

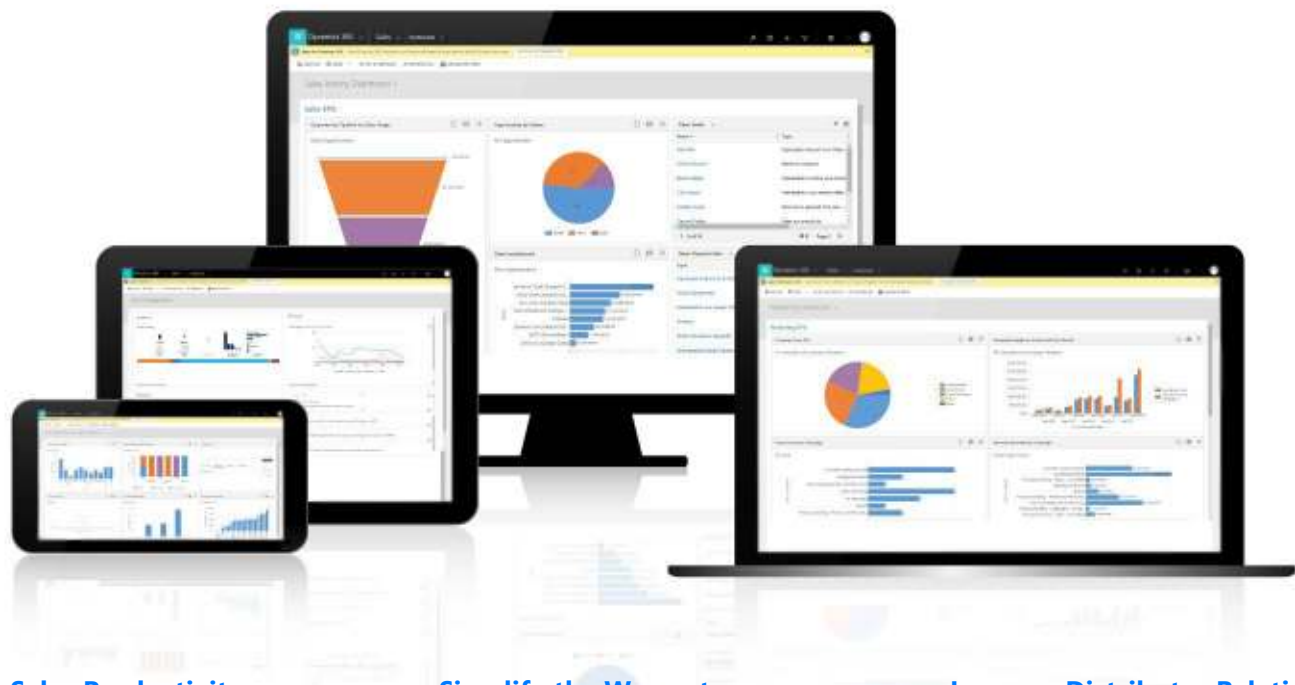


**MCA**  
CONNECT



## DYNAMICS 365 CE FOR MANUFACTURING

# UNLOCK INNOVATION WITH A LEADING CRM FOR MANUFACTURING



### **Boost Sales Productivity**

Close books faster, deliver robust reporting, increase profitability with business intelligence, and ensure global compliance.

### **Provide Next-level Customer Service**

Take advantage of intelligent routing for quick resolutions, resolve issues before they start with predictive care, and personalize service with a complete view of each customer's journey.

### **Simplify the Warranty Registration and Claims Process**

Simplify the way you handle warranty claims, including capturing key information from the customer, creating work orders for repairs, submitting required documentation, and coordinating OEM review and claim approvals.

### **Improve Demand Forecasts**

Use sales pipeline data to build more accurate revenue and materials/resource forecasts. Allocate forecasts across multiple time periods within a single sales opportunity.

### **Improve Distributor Relationships**

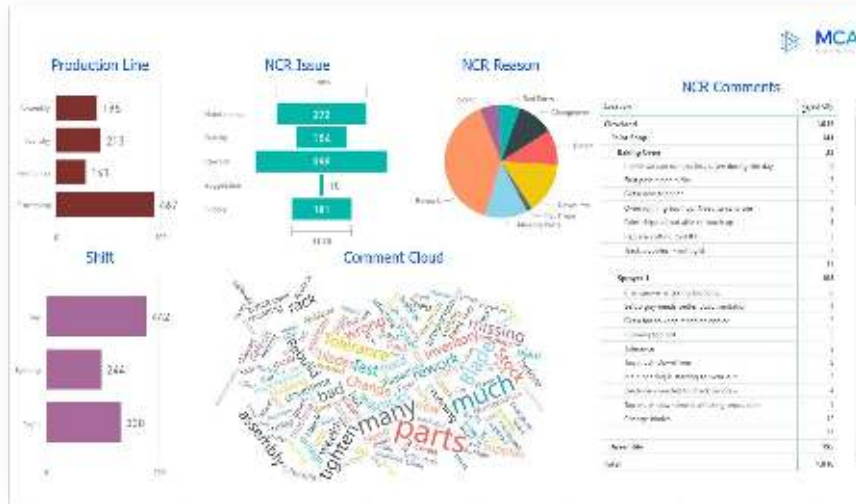
Improve sales efficiency, reduce response time, and cut internal workload by providing product availability and pricing information to dealers, distributors, and service partners through self-service portals.

### **Gain Actionable Manufacturing Insights**

Leverage AI capabilities within Sales Insights to accelerate sales, build better customer relationships, automate tasks, and proactively pursue opportunities at the right time with the right message. Combine machine data with insights from equipment operators to improve equipment availability and boost overall equipment effectiveness.

# DYNAMICS CE FOR MANUFACTURING INCLUDES:

- Microsoft Dynamics 365 for Sale and Customer Service intelligent business applications
- Distributor Collaboration Portal
- Channel Partner Onboarding
- Channel and Account-Based Forecasting
- Warranty Registration and Claims Power App
- Key Insights for Overall Equipment Effectiveness (OEE)
- Intelligent Sales and Relationship Automation



“ With [Microsoft Dynamics CE for Manufacturing](#), we have the tools we need to match and potentially surpass our competitors in customer satisfaction.”

**GM of Business Operations, Yokogawa**  
**Sebastien Chambert**

**YOKOGAWA** ◆

## WHY MCA CONNECT?

No one knows manufacturing like we do. As a Microsoft Dynamics Manufacturing Partner of the Year Winner, we take pride in consistently delivering innovative solutions that save manufacturers millions of dollars. Partner with us to elevate your manufacturing performance by getting the most from your people, processes, and technology.

866.622.0669

[Solutions@MCAConnect.com](mailto:Solutions@MCAConnect.com)

[www.MCAConnect.com](http://www.MCAConnect.com)