



Microsoft Dynamics 365 Buyer's Guide

Velosio®

TABLE OF CONTENTS

INTRODUCTION TO DYNAMICS 365	3
HISTORY OF THE DYNAMICS 365 PLATFORM	5
DYNAMICS 365 SOLUTIONS:	
Modern Finance And Operations	9
Dynamics 365 Business Central	10
Connected Commerce	11
Intelligent Sales and Marketing	14
Proactive Customer Service	15
Connected Field Service	17
MODERN WORKER PRODUCTIVITY	18
Modern HR Management	19
Customize Your Modern Worker Solution	19
Security	20
MICROSOFT POWER PLATFORM	21
INDUSTRY MODELS	22
Financial Services	23
Wholesale Distribution	23
Retail	24
Healthcare	25
Manufacturing	26
Project-Centric Services	27
LICENSING MICROSOFT DYNAMICS 365	28
FINDING AN IMPLEMENTATION PARTNER	29
CHOOSING VELOSIO AS YOUR IMPLEMENTATION PARTNER....	31
ABOUT VELOSIO	32
CONTACT US	33

Introduction to Dynamics 365

Running your business better tomorrow than you do today.

That's the underlying goal for just about every business. But what does it take?

People – You not only need people to work in your business, you need people to be your customers, your suppliers, and in many other roles, and you need to keep track of them all.

Processes – The more clearly you define how you do what you do the better your chances of success. When your people understand your processes and perform them correctly, everyone is working well together.

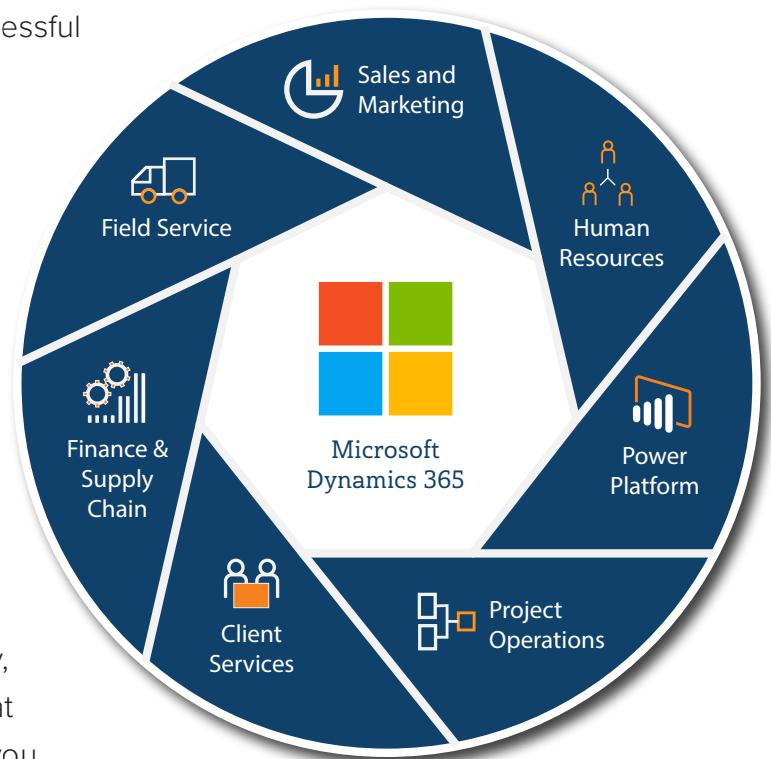
Planning – Nothing stays the same for long. Markets change. Customer needs change. Competition changes. The one thing that is constant, is change.

Platform – Everything you need to be successful needs to be well-managed. Long ago we realized that software could be used to help with that. More recently, we realized that everything works better when the software used to manage all the different things and functions is integrated to work well together into a unified platform.

Microsoft Dynamics 365 - The Unified Platform

Unless you've been working with it recently, you're going to find out, as you read on, that Microsoft Dynamics 365 is way more than you thought it was.

Most people first became aware of Microsoft Dynamics when Microsoft first acquired a series of enterprise resource planning (ERP) software companies using them to deliver four ERP products that would run on servers located on the customer's premises. Each version was ideal for a specific market segment.



Going All-In with The Cloud

More recently and in close alignment with the drive to Office 365, now Microsoft 365, and the Azure cloud platform, Microsoft improved upon all four on-premises products to create two comprehensive ERP platforms that are delivered as software-as-a-service (SaaS) from the cloud. Microsoft Dynamics 365 Business Central (BC) is ideal for the small to medium sized business, and Microsoft Dynamics 365 Finance & Operations (F&O) is designed for enterprise use.

Each of these platforms is a complete business process management software system that manages and integrates a company's financials, supply chain, operations, commerce, reporting, manufacturing, human resource, and other activities. We'll focus more on each of these later in this paper.

Along with these two ERP platforms, Microsoft also transitioned their customer relationship management (CRM) to the cloud as Microsoft Dynamics 365 for Customer Engagement. This platform is easily extensible to manage all the stages of a customer relationship, including Marketing, Sales, Customer Service, Field Service and Project Service Automation.

Moving the Microsoft Dynamics 365 family to the cloud removed the burden of operating computer services from the customers themselves and put it in the best possible hands, those of Microsoft's own experts.



Designed to Grow with You

Unlike most financial & operations software, Dynamics 365 goes well beyond day-to-day operations supporting extensive planning for future growth and then accommodating that growth with expansion capabilities that keep up with it.

Designed to Change and Improve with You

It wouldn't be Microsoft if they didn't also provide an extensive ability to adapt these platforms to specific business requirements in the form of programming tools that most users can master quickly, putting the power of programming into people's hands without need to learn how to "code." With these, anyone who understands their own processes can develop highly useful applications to run with Dynamics that are "low-code/no-code" easily constructed using what Microsoft dubbed **The Power Platform**, which includes:

Power BI - Make informed, confident business decisions by putting data-driven insights into everyone's hands.

Power Apps - Turn ideas into organizational solutions by enabling everyone to build custom apps that solve business challenges.

Power Automate - Boost business productivity to get more done by giving everyone the ability to automate organizational processes.

Power Virtual Agents - Easily build chatbots to engage conversationally with your customers and employees—no coding required.

Data used by all these tools is conveniently stored, secured, and managed in the **Dataverse**, a singular repository through which all applications developed in the Power Platform may be shared. Data is integrated and disambiguated using the **common data model**, an open-sourced definition of modular and extensible business entities with semantic metadata that simplify the challenges of application development and data integration.

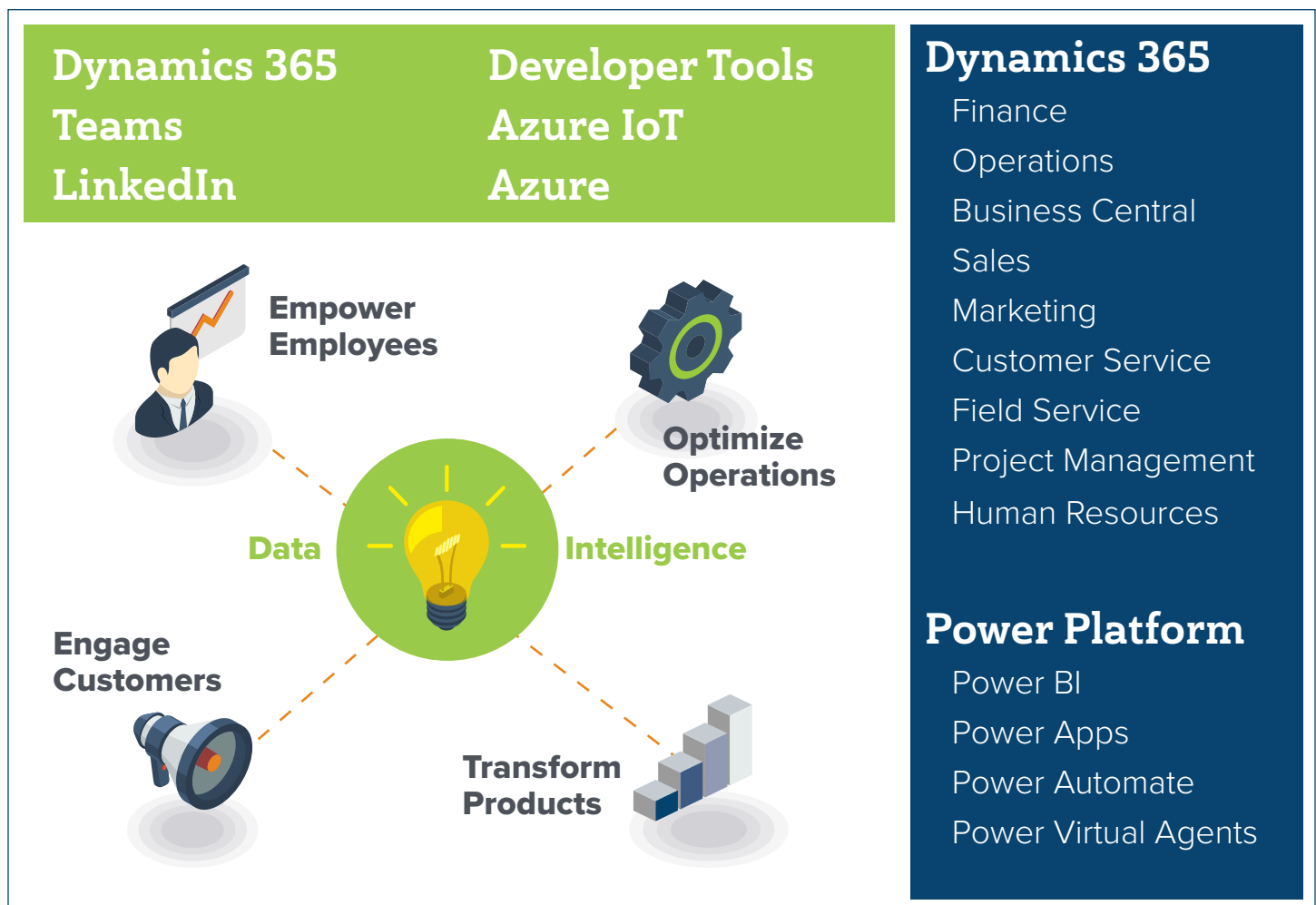
Microsoft AppSource provides thousands of ISV-developed add-on solutions to Dynamics 365, ensuring your ability to easily customize the solution to your specific vertical industry or business needs.

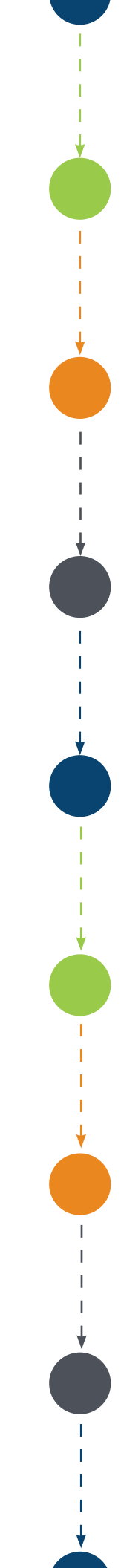
The Underlying Advantage of Cloud

Beyond removing the burden of basic computer operations from the customer, the most important advantage that comes from cloud-delivery of the entire ecosystem is agility.

These cloud-based Microsoft products are not purchased, Instead, the customer simply subscribes to them. Various configurations of each service are available to better suit specific individuals in specific roles, and each subscription includes a specific rate based on a specific period of time commitment. The pain and frustration of evaluating and applying updates, fixes, and patches constantly is removed, as Dynamics 365 and Microsoft 365 users always receive whatever is necessary to keep them completely up-to-date on the most current versions of everything.

At any point in time, customers may choose to expand their services, reduce them, adjust them to suit changes in their business, or decide to end using them altogether. No longer are IT managers and their superiors trapped by their own investments. Customers choose to stay with their Microsoft platforms because they perform so well, so consistently, and offer such agility to adjust to any circumstance.





HISTORY of the DYNAMICS 365 Platform

Today the names may be unfamiliar. Great Plains. Solomon. Navision. Axapta. They don't seem to even have anything to do with one another. Yet they are each powerful software applications with decades of history. Their path into the future began when Microsoft had a vision of creating a comprehensive enterprise resource planning (ERP) suite that would offer the right platform for every company large or small to run their entire business on.

2001

Microsoft's re-imagining of the ideal ERP platform really began when they acquired Great Plains Software which had just, incidentally, acquired Solomon Software. They saw these as the ideal solutions for the small to medium business market.

2002

Microsoft acquired another merged entity, the pairing of Navision and Damgaard Data makers of Axapta. This was the ideal combination for the larger enterprise market. Additionally, Microsoft acquired iCommunicate to add customer relationship management to their planned suite.

Initially, Microsoft offered improved versions of these applications under the banner of their newly formed Business Solutions Division (BSD).

2006

BSD evolved into Microsoft Dynamics.

The products were re-branded **Dynamics GP, Dynamics SL, Dynamics NAV, Dynamics AX,** and, a year later, **Dynamics CRM.**

To the Cloud!



In 2011, Microsoft made history.

Already several years into the adoption and transition to cloud computing, Microsoft did something no software publisher had ever done before. They introduced the online cloud version of Dynamics CRM before releasing the on-premises software. This was the same year that the Business Productivity Online Suite (BPOS) was officially re-launched as Microsoft Office 365. This set the stage for online versions of all the Dynamics products to be released during the next five years.

Which brings us to 2016 and the introduction of what everyone had been anticipating, Microsoft Dynamics 365, unifying the ERP and CRM applications with great new features and innovative licensing models.

Today, Dynamics 365 Business Central (BC) is the ideal platform for small to medium businesses, and Dynamics 365 Finance & Operations (F&O) is designed for large corporations. Subscriptions are available for a broad variety of specialized applications that will be detailed later in this guide.





DYNAMICS 365 SOLUTIONS

■ Modern FINANCE AND OPERATIONS

Dynamics 365 for Finance & Operations gives large and enterprise-sized businesses powerful control and transparency over accounting, forecasts, cash flow, and budgeting. For global operations, it features multi-language and multi-currency capabilities to run business accounts in several currencies while consolidating all transactions and data automatically.

Dynamics 365 for Finance & Operations drives team productivity by providing support for key features such as global entry forms, exchange rate integration, regional localization, advanced bank reconciliation, a built-in audit workbench, extensive management reports plus Power Platform integration for deeper analytics, aged customer balances snapshots, cost accounting, general electronic reporting, cost allocations, and much more.





DYNAMICS 365 SOLUTIONS

D365 BUSINESS CENTRAL

Dynamics 365 Business Central is an all-in-one business management system designed for small or medium-sized businesses. The robust out of the box functionality empowers businesses to reach and exceed goals by providing the tools each department needs:

MOVE TO THE CLOUD FASTER, WITH CONFIDENCE

Adopt new business models faster with flexible deployment, reliability, security, and an adaptable solution that grows with you.

BOOST SALES AND IMPROVE CUSTOMER SERVICE

Take better care of customers by managing the entire sales process from within Microsoft Outlook, and deliver better outcomes with connected service operations.

UNLOCK PRODUCTIVITY AND BUSINESS INSIGHTS

Connect people, processes, and insights to make better decisions faster with embedded guidance, dashboards, and interoperability with Microsoft 365 and Microsoft Teams.

FINISH PROJECTS ON TIME AND UNDER BUDGET

Ensure successful project execution and profitability with planning, resourcing, tracking, costing, billing, accounting, and real-time intelligence.

INCREASE FINANCIAL VISIBILITY AND PERFORMANCE

Accelerate financial close, improve forecasting, and get real-time performance metrics while fostering compliance and security across subsidiaries.

OPTIMIZE INVENTORY AND SUPPLY CHAIN MANAGEMENT

Deliver products on time and adapt to changing business models with visibility across purchasing, manufacturing, inventory, and warehouses.

Business Central fully integrates with the other modules in Dynamics 365, allowing you to build the best solution for your specific needs, no matter the size of your business.

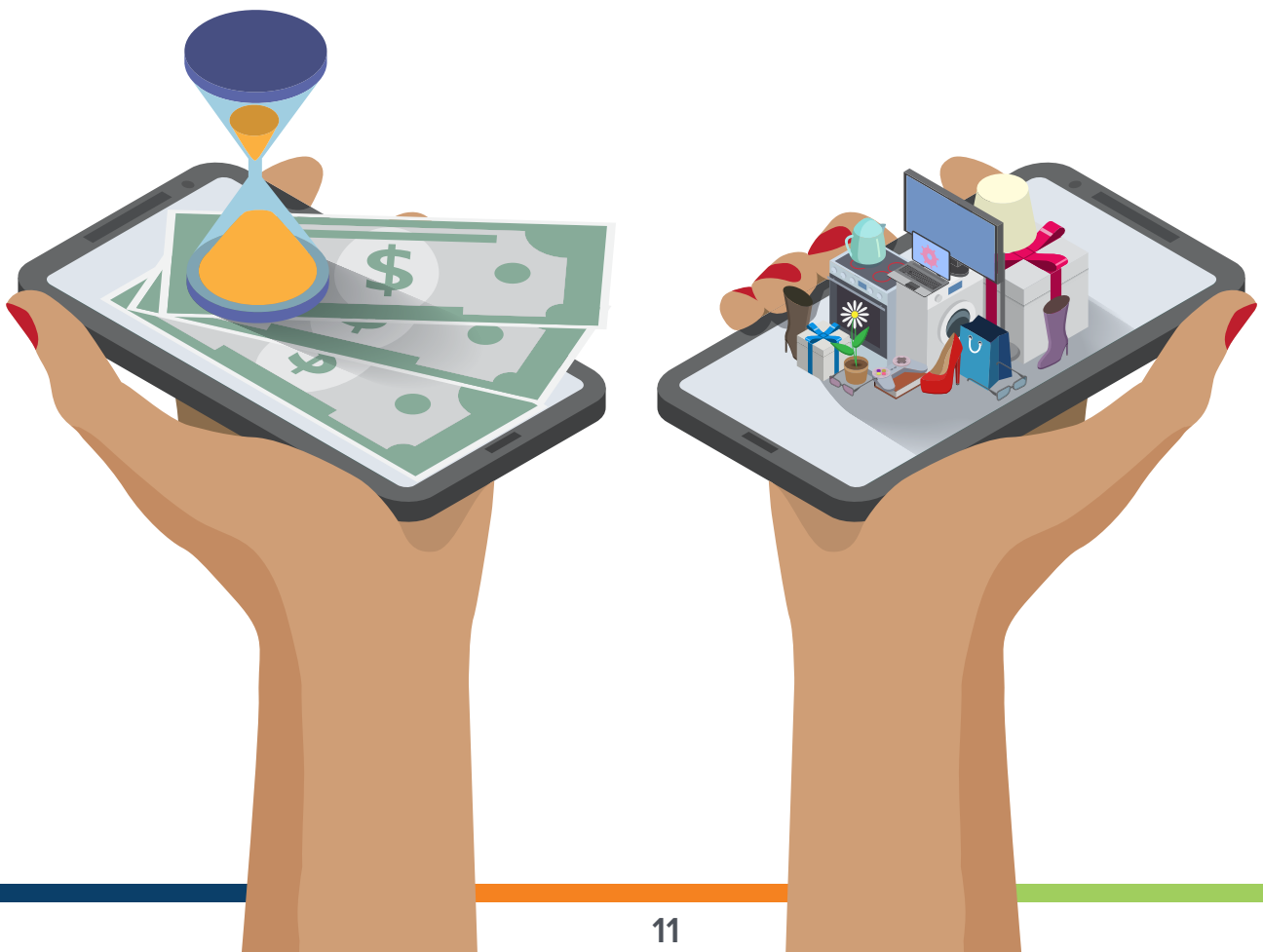


DYNAMICS 365 SOLUTIONS

■ Connected COMMERCE

Today's customer demands and expects a true, consistent omnichannel experience. Achieving this requires that you unify back-office and in-store operations with your call center, web, mobile, and other digital experiences. Built on the proven retail capabilities of the Dynamics 365 platform, Connected Commerce for Dynamics 365 delivers it all.

Give your customers the kind of truly personalized experiences that deepen engagement while strengthening brand loyalty. On the back end, optimize operations, promote improved employee productivity, and create new supply chain efficiencies. Results? Increased revenue and consistently better business outcomes.





DYNAMICS 365 SOLUTIONS



■ **Connected COMMERCE** (CONT'D)

You'll create great customer experiences by producing engaging smart digital storefronts using built-in web authoring and site development tools. Marketing and transactional commerce support deliver seamless management of customer-facing content, promotions, pricing, product reviews, gift card offers and search capabilities, along with back-office inventory, asset control, and complete quote-to-cash workflow, no matter which channels and devices your customers choose to buy through.

Also, you'll appreciate the AI-driven recommendations, affinity programs, and customer insights that create and maintain growing the kind of customer relationships and brand loyalty that are only possible with a flexible and intelligent omnichannel experience. Backend analytics, including customer reviews and ratings, guide future marketing and product selection activities while AI-driven technology protects your business against payment fraud.



DYNAMICS 365 SOLUTIONS

■ Intelligent SALES AND MARKETING

The customer journey begins when someone responds to your highly effective marketing campaigns and continues through a carefully orchestrated sales process that greets, qualifies, discovers, and develops suggested purchases. After the sale is closed, the transaction is processed, the products delivered, and payment collected. Then the cycle begins again with that customer and everyone they refer you to.

Dynamics 365 Sales & Marketing supports every step in every stage of this ongoing process.

You'll develop, design, and deliver marketing campaigns and other activities which will help you find and reach new prospects. Capturing as much data as you can about them you begin the sales motion that will involve them in a growing relationship with your sales organization leading to their conversion to customer. Every step of the way along each interaction, responses and critical information are captured and maintained for later use.





DYNAMICS 365 SOLUTIONS

■ Intelligent SALES AND MARKETING

(CONT'D)

As the relationship matures across multiple transactions, you'll find AI-driven recommendations that will help sales target the right customers with the right offers to cross-sell and upsell everything you offer that benefits each customer.

Dynamics 365 for Sales & Marketing enables the creation of highly effective sales quotations to support every proposal. When its time to convert those into sales orders, the process is automatic and instantaneous. Then the system executes any required sales agreements, tracks backorders, and prepares invoices when products are delivered.

From quote-to-cash and back around to the next sales opportunity, Dynamics 365 is your sales and marketing partner every step of the way.





DYNAMICS 365 SOLUTIONS

■ Proactive CUSTOMER SERVICE

It's all about the experience. In the case of effectively delivering customer service its all about the customer experience, and your call center agent experience. Success with the latter drives success with the former!

Your agents are at their best and most satisfied when they take each call knowing as much as possible about the customer calling. This gives them their fastest path to satisfying that customer's need imaginable. With this knowledge they can provide a truly personalized interaction every time, and that promotes the longest-lasting customer relationships possible.





DYNAMICS 365 SOLUTIONS

■ Proactive CUSTOMER SERVICE (CONT'D)

Today's customer completely expects to be able to request service across whatever channel they're most comfortable with, so your agents must have full availability of every possible channel from phone to messaging to video with the supported ability to handle multiple contacts simultaneously while requesting assistance as needed with minimal interruption of the customer contact.

To support this, you'll use Dynamics 365 Customer Service to:

- Track customer issues through cases
- Record all interactions related to a case
- Share information in the knowledge base
- Create queues and route cases to the right channels
- Create and track service levels through service-level agreements (SLAs)
- Define service terms through entitlements
- Manage performance and productivity through reports and dashboards
- Create and schedule services
- Participate in chats
- Manage conversations across channels

For maximum flexibility and agility, Dynamics 365 Customer Service is available on whatever device your agents use to process calls from the call center, the office, their home, or elsewhere.



DYNAMICS 365 SOLUTIONS

■ Connected FIELD SERVICE

By the time your customer notices that something is wrong your field service operation has already fallen behind. The days of reactive field service, responding when a customer calls, are long over. Today's field service operation goes beyond even proactive service to being truly predictive, knowing when something is about to go wrong and resolving it before the customer knows there's a problem.

Dynamics 365 for Connected Field Service fully enables this powerful transformation providing a combination of Internet-of-Things (IoT) diagnostics, scheduling of human resources and asset maintenance, and full inventory control on one unified platform.

You'll connect directly to IoT and other devices so you can diagnose problems as they begin to arise. This enables you to address those issues more rapidly than your customers imagine using remote diagnostic and resolution tools. Then you'll maintain complete histories of all service performed which will continuously facilitate fast, accurate, intelligent decisions regarding human resource and skills deployment, picking the right person with the expertise, availability and proximity to the customers.

The keys to delivering great service are optimizing your resource utilization to protect your cost base, and "fixing the customer first" by keeping them constantly informed on the progress of your work. Dynamics 365 Field Service makes that easy.





DYNAMICS 365 SOLUTIONS

Modern Worker Productivity

The Modern Worker is more resourceful and more aware of the possibilities than any worker ever has been before. **They thrive on the agility to work however they want, from wherever they need to, using whatever device they prefer or have on hand.** They absolutely expect to be able to do everything they could do in person at the office from anywhere...





DYNAMICS 365 SOLUTIONS

Modern HR Management



Dynamics 365 Human Resources supports all the requirements of modern working. With it, modern workers may start their morning using HR Management on their laptop using Microsoft Outlook. They may work offline during their commute then spend a few more hours working from home. All calls and meetings are easily handled using Microsoft Teams for voice, video, text, and more. They may even check

their remaining PTO or call in sick using their smartphone.

With Dynamics 365 Human Resource you manage your entire HR operation in the familiar interface of Outlook. This includes all employees, HR managers, and executives. Or use your browser or smartphone.



Customize Your Modern Worker Solution

Customizing Dynamics 365 Human Resources is as easy as drag & drop. No programming knowledge needed. Change a workflow, add a field, or sort lists as you prefer. Adapt and automate workflows, change the layout and field structure in forms and design them with the colors and accents of your choice.



DYNAMICS 365 SOLUTIONS

Security

Since you're working with sensitive employee data, security and privacy are top priority. You'll find all the integrated security features and data access management tools for smartphones and tablets built right in. You can also use device-specific security policies to ensure that data can only be viewed and synchronized on authorized smartphones and tablets. Setting up and managing policies takes moments. And, if you ever need to delete anyone's Office 365 data from selected devices that were lost or stolen, you do so by remote access.



Improve the all important employee experience and provide all the support your modern workforce needs with Dynamics 365 Human Resources.



DYNAMICS 365 SOLUTIONS

Microsoft Power Platform

When you come up with functionality you can't find "out-of-the-box" in Dynamics 365, you can turn to the Microsoft Power Platform to help you create it!

Microsoft Power Platform provides additional capabilities for Dynamics 365 applications. Over time more and more management capabilities are being migrated from Microsoft Dynamics Lifecycle Services (LCS) over to the Power Platform admin center. For now, unlock features, such as dual-write functionality, virtual entities, add-ins, and more via Microsoft Power Platform integration functionality in LCS.

Together, virtual entities, dual-write, and business events make up the shared data layer for the convergence of Finance and Operations apps and the Dataverse platform. They are complementary technologies that are intended to work together. Together, virtual entities, dual-write, and business events let you build apps and business processes that span the boundaries between Finance and Operations apps and native Dataverse apps.

Dataverse stores and secures data used by Dynamics 365

applications—such as Dynamics 365 Sales, Customer Service, and others. Build apps by using Power Apps and Dataverse directly against your core business data, which is already used within Dynamics 365, without the need for integration.



Power BI



Power Apps



Power Automate



Power
Virtual Agents



AI Builder
for Power Apps

Industry Models

It takes real-world experience and deep expertise to effectively deploy the industry-specific solutions Dynamics 365 supports. Experience not only with the technologies, but also in the industries themselves. **When you want to put a powerhouse end-to-end software solution to work in your business, turn to experts who really speak your language.**



Industry Models



Financial Services

Financial services firms depend upon their end-to-end software solution to help them optimize their customers' experience, improve collaboration between the members of the firm, and gain deeper insights into customers, market conditions, and a robust variety of fiscal KPIs.

Microsoft solutions bring Dynamics 365 for financial and operational management together with Microsoft 365 for operational productivity and Microsoft Azure for secure, resilient data and application management.

Wholesale Distribution

High-efficiency, high-velocity, error-free fulfillment is the key to success and profitability in wholesale distribution. The right end-to-end software solution must instantly validate a wide variety of entries and documentation, producing required notices and manifests and taking accurate action to move products through the warehouse and out to points of sale. Preserving pricing across multiple departments requires tight unification and the elimination of data silos. Dynamics 365 solutions for wholesale distribution brings the inventory tracking, barcoding, document intake, document production, inventory management, license plating, optimized or directed picking and put aways, cycle count management, managing multiple distributor locations and dealer networks, and validated data entry capabilities needed to assure fast, accurate receiving, processing, shipping, and confirmation of all shipments.



Industry Models

Retail

When you say you're a retail business, are you a storefront? An online web-storefront? Catalog fulfillment? Mobile app? All of these and more? Your customers fully expect a fully-personalized, consistent and comprehensive omnichannel experience so they can shop whenever they like, wherever they are, on whatever device they have handy. You want those customer-facing experiences tightly integrated with your back-office, warehouse, in-store, call center, and other digital resources.

Dynamics 365 Retail and Commerce solutions increase brand loyalty and repeat purchases through managed affinity programs, targeted campaigns, and personalized experiences while you increase revenue growth through increased employee productivity, automated workflows, and the level of operational optimization that drives supply chain efficiencies and reduces costs.



Industry Models



Healthcare

Healthcare practices require a wide variety of medical support technologies to be successful. The overall business of healthcare expands the needs to include administration, clinical procedures, diagnostic support, financial management, medication management, insurance processing, and the automated workflow capabilities needed to make it all work well together. Dynamics 365 for Healthcare combines all the ERP capabilities you've come to trust with capabilities needed to enhance patient engagement, facilitate collaboration between members of the healthcare team, and extract maximum value from clinical, diagnostic, and operational data. All to fully enable the most efficient care for patients and ensure optimal data and network security, privacy, compliance, and interoperability.

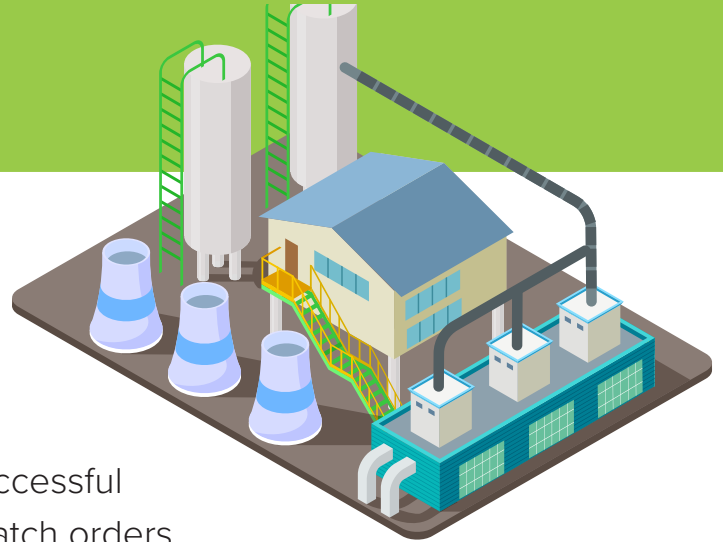
Industry Models

Manufacturing

Manufacturing is at the center of a long, often complex supply chain all of which must be efficiently managed to assure successful business outcomes. Production orders, batch orders, procurement of materials and components, product information management, inventory management and valuation, general ledger and related financials, warehouse operations, project accounting, cost accounting, overall supply chain management and overall administration all lead to a finished manufactured item ready for distribution. Dynamics 365 for Manufacturing unifies all these processes and more under one integrated platform providing the ideal user experience to assure productivity, accuracy, and job satisfaction.

Other key functions include:

1. Stay up and running with the ability to predict downtime and schedule preventative maintenance. Reach production goals with no surprises.
2. Demand forecasting – predict customer demand from sales orders using historical transaction data.
3. Clear process and ability for rework and revisions. When a product is manufactured and a defect is identified, you can easily update that information within the system, apply rework and revisions, and remanufacture those items. The process can be fast so you don't have significant time loss.
4. Materials resource planning
5. Managing returns



Industry Models

Project-Centric Services

For project-driven companies to be successful they must go far beyond simple project management tools that enable them to schedule personnel and materials. They must manage the comprehensive business process that drives their profitability. This begins with obtaining the business insights and visibility that support better decision-making. This prepares their sales organization to accelerate their sales process and win more deals with more accurate and competitive price quotations. Then bring in classic project management to optimize their use of all resources while controlling costs. Integration with productivity tools like Microsoft 365 and communications and collaboration tools like Microsoft Teams keep everyone working closely together.

Finally, collect and process related finances with time and expense tracking, project costing, budget management, invoicing, revenue recognition, job costing, executing profitable projects, accurate estimating, better utilization rates, all while maintaining full compliance and visibility of all business KPIs.

Dynamics 365 empowers these project-driven companies to go beyond Project Operations seamlessly interfacing Marketing, Human Resources, Customer Service, and much more. Ultimately, Dynamics 365 Project Operations and Dynamics 365 Project Service Automation comprise a full-function single-source solution to track, manage, deliver, and account for project-based services from end-to-end.





LICENSING MICROSOFT DYNAMICS 365

One of the primary objectives of delivering Microsoft Dynamics 365 as a service from the cloud was to remove the complexity of platform operations from the customer and shift it instead to Microsoft.

Reading the descriptions of the Dynamics 365 modules and products has likely left you impressed with how varied, deep, and broad the services, capacities, and capabilities of the platform are. Perhaps even more impressive is that you only subscribe to, and pay for, the capabilities you want and need. Should you want more, or need fewer, in the future simply change your subscription. You only pay for those capabilities you desire.

Figuring out how to properly license subscriptions to all those items might be easy if Microsoft weren't concerned about preserving cost-effectiveness and affordability for customers.

Instead, the rules governing Dynamics 365 are equally impressive in their extensiveness. Perusing the 60 pages of the 2022 Dynamics 365 Licensing Guide will provide an immediate appreciation for that complexity.

YOUR DYNAMICS 365 IMPLEMENTATION PARTNER

The solution to contending with this intentional complexity and achieving the most cost-effective licensing strategy begins with your selection of a Dynamics 365 Implementation Partner. Velosio has proudly served in that capacity for thousands of customers over many years.

Our experts will help you understand:

- The relationship between your software tenant, environments, instances, assigned & unassigned users.
- Whether the professional license or enterprise license is appropriate for your company.
- Which agreement to enter into, volume, enterprise, Cloud Solution Provider (CSP) or Microsoft Products and Services Agreement (MPSA).
- Where to choose user licenses, attach licenses, base licenses, or device licenses.
- How all the rules vary from version to version, and application to application.





YOUR DYNAMICS 365 IMPLEMENTATION PARTNER

The role of your implementation partner is to handle all that complexity, do all that heavy lifting for you. We carefully examine your entire company and its operations. We develop an understanding and appreciation of your processes, and we then design a Dynamics 365 solution complete with all licensing and pricing for your approval. We'll explain every bit of it to your satisfaction, answer your questions, and provide you with the confidence of knowing you're selecting the best solution at the best pricing for your business. The process becomes clear and straightforward:

- Inventory and Evaluate the Current State of Your Operations
- Create Functional Specification for Significant Improvement and a Proposed Future State
- Build an Effective Training and Support Plan
- Determine Most Cost-Effective Licensing Model
- Upon Approval, Submit Comprehensive Project Plan with Full Acceptance Criteria
- Kick-Off the Project
- Perform the Implementation and Required Data Migrations
- Deliver Training
- Go Live
- Continue Support

CHOOSING VELOSIO AS YOUR IMPLEMENTATION PARTNER

The success of your software implementation can grind to an unfortunate halt if your users won't readily adopt the new platform you've installed. With proven solutions like the Dynamics 365 suite, the only reason this could happen would be if the solution wasn't implemented well in the first place, or if insufficient user training was provided.

This makes it critical to make the right selection of implementation partner, and the simplest way to accelerate that all-important decision is to disregard the bottom 99% of available partners.

Focus instead on the top 1% of Microsoft Dynamics 365 partners worldwide. Since you surely want to take fullest advantage of the extensive integration opportunities Microsoft presents, also eliminate any partners who don't support Microsoft Dynamics 365, Microsoft 365, Azure and the Power Platform. Any partner who can manage all that with excellence is clearly the kind of highly resourced partner you're looking for.

Remember that you're implementing Dynamics 365 to support your business, so you'll want to work with a partner organization that includes not only technology experts, but also experienced professionals from your own industry. People who speak your language. People who will understand and fully appreciate your concerns, your needs, and your requirements.

Finally, think about growth. Your company's growth. You want a partner that can not only expand to accommodate and support your organization as it grows, a partner who helps companies like yours grow.

Make the final ingredient you seek innovation. Find yourself a partner who has gone so far as to create new applications to support requirements from previous customers and now makes those innovative products available to you.

This is how we define “partner.”

ABOUT Velosio®

When you look at the advantages you gain from choosing Microsoft Dynamics 365, foremost among them is their **commitment to complete integration between all platforms and applications**. Deeper analytics and automation with the Power Platform. Immediate access from the productivity tools your people use to communicate with Microsoft 365. Unparalleled cloud services with Azure.

You want design, development, deployment, and support services that assure you of optimal return on your investment in Microsoft technologies. Consulting from truly knowledgeable, experienced professionals who also know your business. Design and development services from thoroughly trained, prepared, and fully certified professionals with a long track record of success. Deployment, implementation, and support from dedicated specialists whose customers all adore them.

That's a lot to expect, and Velosio is proud to fulfill and exceed all those expectations. Don't take our word for it! Take Microsoft's. Velosio is a proud member of Microsoft's 2021 Business Applications Inner Circle, the 25th time we've won that award. We're also Microsoft's 2021 Dynamics 365 Business Central US Partner of the Year.

At Velosio, we empower our communities to go from **what is, to what's possible** through innovative technology, specialized expertise and strategic partnerships.

CONTACT US

Velosio[®]

insider@velosio.com

888-725-2555



FY21 EAGLE AWARD
Honoring Business Excellence
in Microsoft Dynamics 365