



MCA
CONNECT

MICROSOFT DYNAMICS 365 FINANCE & OPERATIONS

VS. OTHER ERP SYSTEMS

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WELCOME

As you evaluate new ERP solutions, [Microsoft Dynamics 365 for Finance and Operations](#) (D365) deserves your consideration. This eBook illustrates and how D365 differs from other ERP solutions.

D365 IS DESIGNED TO USE DATA AND INTELLIGENCE TO POWER DIGITAL TRANSFORMATION. ITS FOUR CORE PRINCIPLES ARE TO:

Engage customers and build relationships - Fundamentally re-imagine how you engage with customers--create personalized marketing, sales, and service experiences using data and intelligence to improve every interaction.

Optimize operations - Improve service, drive efficiency, and reduce costs with intelligence and prescriptive guidance infused throughout your business processes.

Empower employees - Attract, hire, and engage the best talent and unleash them to do their best work with data and insights surfaced right where they work.

Transform products and services - Use data as a strategic asset--identify new market opportunities, produce innovative products, and create exceptional customer experiences with a comprehensive view of your customers and operations.

In the rest of this guide, we'll share how D365 helps you successfully accomplish these objectives.

If you have any questions, please reach out to our team at:

Solutions@MCAConnect.com

1-866-622-0669

SCALABILITY

HOW BIG IS YOUR BUSINESS TODAY? CAN YOU EASILY GROW OR REDUCE THE SIZE OF YOUR ERP SYSTEM? WHAT HAPPENS IF YOU HAVE A MERGER, ACQUISITION OR SPIN-OFF?

If you look at the Gartner Magic Quadrant or other analyst reports, you'll typically see ERP systems broken out by company size:

- ▶ Small-medium business (Under \$50M)
- ▶ Mid-size enterprises (\$50M - \$1B)
- ▶ Large enterprises (\$1B - \$5B)
- ▶ Global Enterprises (\$5B+)

WHILE MICROSOFT CAN SCALE ACROSS ALL CATEGORIES, THE SWEET SPOT FOR MICROSOFT D365 IS SERVING THE NEEDS OF MID-SIZE THROUGH GLOBAL ENTERPRISES.

Picking the "right-sized" ERP system should be one of your first considerations. You don't want to outgrow your system too quickly, but bigger systems come with greater complexity and cost.

One of the advantages of D365 versus other systems is the flexibility you have in scaling up – or down. You don't have to predict and buy a system that's bigger than you need. You can add on as you go.



EXTENSIBILITY

DOES THE ERP SYSTEM HAVE ALL THE FEATURES YOU NEED? WHAT IF YOUR NEEDS CHANGE?

The screenshot displays the Microsoft AppSource interface for Dynamics 365. At the top, it says "Dynamics 365" and "Intelligent business applications in the cloud". Below this is a dark blue bar with "Microsoft AppSource". The main content area is divided into three columns. The left column features the "Office 365" logo. The middle column is titled "Microsoft Dynamics 365" and contains several modules: Sales, Customer Service, Operations, Field Service, Project Service Automation, Marketing by Adobe, and Customer Insights. The right column lists integrations: Power BI, Cortana Intelligence, and Azure IoT. At the bottom, a dark blue bar states "Common application platform: PowerApps, Microsoft Flow, Common Data Service".

When you want to add more features to your ERP system, being a Microsoft solution gives D365 a BIG advantage. Not only is it easy to add other D365 modules and Microsoft business productivity solutions, but Microsoft has a mature market of independent software vendors (ISVs) who have developed functional extensions for the Dynamics 365 platform. The Dynamics architecture was built with extensibility in mind. Extensions never disrupt core functionality, which allows you to stay current with releases and avoid costly upgrades. D365 could be the last ERP system you ever implement!

Visit <https://appsource.microsoft.com/en-US/> to see the wide variety of options available.

INTEGRATED BUSINESS SOLUTIONS

WILL THIS ERP SYSTEM BE SILOED, OR WILL IT PLAY WELL WITH OTHER IT ASSETS?



Your ERP system data is often needed by non-ERP users. Because the ERP system is the “source of truth” for maintaining information about your vendors, customers, products and services, that information often needs to be shared throughout the enterprise.

One of the key advantages of D365 is that it has native integration with the entire Microsoft application stack, from operating system to the Microsoft Cloud, including:

- ▶ Windows
- ▶ SQL Server
- ▶ Office 365 (especially Word and Excel)
- ▶ Power BI
- ▶ PowerApps
- ▶ Flow
- ▶ Azure

Information can flow seamlessly from one Microsoft solution to another, and using the Azure Data Lake and/or the Microsoft Power Platform enables you to powerfully integrate non-Microsoft systems.

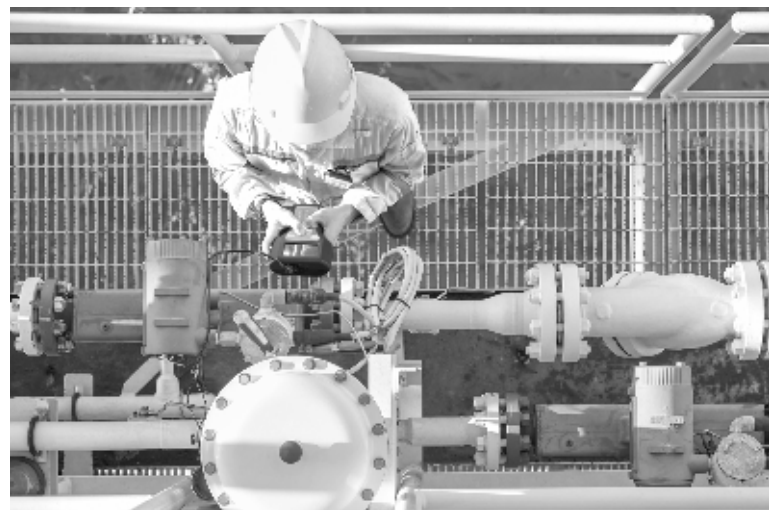
INDUSTRY FUNCTIONALITY

DOES THE ERP SYSTEM MEET THE NEEDS OF YOUR INDUSTRY?

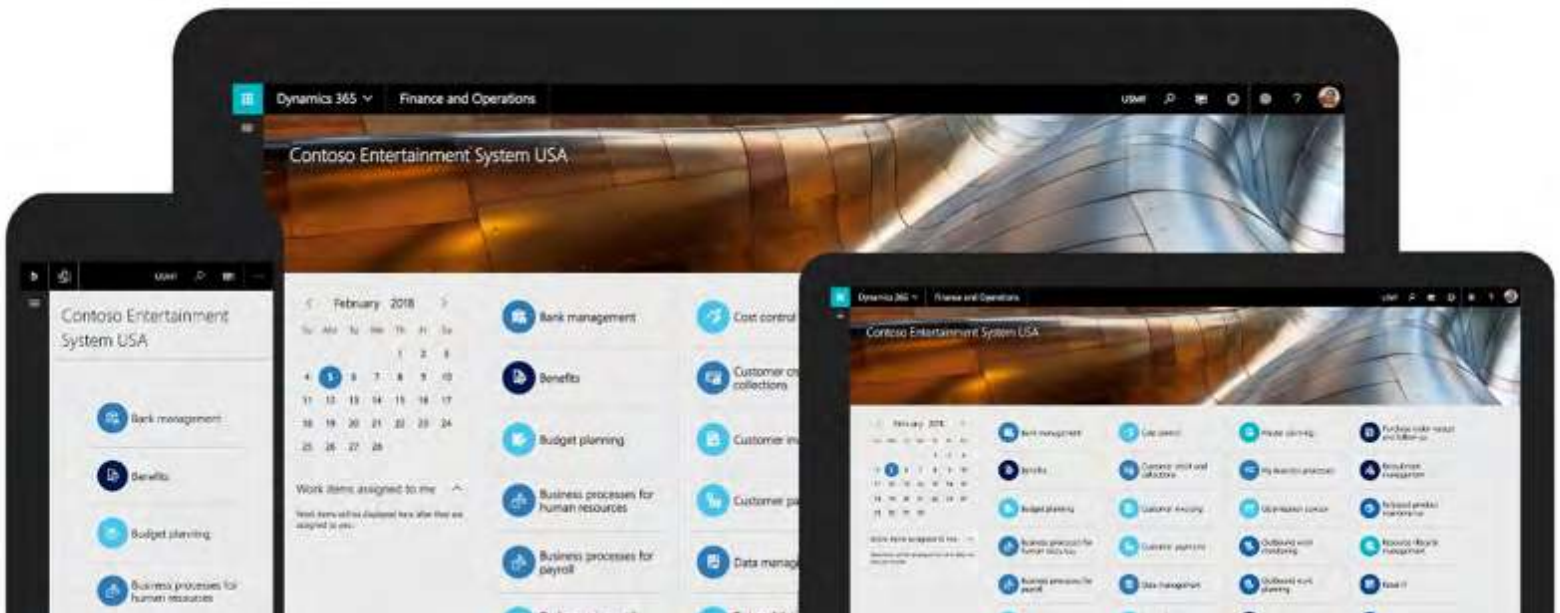
Microsoft reduces the need for custom code by building industry functionality into D365. D365 fits with a wide range of industries with particular focus on retail, manufacturing, distribution and professional services. Many Microsoft Partners have industry specialties. MCA Connect focuses on manufacturing, energy and professional services.

D365 comes with unique industry-specific features like:

- ▶ Lean, process and discrete manufacturing processes
- ▶ Shop floor management
- ▶ Demand forecasting
- ▶ Compliance management
- ▶ IoT (internet of things) data integration
- ▶ Machine learning and intelligent analytics
- ▶ Inventory management and demand forecasting
- ▶ Multi-site advanced warehouse management
- ▶ Order promising
- ▶ Distribution planning
- ▶ Transformation management
- ▶ Product change management
- ▶ Master data management
- ▶ Human resources
- ▶ Retail / point-of-sale



**IN ADDITION, THERE ARE HUNDREDS OF ADDITIONAL APPLICATIONS
AVAILABLE FOR DYNAMICS 365 THROUGH [MICROSOFT APPSOURCE](#).**

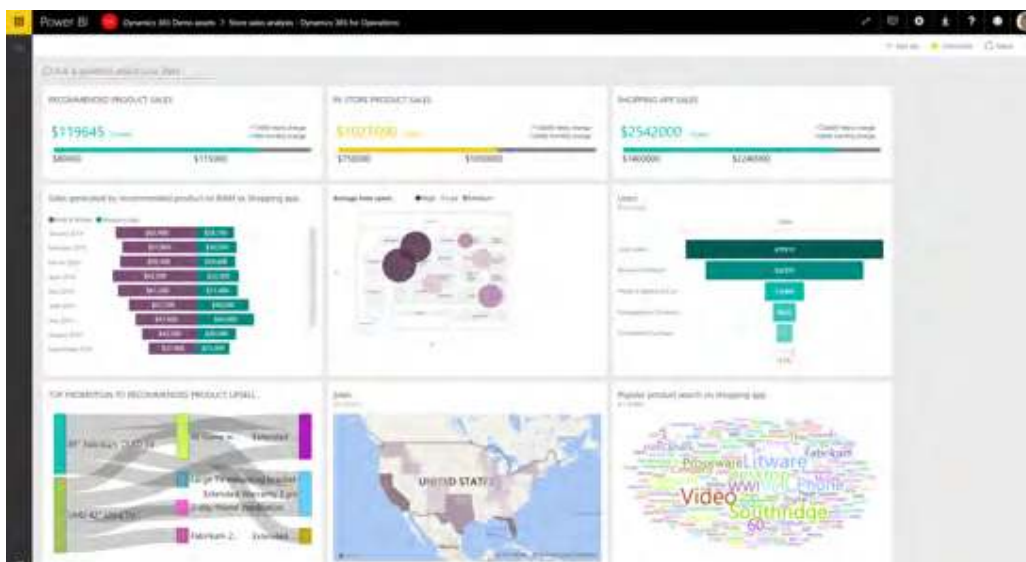


EASE OF USE

WILL THIS SYSTEM BE HARD TO LEARN OR USE?

D365 was built for the cloud, designed to be clean, modern and intuitive. Users appreciate how it makes them more productive, efficient and insightful through:

- ▶ Role-based user experiences
- ▶ Real-time role-based analytics
- ▶ Built-in integration with Microsoft Office 365 business productivity tools (like Outlook, Word & Excel)
- ▶ Data connectivity across the enterprise, even with non-Microsoft applications
- ▶ User-based ability to save views, filters and reports
- ▶ Task-based mobile apps
- ▶ The flexibility to adapt business processes without re-programming



EASE OF ADMINISTRATION

WILL THE SYSTEM BE DIFFICULT FOR SYSTEM ADMINISTRATORS?

D365 HAS A FEW ADVANTAGES OVER OTHER ERP SYSTEMS:

- 1. Flexibility.** The system architecture emphasizes system configuration, not coding-based customization.
- 2. Auto-Updating.** Unlike on-premise systems, D365 has a continual release cycle that keeps your system up-to-date with the latest security improvements and new features.
- 3. Less IT Administration.** Because Microsoft is responsible for the cloud IT environment, many IT administrative tasks, like updating hardware and software, are eliminated. Production and staging systems are regularly backed up and easily restored.
- 4. Heightened Security.** Microsoft spends over one billion dollars annually on cybersecurity measures.
- 5. High availability.** As a cloud-based SaaS solution, many network administration tasks like network load balancing are included automatically.



SOFTWARE PUBLISHER R&D SPEND

DOES THE SOLUTION VENDOR CONTINUE TO SPEND MONEY ON PRODUCT DEVELOPMENT?



Microsoft invests heavily in research and development:

- ▶ In 2018, Microsoft has invested \$14.7 Billion Dollars in R&D.
- ▶ \$1B is spent annually on cyber-security measures.
- ▶ Have built over 100+ data centers worldwide
- ▶ One of the top 3 networks in the world
- ▶ Largest VM installation in the world

D365 is a modern product that was built for the cloud. Microsoft has made big investments in this platform, but in addition, their investment in other solutions like Azure, Power BI and Cortana also benefit D365 technology buyers.

No software publisher spends as much as Microsoft on R&D. Many publishers have consolidated ERP solutions through acquisition and support multiple products. The smaller R&D spend is spread over a family of ERP solutions. With Microsoft, you can have confidence that your new ERP system will be around for a long time – and will only get better over time!

SERVICE AND SUPPORT

CAN YOU FIND PEOPLE TO SERVICE AND SUPPORT YOUR NEW SYSTEM?

Microsoft Dynamics 365 has built a thriving community with vendor, partner and peer support. When you become a D365 customer, you can get service, support and education in a multitude of ways:

- ▶ Microsoft Support
- ▶ Dynamics 365 Partners (such as MCA Connect)
- ▶ D365 User Groups
- ▶ Online forums
- ▶ CustomerSource
- ▶ AppSource
- ▶ Microsoft Customer Conferences



TOTAL COST OF OWNERSHIP

HOW MUCH WILL THE ERP SYSTEM COST OVER ITS LIFETIME?

BUILT INTO THE D365 LICENSE PRICE IS:

- ▶ Access to the software
- ▶ High-availability infrastructure management
- ▶ Disaster recovery and business continuity
- ▶ Sandbox environment
- ▶ Proactive monitoring of environment

PLUS, YOU HAVE LOWER IMPLEMENTATION AND MAINTENANCE COSTS:

- ▶ Continuous updates keep the system current
- ▶ Creation of a D365 environment is much simpler
- ▶ A wide array of ISV software is pre-built and available through AppSource to extend your D365 solution

And then, you have all the efficiency gains. Because each company is unique in its requirements, we can help you build a future state model that will predict your total cost of ownership.



SUMMARY

The future of business is creating digital transformation, creating high impact user experiences, improving productivity and accelerating the speed of business. Digital transformation depends on the cloud to enable:

- ▶ Omni-channel sales, service and support
- ▶ Internet of Things (IoT) connected devices
- ▶ Integrated applications (reduction of data silos)
- ▶ Big data, predictive analytics, machine learning
- ▶ Data lake access and storage

MCA Connect has long been recognized as leading ERP partner by Microsoft, winning multiple awards and consistently delivering innovative solutions that save companies millions of dollars. One of the key advantages to working with MCA Connect for ERP implementations is that we have a tight industry focus, but a wide set of service offerings. Our deep knowledge of both the product and the industry enables us to find hidden opportunities only made possible through things like IoT devices, predictive analytics, and lean manufacturing.

CONTACT US FOR A D365 READINESS ASSESSMENT!

Solutions@MCAConnect.com

1-866-622-0669

www.MCAConnect.com