



## 01 ERP Solutions

Product name	<b>Dynamics 365 Finance</b> Finance management for middle and big companies	<b>Dynamics 365 Supply Chain Management</b> Supply chain management for middle and big companies	<b>Dynamics 365 Business Central</b> Enterprise resource management for small and medium companies
Functionality	<ul style="list-style-type: none"> <li>Revenue Recognition</li> <li>Credit management</li> <li>Intercompany</li> <li>Treasury</li> <li>Organization administration</li> <li>Accounts receivable</li> <li>Budgeting</li> <li>Audit workbench</li> <li>Accounts payable</li> <li>Cash and bank management</li> <li>Cost management</li> <li>Consolidations</li> <li>General ledger</li> <li>Fixed assets</li> <li>Expense management</li> <li>Payroll</li> <li>Tax</li> </ul>	<ul style="list-style-type: none"> <li>Asset management</li> <li>Master planning</li> <li>Self service portal</li> <li>Retail headquarter management</li> <li>Transportation management</li> <li>Inventory management</li> <li>Human resources</li> <li>Production control</li> <li>Product information management</li> <li>Procurement and sourcing</li> <li>Service management</li> <li>Sales and marketing</li> <li>Questionnaire</li> <li>Project management and accounting</li> <li>Warehouse management</li> <li>Vendor collaboration</li> <li>Time and attendance</li> <li>Fleet management</li> <li>Tax</li> </ul>	<ul style="list-style-type: none"> <li>Planning</li> <li>Warehouse management</li> <li>Assembly management</li> <li>Production management</li> <li>Analytics</li> <li>XBRL</li> <li>Task management</li> <li>Service management</li> <li>Human resource management</li> <li>Self service portal</li> <li>Accounts payable</li> <li>Treasury</li> <li>Inventory management</li> <li>Workflow</li> <li>Accounts receivable</li> <li>Budgeting</li> <li>Project management</li> <li>Human resource management</li> <li>CRM</li> <li>Fixed assets</li> </ul>

## 02 CRM Solutions

Product name	<b>Dynamics 365 Sales Enterprise</b> Sales management for enterprise	<b>Dynamics 365 Sales Professional</b> Sales management for small business	<b>Dynamics 365 Customer Service</b> Customer service management
Functionality	<ul style="list-style-type: none"> <li>Client management</li> <li>Contact management</li> <li>Marketing</li> <li>LinkedIn integration</li> <li>Sales</li> <li>Order management</li> <li>Proposal management</li> <li>Lead management</li> <li>Product information management</li> <li>Competitors management</li> <li>Microsoft Teams</li> <li>Integration</li> <li>Business process management</li> </ul>	<ul style="list-style-type: none"> <li>Visual insights</li> <li>Simplified opportunity-to-invoice process</li> <li>Customer 360 view</li> <li>Sales data</li> <li>Business process flow</li> <li>Documents templates</li> <li>Document management</li> <li>Sharepoint support</li> </ul>	<ul style="list-style-type: none"> <li>Customer service center</li> <li>Queue management</li> <li>Case management</li> <li>Task management</li> <li>Service calendar management</li> <li>Product information management</li> <li>Client management</li> <li>Service management</li> <li>Integration with Dynamics 365 Virtual Agent for Customer Service</li> <li>Knowledge article templates</li> <li>Knowledge management</li> <li>Service scheduling migration tool</li> </ul>
Product name	<b>Dynamics 365 Field Service</b> Field service and maintenance management	<b>Dynamics 365 Project Service Automation</b> Project management	<b>Dynamics 365 Marketing</b> Marketing management
Functionality	<ul style="list-style-type: none"> <li>Competence management</li> <li>Resource management</li> <li>Mixed reality Guides for Field Service</li> <li>Resource planning</li> <li>Customer assets management</li> <li>Service orders management</li> <li>Schedule table</li> <li>Contracts/Offers management</li> <li>Requirements management</li> <li>Sales</li> <li>Return management</li> <li>Billing</li> <li>Procurement management</li> </ul>	<ul style="list-style-type: none"> <li>Price list management</li> <li>Offer management</li> <li>Lead management</li> <li>Time and expense management</li> <li>Client management</li> <li>Teams collaboration</li> <li>Comprehensive project operations</li> </ul>	<ul style="list-style-type: none"> <li>Voice of the Customer</li> <li>Event management</li> <li>Client management</li> <li>Digital marketing</li> <li>Marketing campaign management</li> <li>E-mail marketing campaigns</li> <li>Layout editor</li> <li>Email A/B testing</li> <li>Support approvals using Microsoft Flow</li> <li>LinkedIn connector</li> <li>Logistic management</li> <li>Customer Insights integration</li> </ul>

## 03 Modular Solutions

Product name	<b>Dynamics 365 Retail</b> Retail management	<b>Dynamics 365 Talent: Core HR</b> Human resource management	<b>Dynamics 365 Talent: Attract</b> Hiring management	<b>Dynamics 365 Talent: Onboard</b> New hires management	
Functionality	<ul style="list-style-type: none"> <li>Pricing</li> <li>Sales channel management</li> <li>Stores management</li> <li>Shift management</li> <li>Assortment management</li> <li>Product categories</li> <li>Employee management</li> <li>Retail server</li> <li>Call centers</li> <li>Loyalty management</li> <li>Cloud scale unit</li> <li>Cloud POS &amp; Modern POS</li> <li>Replenishment management</li> <li>Online stores</li> <li>Retail HQ</li> </ul>	<ul style="list-style-type: none"> <li>People management</li> <li>Task management</li> <li>Compensation management</li> <li>Compliance</li> <li>Alerts management</li> <li>Employee self service</li> <li>Employee development</li> <li>Organization administration</li> <li>Employee transfer management</li> <li>Personal management</li> <li>Benefits</li> <li>Learning</li> <li>Business processes management</li> <li>Skills management</li> </ul>	<ul style="list-style-type: none"> <li>Position management</li> <li>Vacancies templates</li> <li>Candidates management</li> </ul>	<ul style="list-style-type: none"> <li>Task management</li> <li>Resource management</li> <li>Onboard process management</li> <li>Contact management</li> <li>Activity management</li> <li>Onboard templates</li> </ul>	
Product name	<b>Dynamics 365 Talent: Offers</b> Offer management	<b>Dynamics 365 Unified operations</b> Mobile solution for Finance and Operations	<b>Dynamics 365 Universal Resource Scheduling</b> Schedule any data in Customer Engagement	<b>Microsoft Social Engagement</b> Social engagement management	
Functionality	<ul style="list-style-type: none"> <li>Offer management</li> <li>Offer templates</li> </ul>	<ul style="list-style-type: none"> <li>Predefined workspaces</li> <li>Custom workspaces designer</li> <li>Optimization tool for offline capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Multi-resource scheduling</li> <li>Facility scheduling</li> <li>Resource pools</li> <li>Fulfillment preferences</li> <li>Schedule board tab</li> <li>Resource crew scheduling</li> </ul>	<ul style="list-style-type: none"> <li>Power BI connector</li> <li>Phrases analytics</li> <li>Search management</li> <li>Social selling assistance</li> <li>Location analytics</li> <li>Social Intent Analysis</li> <li>Social CRM</li> <li>Social listening</li> </ul>	
Product name	<b>Dynamics 365 Omnichannel for Customer service</b> Connect with customers thru different channels	<b>Dynamics 365 Gamification</b> Employee and teams competitions management	<b>Portal Capabilities for Dynamics 365</b> Portal management	<b>Dynamics 365 App for Outlook</b> Customer Engagement solution for Microsoft Outlook	
Functionality	<ul style="list-style-type: none"> <li>Communication panel management</li> <li>Single interface</li> <li>Agent configurator</li> <li>Agent dashboard / work items</li> </ul>	<ul style="list-style-type: none"> <li>Gamification management</li> <li>KPI's management</li> <li>Gamification portal</li> </ul>	<ul style="list-style-type: none"> <li>Portal content management</li> <li>Knowledge base management</li> <li>Authentication management</li> </ul>	<ul style="list-style-type: none"> <li>Contacts and leads</li> <li>Link emails to contacts</li> <li>Relationship assistant</li> <li>Email templates</li> <li>Global search</li> <li>Phone calls and tasks</li> </ul>	
Product name	<b>Dynamics 365 LinkedIn Connector</b> Seamless synchronization of LinkedIn leads	<b>Dynamics 365 Voice of the Customer</b> Customer opinions collection	<b>Dynamics 365 Unified service desk</b> Framework for call centers	<b>Dynamics 365 Commerce</b> Omni-channel solution for retail and e-tail companies	<b>Dynamics 365 for phones and tablets</b> Unified app for phones and tablets
Functionality	<ul style="list-style-type: none"> <li>LinkedIn authentication</li> <li>Matching strategy management</li> </ul>	<ul style="list-style-type: none"> <li>Questionnaire designer</li> <li>Questionnaire planning</li> <li>Emails, Analytics</li> </ul>	<ul style="list-style-type: none"> <li>Note capturing</li> <li>Agent scripting</li> <li>Application integration</li> <li>Configurable toolbars</li> </ul>	<ul style="list-style-type: none"> <li>Audit trails</li> <li>Session management</li> <li>UX themes</li> <li>Loyalty programs support</li> <li>Online store management</li> <li>Online store analytics</li> </ul>	<ul style="list-style-type: none"> <li>Multi-channel management</li> <li>Recommendations</li> <li>Customers management</li> <li>new Unified Interface</li> <li>Access to all apps</li> <li>Offline work support</li> </ul>

## 04 AI Solutions

Product name	<b>Dynamics 365 Sales Insights</b> AI-driven insights in sales	<b>Dynamics 365 Customer service insights</b> AI-driven insights and virtual agents in customer service	<b>Dynamics 365 Market insights</b> AI-driven market insights	<b>Dynamics 365 Customer insights</b> Power personalized engagement with customer insights	
Functionality	<ul style="list-style-type: none"> <li>Notes analysis</li> <li>Natural language support</li> <li>Relationship analytics</li> <li>Talking points</li> <li>Business data dashboard</li> <li>Predictive lead/opportunity scoring</li> <li>Assistant studio</li> <li>Predictive forecasting</li> <li>Sales Coaching &amp; Call Intelligence</li> </ul>	<ul style="list-style-type: none"> <li>Automated AI-driven cases grouping</li> <li>Customer satisfaction dashboard</li> <li>Intelligent workflow</li> <li>Topic details dashboard</li> <li>Case resolution dashboard</li> <li>Virtual agents</li> <li>KPI summary dashboard</li> <li>Incoming cases dashboard</li> <li>Natural language support</li> </ul>	<ul style="list-style-type: none"> <li>Alerts management</li> <li>Sources dashboard</li> <li>Conversation dashboard</li> <li>Search rules</li> <li>Activity maps</li> <li>Sentiment dashboard</li> <li>Posts management</li> <li>Natural language support</li> <li>Location dashboard</li> </ul>	<ul style="list-style-type: none"> <li>Data enrichment / Segmentation</li> <li>Customer journey</li> <li>Profile unification</li> <li>Next best interaction</li> <li>Customer cards</li> <li>Profile search &amp; discovery</li> </ul>	
Product name	<b>Dynamics 365 Virtual agent for Customer service</b> Virtual agent configuration tool	<b>Dynamics 365 Fraud protection</b> AI anti fraud solution	<b>IoT Intelligence for Dynamics 365 SCM</b> Real-time IoT integration tool	<b>Dynamics 365 Product Insights</b> Products and services real-time insights	<b>Dynamics 365 Connected Store</b> Real-time observational data to improve in-store operations
Functionality	<ul style="list-style-type: none"> <li>Flow integration</li> <li>Virtual agent designer</li> <li>No code customizing</li> <li>CDS integration</li> <li>Conversation tracing</li> <li>Transfer chat's to manager</li> <li>Customer satisfaction (CSAT) dashboards</li> <li>AI-assisted authoring</li> <li>Microsoft Bot Framework Skills support</li> </ul>	<ul style="list-style-type: none"> <li>External compliance certification</li> <li>Data engineering</li> <li>Data diagnostic report</li> <li>Risk decisioning dashboard</li> <li>Reduce friction</li> <li>Shared intelligence</li> </ul>	<ul style="list-style-type: none"> <li>Real-time production management</li> <li>Real-time stock management</li> <li>Predictive maintenance</li> <li>Predefined workspaces</li> </ul>	<ul style="list-style-type: none"> <li>AI-driven smart advisor</li> <li>Product performance visibility</li> <li>Real-time issues identification</li> <li>Predefined dashboards Dynamics 365 SCM integration</li> </ul>	<ul style="list-style-type: none"> <li>Triggered real-time alerts</li> <li>Venue/Zone management</li> <li>Equipment failures control</li> <li>Daily Summary dashboards</li> <li>Integration with video cameras</li> <li>Integration with IoT</li> </ul>

## 05 Mixed Reality Solutions

Product name	<b>Dynamics 365 Remote Assist</b> Mixed reality remote presence tool	<b>Dynamics 365 Layout</b> Mixed reality design spaces tool	<b>Idynamics 365 Product visualize</b> Place a 3D digital twin of product in real life	<b>Dynamics 365 Guides</b> Holographic instruction tool	<b>Dynamics 365 Import tool</b> Tool importing 3D models to MR solutions operations
Functionality	<ul style="list-style-type: none"> <li>Hololens-based</li> <li>Video calling</li> <li>File sharing</li> <li>Field service</li> <li>Connection with the all Microsoft stack</li> <li>Remote cooperative work</li> <li>Mobile support</li> <li>Integration with Teams</li> </ul>	<ul style="list-style-type: none"> <li>Virtual &amp; Mixed reality support</li> <li>Vision sharing</li> <li>Proposed layout in real-world scaling</li> </ul>	<ul style="list-style-type: none"> <li>Edit physical design</li> <li>Import tool</li> <li>Remote cooperative work</li> </ul>	<ul style="list-style-type: none"> <li>Predefined integration with Dynamics 365</li> <li>Notes support</li> <li>Mobile support</li> <li>Predefined integration with Teams</li> <li>Capture work processes tool</li> <li>Guides constructor</li> <li>Attachments support</li> <li>Step by step instructions</li> </ul>	<ul style="list-style-type: none"> <li>Instructor cards management</li> <li>Productivity dashboards</li> <li>Optimize the converted 3D models</li> <li>Convert 3D models to GLOB</li> <li>Layouts support</li> <li>Send models to Microsoft support</li> <li>Hololens support</li> <li>Visio add-in support</li> </ul>
Product name	<b>Dynamics 365 Planning service</b> External micro service for planning	<b>Dynamics 365 Inventory on-hand service</b> External micro service for inventory	<b>Configurable business documents reporting in Word and Excel</b> External micro service to setup documents		
Functionality	<ul style="list-style-type: none"> <li>Multi-tenant</li> <li>What if analysis</li> <li>Planning insights</li> <li>Hyper Scale</li> <li>External Signals support</li> <li>Real time</li> </ul>	<ul style="list-style-type: none"> <li>Real time</li> <li>Improved performance</li> <li>Simply to share</li> <li>Simply to integrate</li> </ul>	<ul style="list-style-type: none"> <li>Predefined templates</li> <li>Extended lifecycle management</li> <li>Extended Data Model</li> <li>Routing</li> </ul>		

## 06 Dynamics Services

Product name	<b>Dynamics 365 Planning service</b> External micro service for planning	<b>Dynamics 365 Inventory on-hand service</b> External micro service for inventory	<b>Configurable business documents reporting in Word and Excel</b> External micro service to setup documents
Functionality	<ul style="list-style-type: none"> <li>Multi-tenant</li> <li>What if analysis</li> <li>Planning insights</li> <li>Hyper Scale</li> <li>External Signals support</li> <li>Real time</li> </ul>	<ul style="list-style-type: none"> <li>Real time</li> <li>Improved performance</li> <li>Simply to share</li> <li>Simply to integrate</li> </ul>	<ul style="list-style-type: none"> <li>Predefined templates</li> <li>Extended lifecycle management</li> <li>Extended Data Model</li> <li>Routing</li> </ul>

Platform	<b>Microsoft Flow</b> Automated workflows solution	<b>Power BI</b> Business intelligence solution	<b>Microsoft Office</b> Office solutions	<b>Microsoft Azure</b> Cloud computing solution	<b>Microsoft PowerApps</b> Create business solutions tool	<b>Lifecycle Services</b> Collaboration portal to manage the application lifecycle	<b>Microsoft Forms Pro</b> Surveys solution
	<ul style="list-style-type: none"> <li>Alerts, Synchronization management</li> <li>Transparent processes between systems</li> <li>Predefined integration templates</li> <li>Mobile support</li> <li>Tasks automation</li> </ul>	<ul style="list-style-type: none"> <li>Predefined dashboards</li> <li>Power BI Insights Apps</li> <li>Embedded analytic</li> <li>Big data foundation</li> <li>AI visualization</li> <li>Common Data Service for Analytics</li> </ul>	<ul style="list-style-type: none"> <li>Sharepoint</li> <li>Outlook</li> <li>Word</li> <li>Skype</li> <li>Teams</li> <li>Excel</li> </ul>	<ul style="list-style-type: none"> <li>Azure Bot</li> <li>Machine Learning</li> <li>Logic Apps</li> <li>IoT Suite</li> <li>Cloud computing</li> <li>Cognitive Services</li> </ul>	<ul style="list-style-type: none"> <li>Process automation</li> <li>Application constructor</li> <li>Common Data Service for Apps</li> </ul>	<ul style="list-style-type: none"> <li>Environment management</li> <li>Business process library</li> <li>Updates management</li> <li>Implementation process control</li> <li>User management</li> <li>System diagnostic</li> </ul>	<ul style="list-style-type: none"> <li>Personalized surveys</li> <li>Question builder</li> <li>Distribution channel management</li> <li>Real-time insights</li> <li>Survey incentives</li> <li>Integrations management</li> </ul>