



delaware

Microsoft Dynamics 365

Unified data and professional
applications: the successful
osmosis of Microsoft Dynamics 365

we commit. we deliver.

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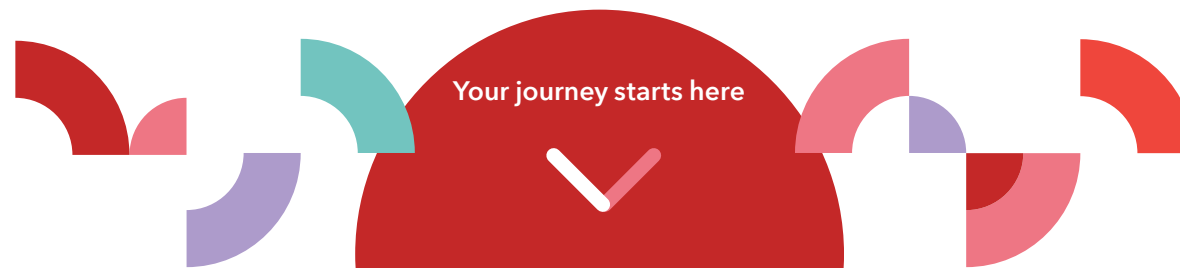
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introduction

For public and private organisations, data has become a priority. As a result, strong tools and expertise are needed to maximise their full potential. This is exactly what Microsoft offers with its Dynamics 365 suite, a complete ecosystem of business applications revolving around unified, cloud-hosted data.

Our team of Microsoft specialists will guide you through the digital transformation maze; maximising your return on investment and delivering recurring business benefits. We commit, we deliver.



1

data, accelerating
your organisation





In a world where every organisation is trying to maximise their competitive advantage, the use of technology to convert data into meaningful business insights is never more critical.

Data is a formidable asset when getting to know and understand customers. Interpretation of data will enable you to answer key questions e.g. What do customers think of your business? Are they satisfied with the quality received? What are their habits?

These insights can provide the key to better interactions, efficiencies and data-lead investments.

Speak to one of our specialists to find out more

a single dataset, a single source of truth

Effectiveness requires one condition:
a unified application ecosystem underpinned
by a common data model.

Why? Every manager across the organisation needs access to reliable, accurate and timely insights to enable effective and rapid decision making, to respond to changing market conditions.

With a single centralised data-platform, the inherent risks of managing multiple data sources are eliminated, leading to greater confidence and better business decisions.



same data and applications specific to each business

A single source still needs to facilitate multiple user requirements and methods of access. For example:



the finance director of the organisation monitors the progress of indicators and KPIs, based on a single dataset, from a dedicated application.



the technician on site who manages and monitors operations using a tablet.



the traveling sales representative uses their smartphone to view information or an estimate to prepare a meeting.

the solution: an application ecosystem hosted in the cloud

Choosing the cloud to provide a single centralised data-platform underpinning a uniform suit of business application is the perfect response.

Data exchange between business applications are automatic. Expensive integrations are eliminated. This reduces risk and cost whilst simultaneously improving overall data quality. Ultimately, this leads to better business insights.



2

Microsoft Dynamics 365:
a complete and easily
scalable ecosystem

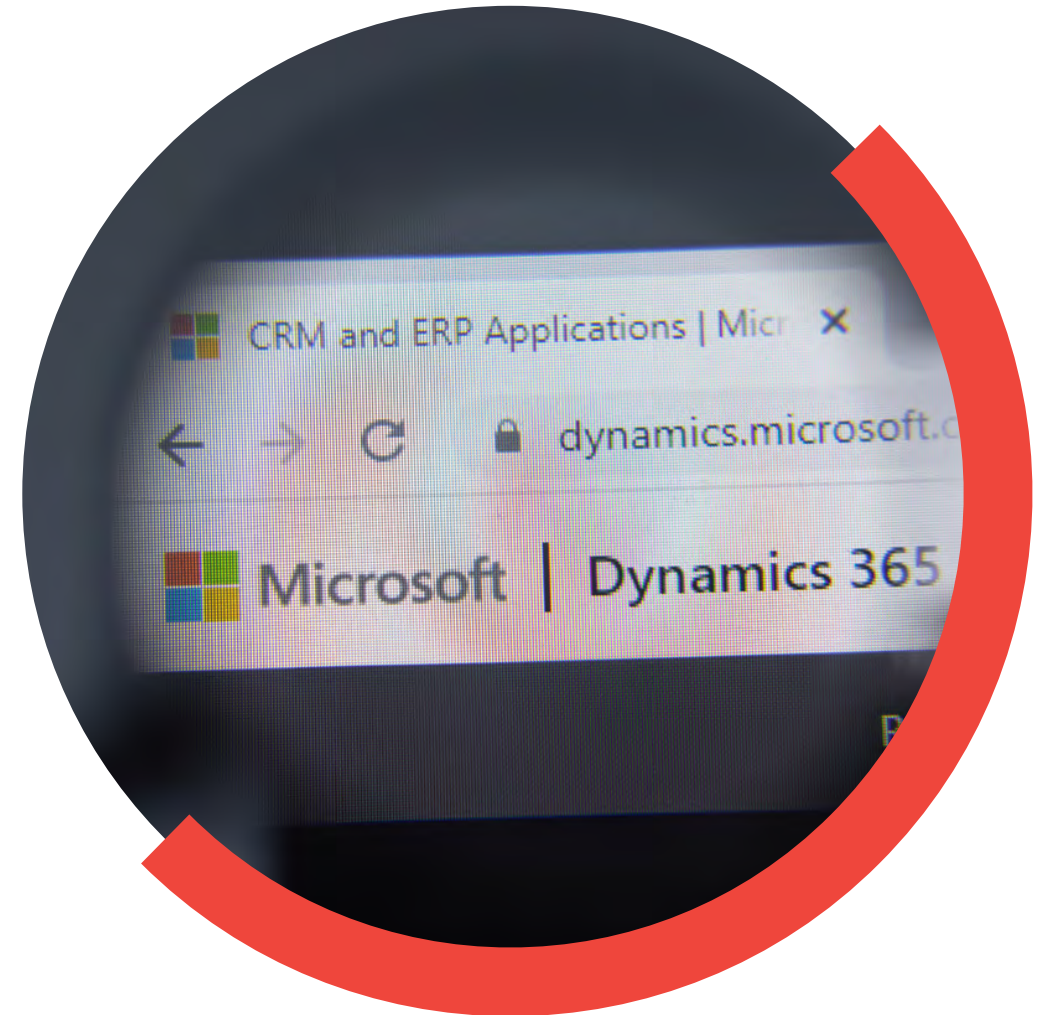


applications that cover all business needs

Why is Microsoft Dynamics 365 considered an industry benchmark?

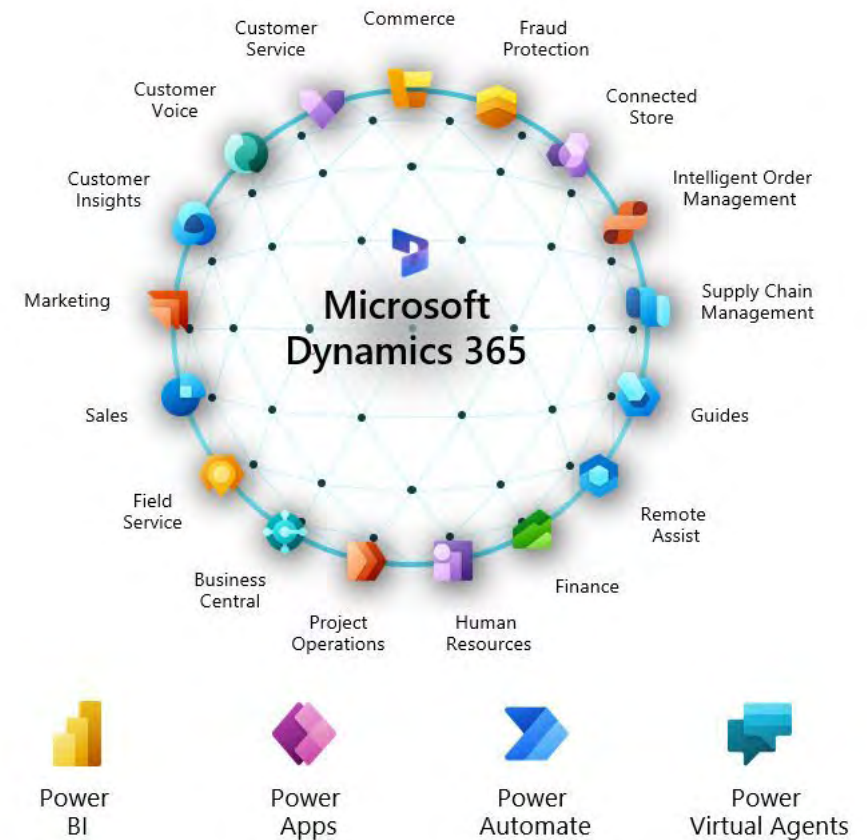
Business the application ecosystem provides a comprehensive catalogue, all seamlessly integrated with your existing Microsoft investments.

These applications are proven, reliable solutions that cover all aspects of an enterprise: finance, logistics, supply chain, project accounting, sales, marketing, customer service, HR, etc.



an applications suite that uses the same dataset

By adopting the Microsoft Enterprise Platform with its comprehensive suite of integrated applications, built on a common data platform, removes the risk of managing multiple third-party applications each with their own data model.



a tool to easily harness the power of data

With Microsoft Power BI and the underpinning Microsoft data platform, enables organisations to maximise the power of data.

With this tool, you can easily analyse data and provide meaningful insights back to your business.



low code/no code makes technology more accessible

Want to supplement or tailor your solution? Microsoft provides a qualitative and fluid response with its Power Platform low code/no code technology.

Thanks to highly intuitive tools, you can evolve your ecosystem without going through the development process. For example, you can add functionalities to extend your solution, or even create a simple application from scratch.

This will give you easy access to customise functionalities that meet the specific needs of your organisation. Of course, these developments using Power Platform are an integral part of the Dynamics 365 ecosystem which also revolves around the same single dataset, hosted in the cloud.



make technology
accessible to
everyone



complete integration throughout the entire Microsoft ecosystem

Microsoft is a world leader in the technology space. By covering every element of the ecosystem, Dynamics 365 makes your daily work more efficient. Everything you need is seamlessly integrated, through various devices and peripherals.

Let's look at some practical examples.

From their chosen device, users can access tailored workspaces to complete a given business process. Through the use of fully embedded machine learning, Microsoft Dynamics 365 Finance provides accurate prediction when a customer payment will be received, improving cash flow management. Professional Service organisations can seamlessly launch a new Microsoft Team site to enable collaboration with clients from the moment of contract signature, eliminating miss-communication and removing manual processes.





the strong position of Microsoft
in the IT world is an additional
argument in favor of the
Dynamics 365 ecosystem

more agile deployment for faster setup and ROI

We can offer your organisation maximum agility whilst simultaneously allowing you to benefit from the wave of innovation from Microsoft.

The stress of updating is a thing of the past, thanks to 'Cloud as a Service'

By selecting the 'Cloud as a Service', you will no longer need on-premise solutions hosted on physical servers, with all the specific features and potential issues pertaining to local management. One immediate benefit of this is that your system updates are no longer intimidating, exhaustive events. You will have 'One Version Dynamics 365' of Microsoft, an ecosystem in which updates are continuously applied. You will always have access to the latest functionalities, and can take advantage of technological advances to create added value for your business.

An accelerator of innovation

By freeing your organisation from complex updates, you can now work more efficiently and with greater agility. The Microsoft ecosystem is the perfect partnership for accelerating innovation.

The dilemma between choosing to move forward with the risk of being blocked by a system crash, or opting for stability while giving up the added value of technological developments has been removed.

Each innovation is easily accessible, beneficial for everyone.



3

better understanding
means better support,
delaware's creed





Adoption of the Dynamics 365 ecosystem requires expertise and end-to-end support to ensure a successful migration.

Becoming part of a leading global ecosystem will provide benefits for every aspect of your organisation.

For any implementation to be successful, organisations will need to review and replace existing processes.

Often, those processes are complex and / or manual, but it is imperative to eliminate those redundant processes and automate the rest, if the business objectives of improving efficiency, effectiveness and responsiveness are to be met.

You need a partner that understands your business and can guide you through the required transformation.

Speak to one of our experts to find out how we can assist your migration

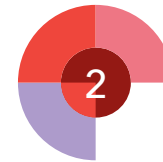
a key market actor in the transition to the cloud

We are a specialist Microsoft partner with the expertise and resources required to address the challenge of delivering an effective business transformation.

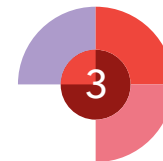
Every engagement is delivered through a standard model:



A strategic analysis based on a business understanding of the organisation and its processes.



The choice of tools and their specific features, based on the results of the strategic analysis.



Technical implementation of the solution.



Follow-up and support to ensure that the added value of the solution is fully maximised.

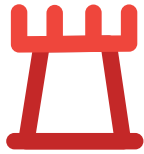
4

delaware's strengths
for your Dynamics 365
projects





Deep business consulting experience, expert in all aspects of Microsoft Dynamics 365 and the wider Microsoft ecosystem, proven ability to deliver international engagements....delaware has the resources to justify its status as the market benchmark.



Strategic, operational and technical skills for comprehensive support

There is more to the implementation of Dynamics 365 than one-size-fits-all if you wish to maximise the return of your investment. It is critical organisations have clarity on those processes that can be eliminated and those that can be automated.

Our implementation methodology and industry accelerators will support and guide you through the process transformation. We combined our expertise across Microsoft Dynamics 365, Microsoft Data Platform with Microsoft Collaboration (Teams and Power Platform) to design and deliver an effective operating model.

It is this unique mix of strategic, operational and technical consulting that ensures the strategic objectives are aligned and supported by the implementation.

Finally, our Application Managed Service team is fully equipped to provide on-going support and enable your organisation to continually enhance the solution to meet evolving market conditions.



Certified expertise in each Dynamics 365 application

Our specialist skills and experience required to deliver your entire solutions including ongoing management of the cloud solutions.

We are an Azure Managed Service Partner (MSP) with a global presence. This means that as well as moving activities from a data center to Azure, delaware consultants are able to validate, optimise and maintain the applications to provide better performance.



Support in UK and abroad

We are proud of the size and breadth of our clients, with both UK and international operations. Our operations and structure mirrors this international DNA; with branches across UK, Europe, Asia and both North and South America we have the breadth and depth to support engagements worldwide.



An iterative know-how approach and SMART accelerators

Continuous innovation is baked into our culture. Drawing on our extensive experience, we bring best practice processes, business relevant accelerators and IP to deliver effective business solutions.

Collectively known as SMART services, in addition to project management and best practice business processes, they provide a toolkit for supporting you through the change management process.

delaware is the only Microsoft partner that can provide all the required services to ensure your organisation is fully supported, with staff trained and engaged from day one.

contact

Connect with one of our experts
to discuss your project today.



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