



MICROSOFT DYNAMICS 365, THE PLATFORM FOR NOW!

IF YOU CONSIDER IT TO BE THE PLATFORM OF THE FUTURE, THEN YOU'RE MISSING THE BOAT NOW.

Introducing Microsoft Dynamics 365 for Operations

Microsoft has recently launched a new service that brings ERP and CRM together under a single name: 'Microsoft Dynamics 365'. Microsoft Dynamics 365 for Operations is the successor to the previous 'Microsoft Dynamics AX 2012'. The platform constitutes the ideal foundation for developing fantastic products (apps). We do that for and together with customers across various industries.

Microsoft Dynamics 365 for Operations provides real-time information on any device at any time. This will simplify and accelerate the business process.

Figure 1: Visualisation of Microsoft Dynamics 365 for Operations



Source: Microsoft 2017

Ultimate Software

Maanlander 33
3824 MN Amersfoort
The Netherlands
Tel: +31 (0)88 - 42 42 424

www.ultimatesoftware.nl

www.ultimateshippingsolutions.com

sales@ultimatesoftware.nl

We are again very excited about the new capabilities that we have already implemented in our own products. In the beginning of 2017 our first customers will migrate from Microsoft Dynamics AX 2009 to Microsoft Dynamics 365. The migration tools from Microsoft are as yet not available; but, because we at Ultimate Software have extensive knowledge of the platform and of the techniques for upgrading it, we can properly execute this migration for you as well. In this area we have also gained a great deal of experience. Furthermore, our experienced senior staff and the younger members form an enthusiastic and effective team. Momentum is generated when everything comes together!

Figure 2: The various versions of Microsoft's ERP solution.



Source: Microsoft 2017

The migration is not complex

The transition to Microsoft Dynamics 365 is in itself not complex. The changes have been made 'on the exterior' and mostly involve extensions, while the data model and logic have remained unchanged. The migration can turn out to be somewhat trickier if you have widely diverged from the AX standard. But because of the richness of AX 2012 – and thus of Microsoft Dynamics 365 – one may be able to dispense with existing customisations. We recommend you perform a proper functional analysis or have one done for you, as this diminishes the risks involved when migrating to Microsoft Dynamics 365. But we also know what we are talking about and what we can expect when doing complex migrations. With that knowledge and experience we will be glad to help you with your migration.

ERP and CRM go together

In Microsoft Dynamics 365 ERP and CRM will move forward together under one common denominator. The advantages of integrating company processes (such as efficient data capture, real-time insights, and fast data exchange between increasing numbers of people inside and outside of your company) are now extended to customer processes such as marketing, sales, and customer service – leading to higher productivity and better quality, as well as faster and better decision-making as a result. In this way customer information, for instance, can be enriched with information on the returns achieved. Tools such as the Office 365 suite are integrated into

Microsoft Dynamics 365, thereby also boosting productivity. In addition, some nice developments have taken place on the 'exterior' of the platform.

- Microsoft Dynamics 365 is cloud-based, and this has a number of positive consequences:
 - *Live Cycle Services (LCS) always keeps Microsoft Dynamics 365 up-to-date and it is continuously modified and enriched.*
 - *You need not make any major software package investments beforehand. You pay subscription fees for services that you can switch 'on' and 'off' as needed. This makes it easy for you to flexibly adapt to the number of users.*
 - *You can use the platform anywhere in the world, also as a hybrid solution, depending on your preferences regarding location or entity.*
- Special focus was placed on the user experience during the development of Microsoft Dynamics 365. By means of a web browser, the system can be used anywhere without restrictions in platform, browser or device. The system is always available to you so that you can work on it at any moment.
- One can connect very different applications from Microsoft as well as from other vendors, to the platform.
 - *With the Power BI app you can more quickly and simply obtain insight (also visually) into your business performance*
 - *With AppSource you can search for specific functionalities yourself. In this way Microsoft Dynamics 365 makes you less dependent on a single partner. For example, Ultimate Software has created a connection between Xelion VOIP in the cloud with Microsoft Dynamics 365. This system will also be available in AppSource after certification by Microsoft.*

Is a Microsoft partner actually still needed?

Just as its predecessor Dynamics AX, Microsoft Dynamics 365 is a container holding functional building blocks that have to be arranged in a specific manner. These blocks must be arranged correctly in order to properly implement the desired process. With Microsoft Dynamics 365 the number of building blocks available for use has increased. Out of the box functionality is available for everyone and it seems easy to make use of the new capabilities. At the same time there is a risk of underestimating the complexity of things. The implementation of the business processes is of course crucial. Ultimate Software has years of experience with implementations and migrations. This, combined with our knowledge of the platform and accompanying upgrades, ensures that we can properly assist you.



Given the recent go-live of Microsoft Dynamics 365, there will be Microsoft partners who see snags and who would therefore recommend you postponing the migration for a while. We do not in any way share that concern. We have experienced ourselves how we can get the job done with our knowledge of the platform; we understand how it is put together conceptually. The new extended capabilities make taking the step now worthwhile. You would then have earlier access to the right management information for making better decisions. It will be the last time you have to take such a step. From now on, Live Cycle Services makes it possible that the updates of Microsoft Dynamics 365 will be available continuously in the cloud.

The right moment

Microsoft Dynamics 365 is the platform for now. Whoever gains experience with it and makes immediate use of it will acquire an enormous competitive advantage over those who postpone the step. If you want to maintain your market differentiation, we advise you to take the step now. With a proper functional analysis of your current systems and requirements, we can execute a safe and successful migration, after which you can immediately benefit from all of the new possibilities. We therefore recommend that you frequently examine the current process setup. Make good use of this time!

Ultimate Software and Microsoft

Ultimate Software has been in business since 1993 and was already working on XAL, the predecessor of Axapta, which later became AX. When Microsoft Dynamics AX was launched in 1998, Ultimate Software was one of the first companies in the Netherlands that implemented this ERP solution. Again, we are one of the first participants specialising in the transition to Microsoft Dynamics 365. We have been a satisfied Microsoft partner for a long time and every day we help our various customers take the next step.

Would you like to know what Ultimate Software can do for your company?

Contact us via +31 (0)88 42 42 424



Please follow our company web page for news and inspiration.