>	<p>Average revenue increase:</p> <p>36%</p>
<p>Average cost reduction:</p> <p>30%</p>	<p>Average risk reduction:</p> <p>23%</p>

Optimized commercial and IT operational performance

In many ways, Dynamics 365 is the result of Microsoft's unique history and leadership as a business software developer. Combining front office and back-office solutions, Dynamics 365 simplifies daily processes and unifies data, securely, into intelligent depositories that provide deep insight into any number of performance areas.



Integration

Unlike independent ERP and CRM systems that segregate data into separate silos, Microsoft Dynamics 365 integrates operational, financial, and customer/prospect data together in one common and intelligent system. Even if you're only looking to operate one system or multiple Dynamics 365 modules, integration extends to other business tools like Office 365 or the Microsoft Power Platform (which we look at on page 7)



Familiarity

Microsoft Dynamics 365 follows a similar framework and user interface to previous Microsoft solutions, allowing users to build upon their existing experience and fast-track the learning curve for more productivity, sooner.



Scalability

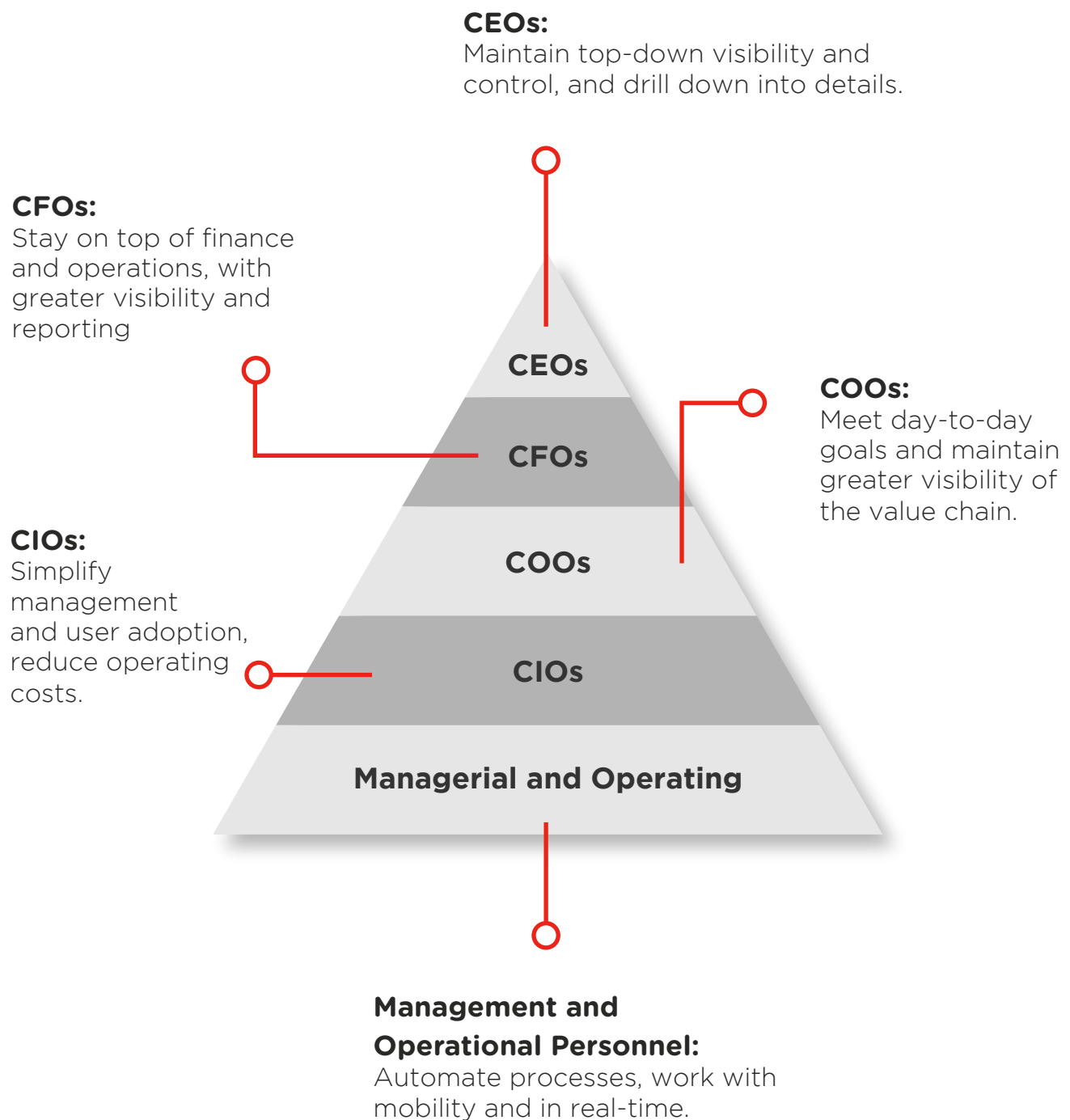
Microsoft Dynamics 365 enables your organization to meet its IT needs without having to make a large capital investment in new systems infrastructure. Microsoft's licensing options are extensive and reflect the unique nature of industries and business types. For more on licensing, see page 5.



Security

With Microsoft Dynamics 365, you own your data with strong privacy controls including access restrictions and data repositories. For Cloud-based customers, Microsoft delivers unrivalled encryption and security features monitored around-the-cloud by Microsoft security experts.

Manage and simplify business operations at every level with Dynamics 365



Ready-to-use, Flexible and Versatile

ERP (Finance and Operations) and CRM (Customer Engagement) are the two core systems within Microsoft Dynamics 365. Both product types are divided into several modules (as shown in the box below). With this comprehensive range of modules, Microsoft Dynamics 365 provides all the functionalities of a modern and intuitive IT system.

FRONT OFFICE

Customer Service

Sales

Field Service

Marketing



*Dynamics 365 for Customer Engagement

BACK OFFICE

Finance and Operations

Talent (for HR)



*Dynamics 365 for Unified operations

Licensing Made Easy

The variety of licenses is also a major feature of the Microsoft Dynamics 365 model. From October 1, 2019, Dynamics 365 will move into a Plan to a A la carte sales motion model. In the example model shown in the graphic, a firm is seen purchasing a “base license” for a Dynamics 365 Customer Engagement module and then adds “attach license(s)” according to individual user needs.

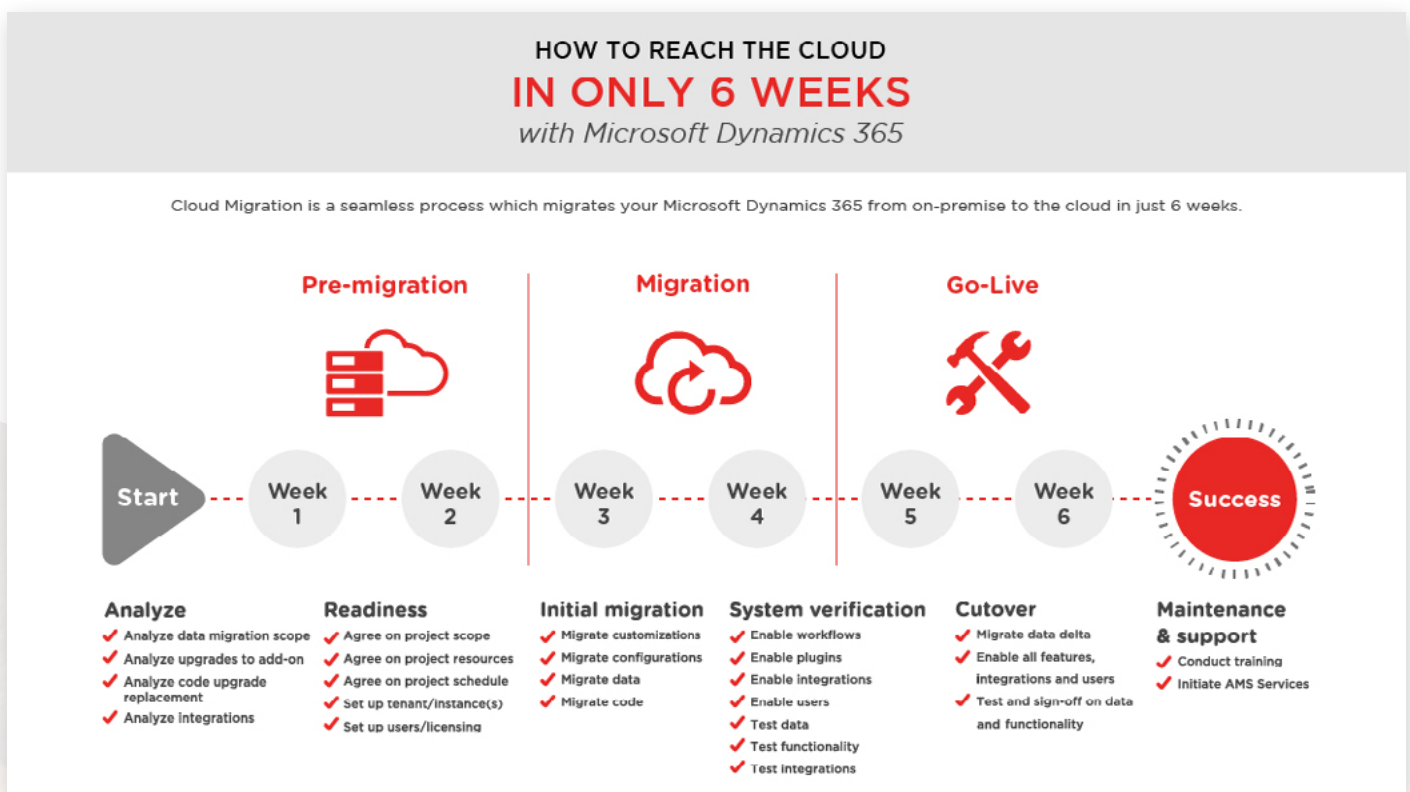


Contact one of our experts today to learn how your organization can enjoy scalable and flexible licensing (see page 9).

Why Dynamics 365 in the Cloud makes sense

Access to Azure, Microsoft’s cloud server, brings many advantages. From the deployment of Microsoft Dynamics 365, you can begin to relieve your IT department of time-consuming tasks in your own data center, since cloud services are hosted by Microsoft. This allows employees in the IT department to concentrate more on high-value or business-critical tasks. You also require less hardware and can reduce the resources spent on operating complex security mechanisms, which can now be structured and monitored by Microsoft’s own data centers.

Access to the software and services is also simplified with Microsoft Dynamics 365. Complicated VPN connections, with which employees can dial into the company network from outside, are no longer necessary. All you need to access Azure is an Internet connection.



Networking with the Microsoft Power Platform

An important aspect of the Dynamics 365 model is its focus on systems networking. Microsoft has moved away from standalone solutions to offer extensive interconnectivity. Dynamics 365 helps to boost productivity with an integrated application platform known as Microsoft Power Platform that combines Microsoft Flow, Power BI, and PowerApps.

MICROSOFT FLOW

Microsoft Flow is not limited to the networking of Dynamics 365 for Customer Engagement (CRM) and Dynamics 365 for Finance and Operations (ERP). It also integrates other systems such as SharePoint, Exchange, Office. Microsoft has provided a graphical user interface for setting up Flow and offers numerous templates that cover the most common business cases. These templates can be used and adapted to a company's specific needs. As such, users can quickly and easily create automatic workflows and network systems without programming knowledge.

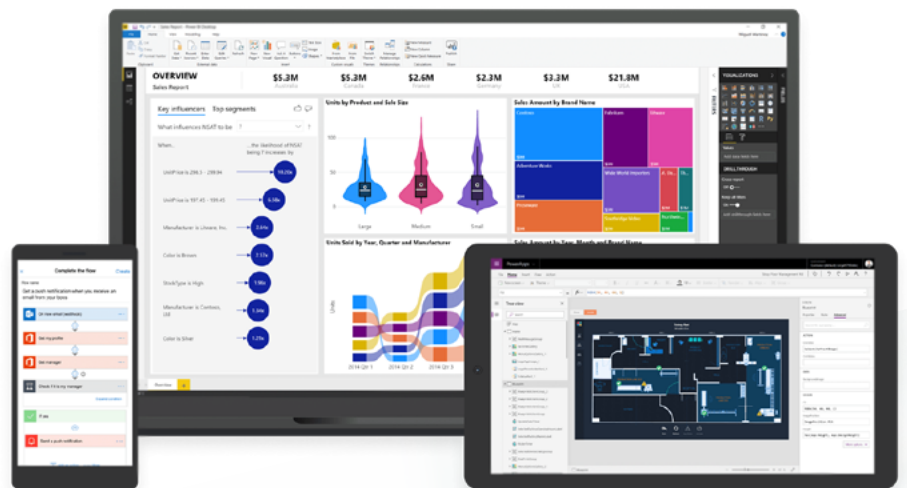
For more complex networks that cannot be addressed by Flow, Microsoft offers its Common Data Service allowing programmers to deploy advanced logic in their systems.

POWER BI

Power BI (for Business Intelligence) enables users to easily carry out extensive and complex analysis and evaluations, drawing from their centralized Dynamics 365 database. Results and reports are displayed graphically with simple-to-use tools for embedding in other Microsoft products, including on apps and web-based portals designed for clients, employees and third parties.

POWERAPPS

With Microsoft PowerApps, Microsoft lets you create and publish your own apps for your business and integrate them with some Microsoft applications. No deep programming knowledge is required to create PowerApps. Microsoft also provides a graphical user interface to ensure a quick introduction to the topic.



Microsoft Dynamics 365 - Always the first choice

Microsoft Dynamics 365 is a comprehensive suite of digital tools that drive efficiency in modern IT systems. With the centralization of data and the consolidation of processes in a common interface, Microsoft has succeeded in delivering a system to organizations across industries which is flexible and geared to the needs of its end users. Dynamics 365 empowers businesses to make better informed decisions, expand customer relationships and operate more efficiently.



Contact us to reap the benefits of tailored, flexible solutions from [AlfaPeople](#).

Rely on Microsoft Dynamics 365 to optimize your business with the best suite of digital tools on the market.

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