Microsoft

Microsoft Dynamics 365
Intelligent business applications

Poul O. Jørgensen

Enterprise Channel Manager – Dynamics

Microsoft Danmark

Business Trends

4%

Non-compliance of GDPR will have fines of up to 4% of annual revenue or €20 million per incident.*

70%

Global 500 will have dedicated digital transformation/ innovation teams***

1T

In maintenance, services, and consumables savings per year due to IoT***

80%

Of manufacturers expect that improved factory connectivity will help them to increase output levels****

By 2020

50% of the G2000 will see the majority of their business depend on their ability to create digitally-enhanced products, services, and experiences. **

*European Commission
** IDC 2017 predictions
*** Gartner 2017 predictions
**** 2017 The Manufacturers

Enabling Digital Transformation

Modern workplace

Business applications

Applications
& infrastructure

Data & AI

Microsoft Dynamics 365

Office 365

PowerApps

Microsoft Flow

Common Data Service

Project Service Automation

Finance and Operations

Talent

Retail

Marketing

Sales

Customer Service

Field Service

Cortana Intelligence

Power BI

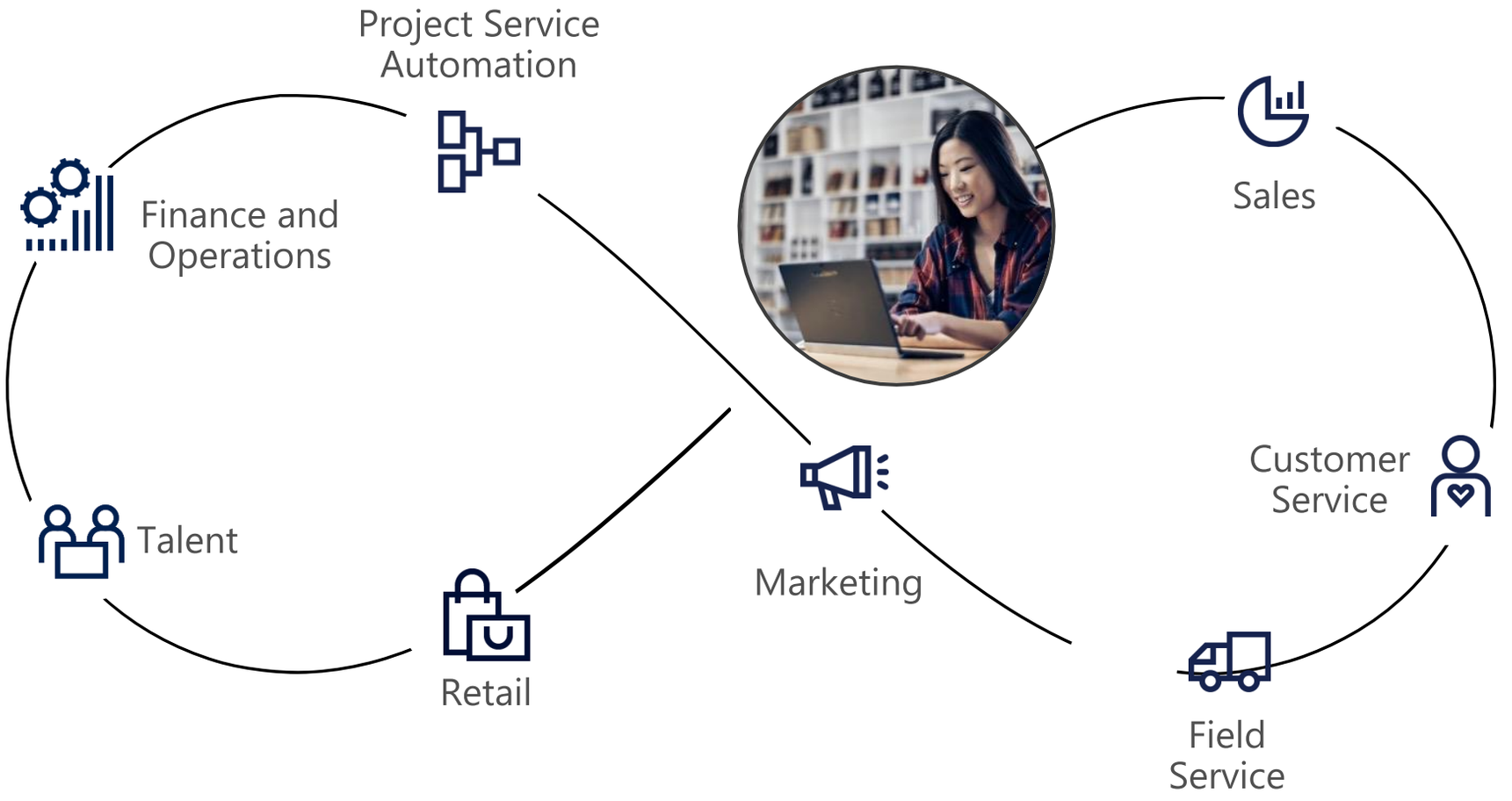
Azure IoT

AppSource

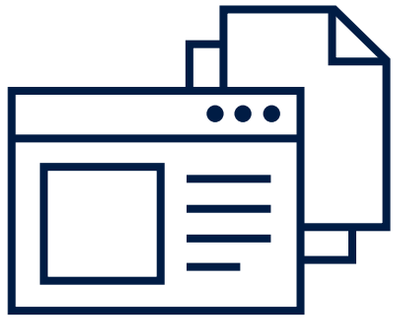
Microsoft Dynamics 365

Purpose-built business applications

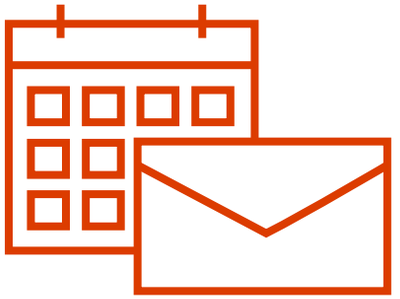
- Sales
- Customer Service
- Marketing
- Field Service
- Project Service Automation
- Finance and Operations
- Retail
- Talent



Example: Unify the seller experience



Office 365

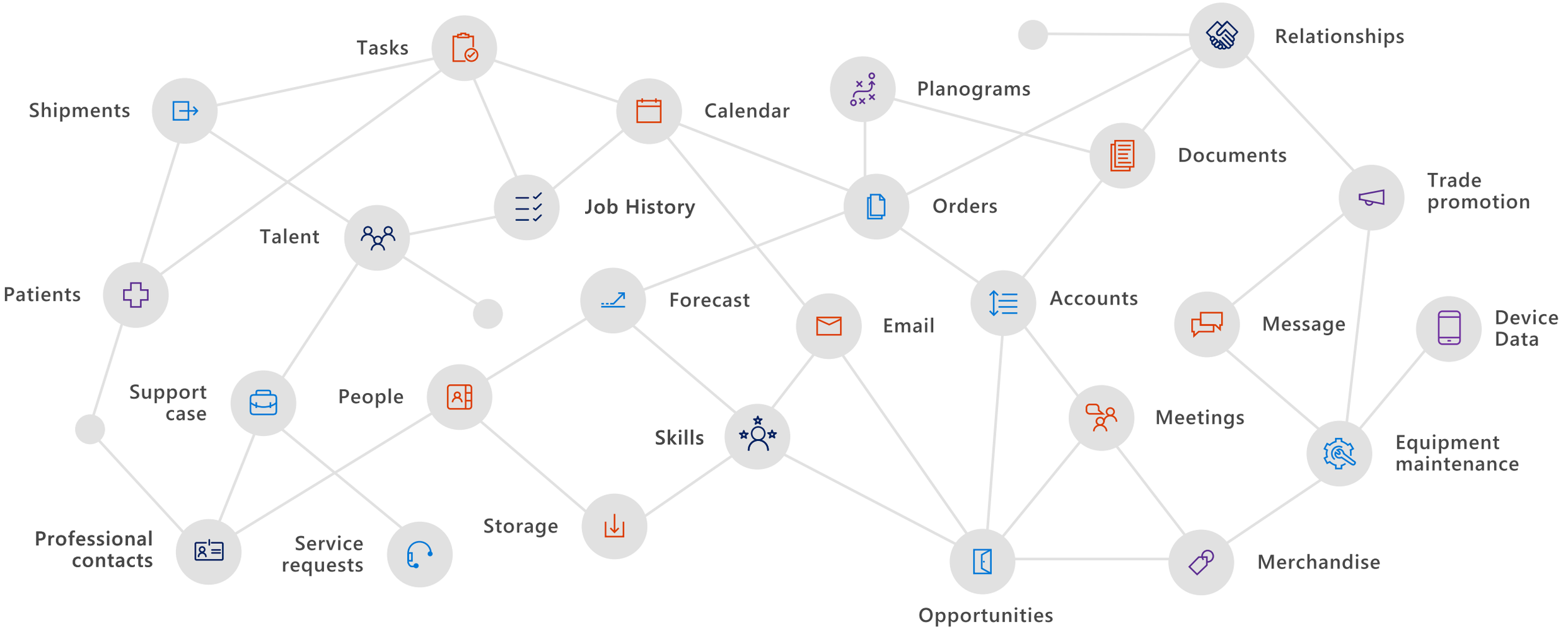


Power of the connected

Dynamics 365 for Sales

LinkedIn Sales Navigator

Connected Data: Dynamics 365 + Office 365 + LinkedIn + Partner Solutions



Power BI PowerApps Microsoft Flow Common Data Service

Seamless data integration

Finance and Operations with Project Service Automation

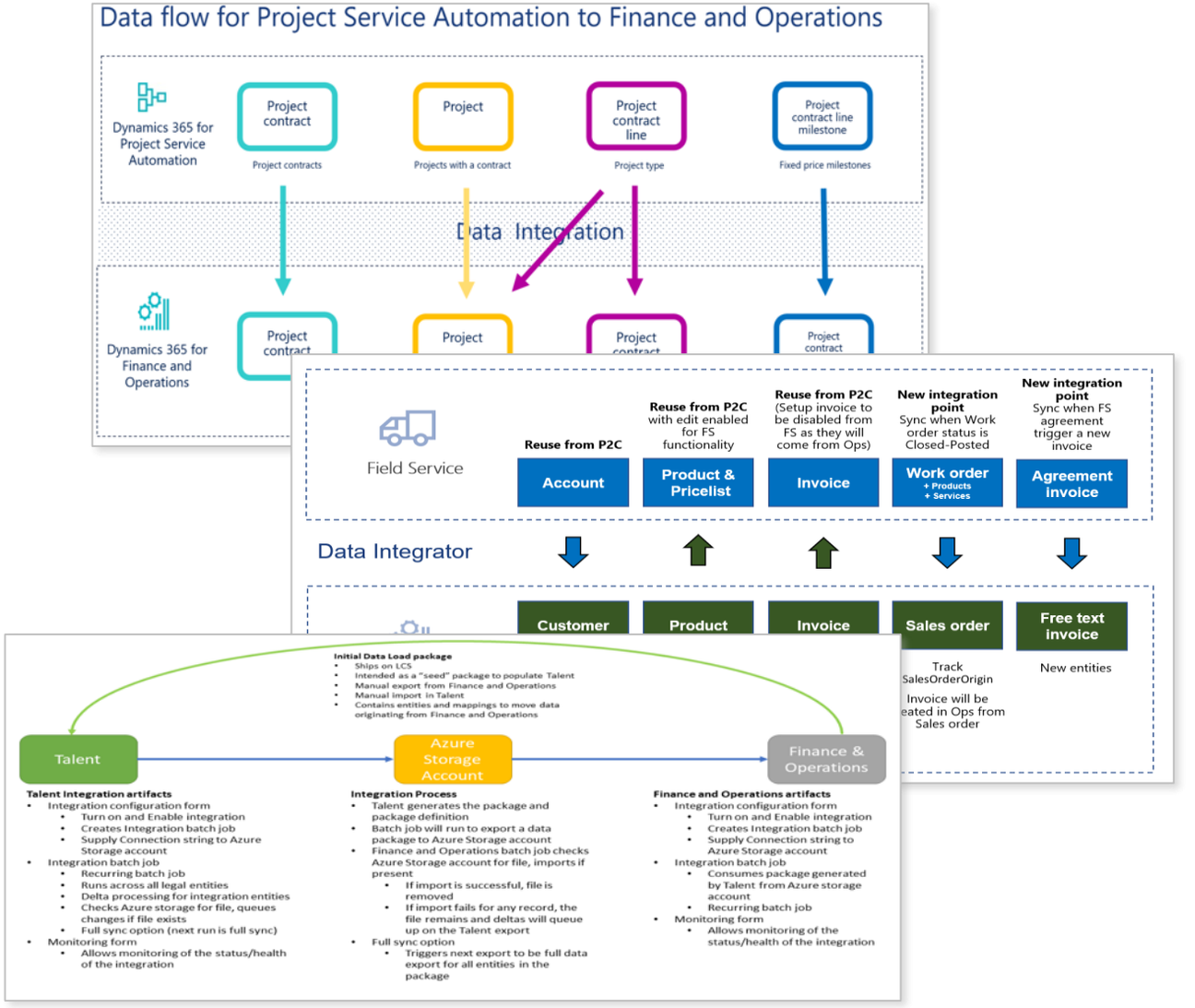
Perform project and resource management activities in PSA and project accounting activities in Finance and Operations.

Finance and Operations with Field Service

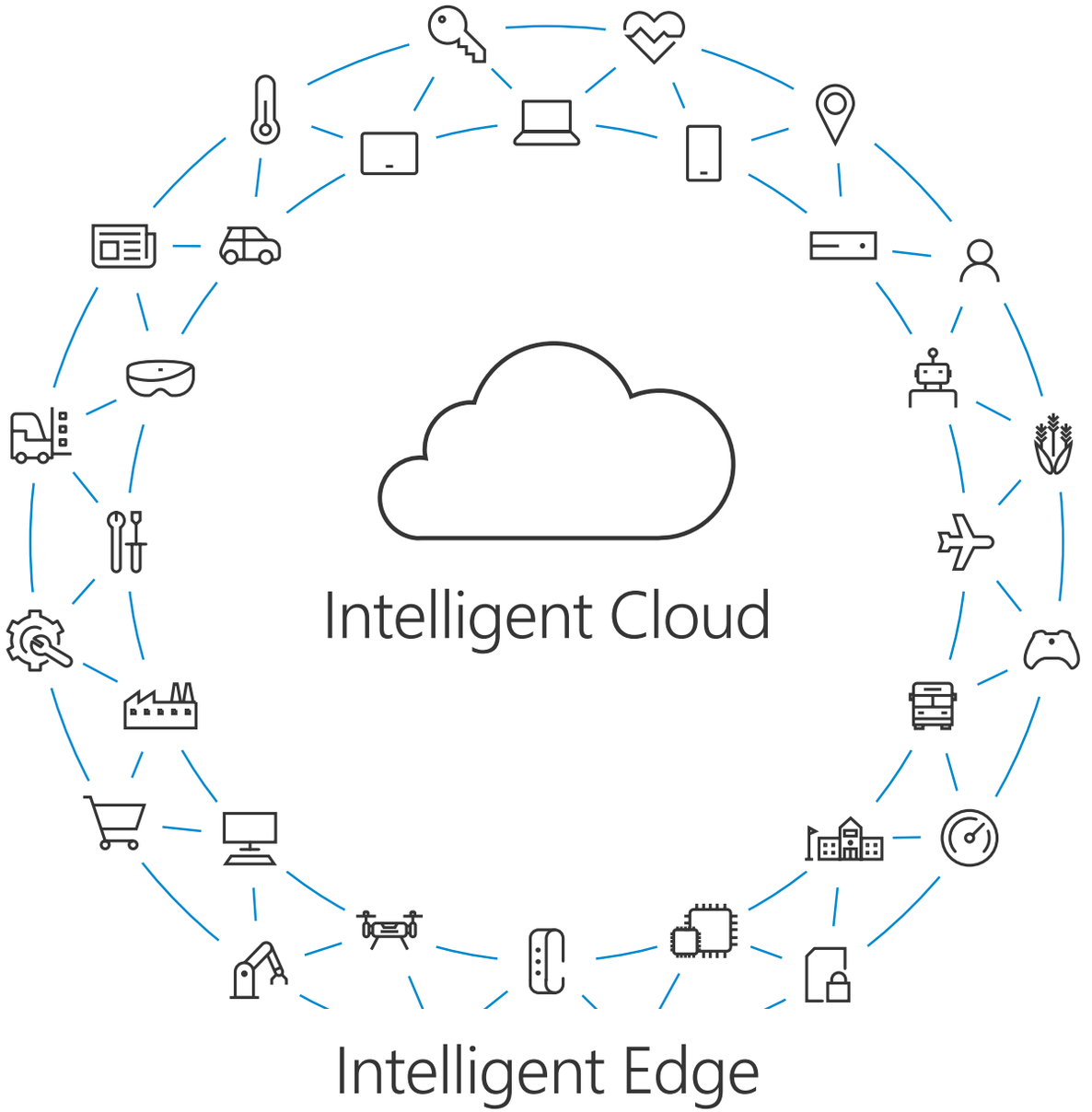
Perform field service activities (such as work orders and agreements) in Field Service and generate invoices in Finance and Operations.

Finance and Operations with Talent

Manage your people in Talent and natively integrate HR information in Finance and Operations.



Intelligence in Dynamics 365



Built-in Artificial Intelligence

Relationship Insights

Lead Scoring

Cross-Sell/Up-Sell

Knowledge Base Insights

Demand Forecasting

Cash Flow Forecast

Product Recommendations

Preemptive Service

Resource Optimization

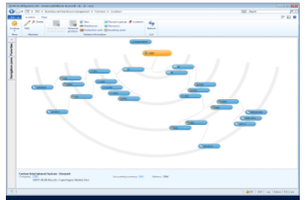
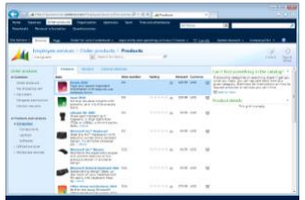
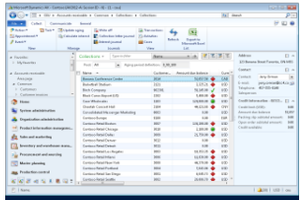
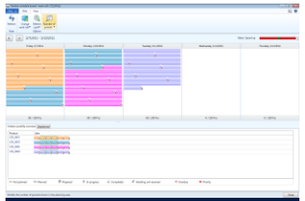
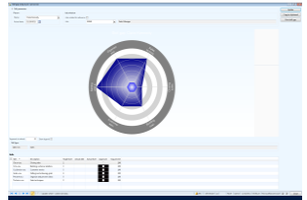
Predictive Sales and Inventory Forecast

Intent Analysis

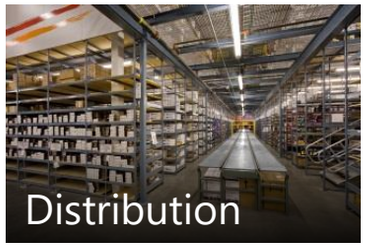
Sentiment Analysis

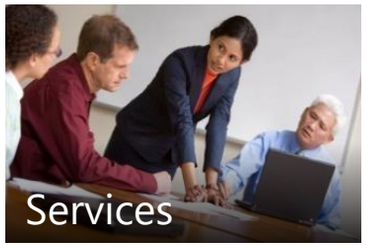
Churn prediction

Dynamics 365 for Finance and Operations

Organization Structure	Financials	Procure-to-Pay	Quote-to-Cash	Multi Channel	Supply Chain Management	Manufacturing Operations	Hire-to-Retire
							
Intuitively model your organization graphically	Make decisions based on facts and comply	Set company policies and collaborate with your vendors	Gain loyalty with improved customer services and accuracy	Centrally manage your operations across sales channels	End-to-end visibility throughout the supply chain	End-To-End Visibility Through the production cycle	Manage the entire career of your employees

Overview of Industry workloads to run your operations





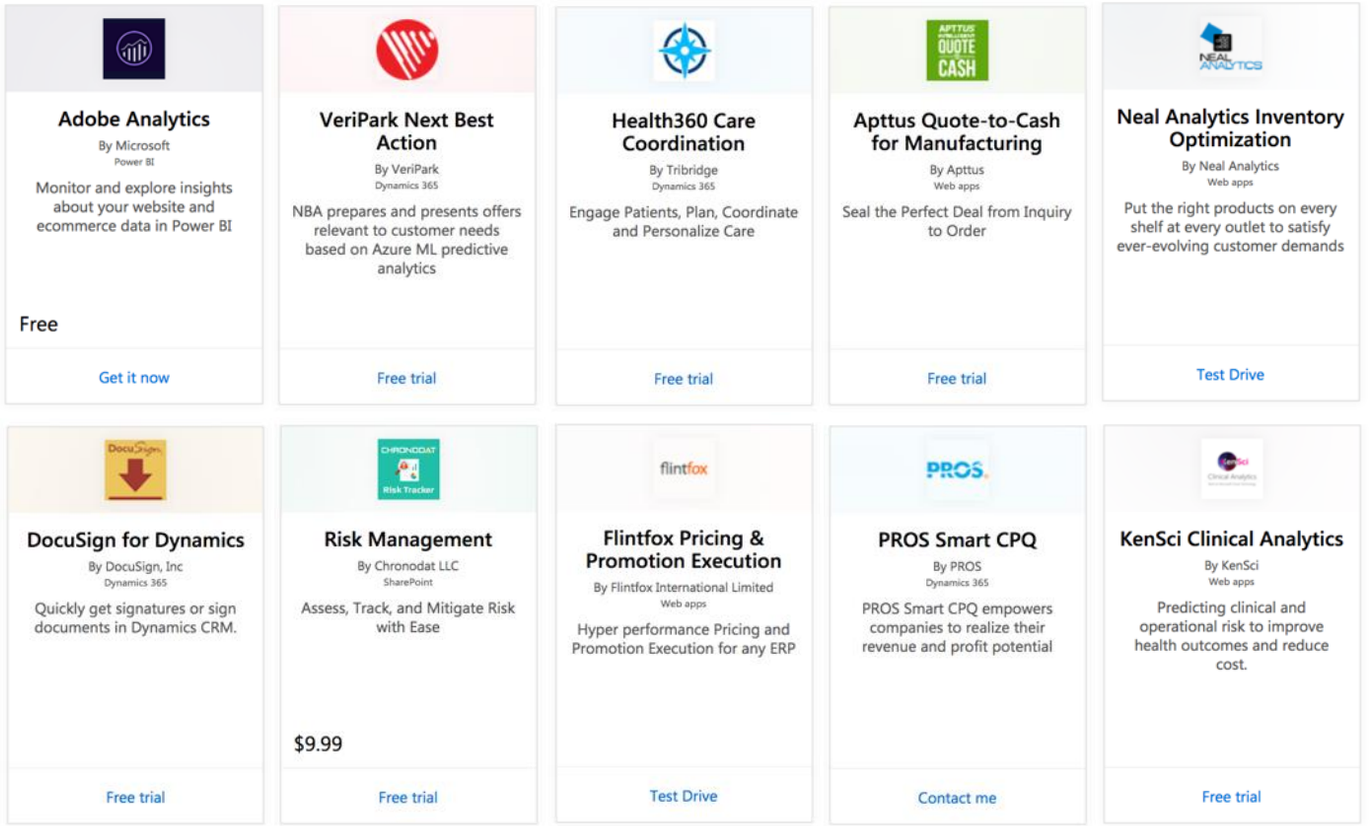
Channel & Partner Momentum

+2,700 Apps

+1,400 ISVs

+170 Finance & Operations

Microsoft AppSource

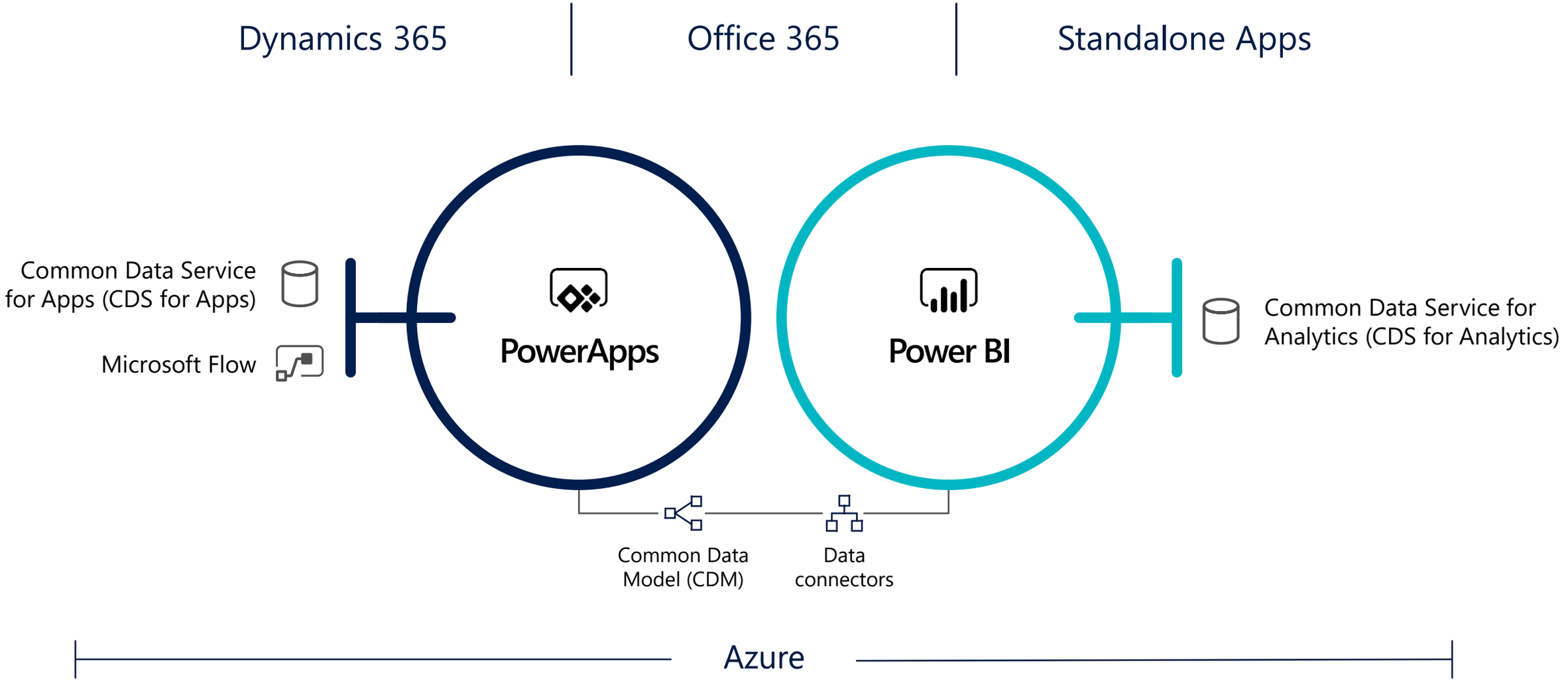


DXC.technology pwc SAG global Agile, Capable and Committed mcaConnect RSM BLUE HORSESHOE CGI Hso Columbus EG

prodware avanade TECTURA eBECS CSC SUNRISE technologies armanino TRIBRIDGE Hitachi Consulting KPMG

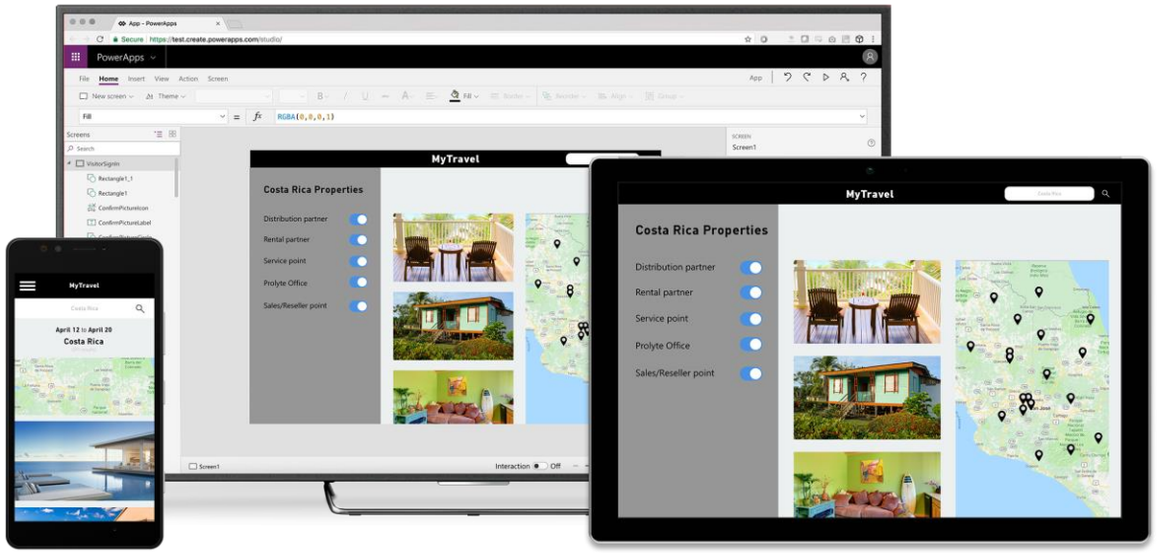
Business Application Platform

Single integrated platform to build and consume end-to-end solutions for every organization



Build and consume solutions for web and mobile with PowerApps

- Build highly customized task- and role-based canvas apps with data from one or multiple sources
- Generate immersive model-driven apps, starting from your data model and business processes
- Consume fully accessible apps across web and mobile, embedded or standalone, on any device



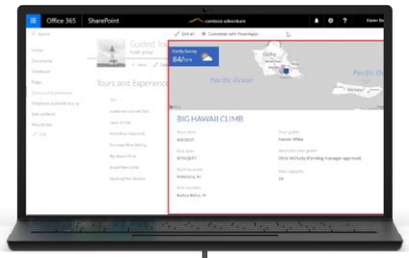
Enterprise-grade

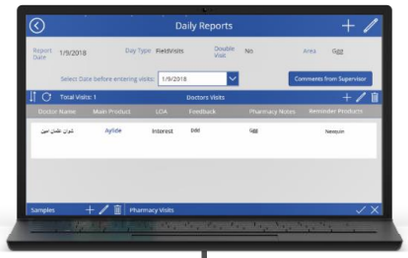
Cloud and on-premises connectivity

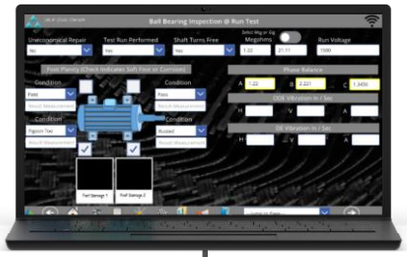
Pro-developer extensibility

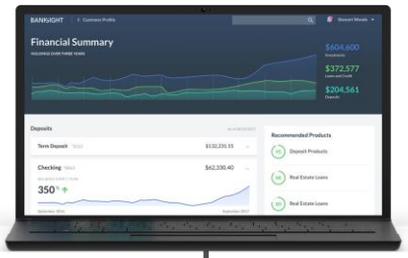
Business Application Platform

Build apps without limits









Sophistication

Embedded forms

Simple LOB apps

Advanced LOB apps

Mission critical LOB apps

Horizontal, end-to-end apps

PowerApps Platform

Dynamics 365 applications

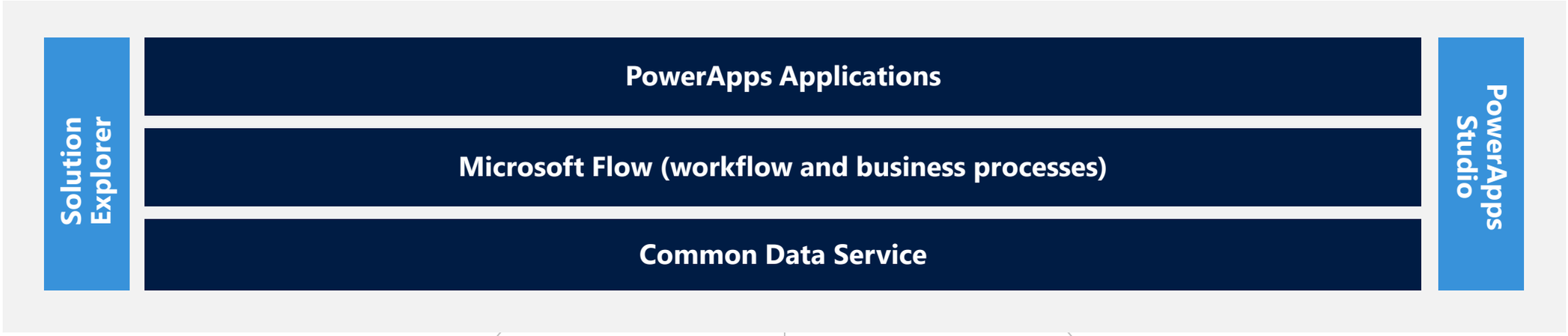
Customized Office 365
(e.g., SharePoint form)

Standalone model-driven apps

Standalone canvas apps

ISV apps

Business Applications Platform



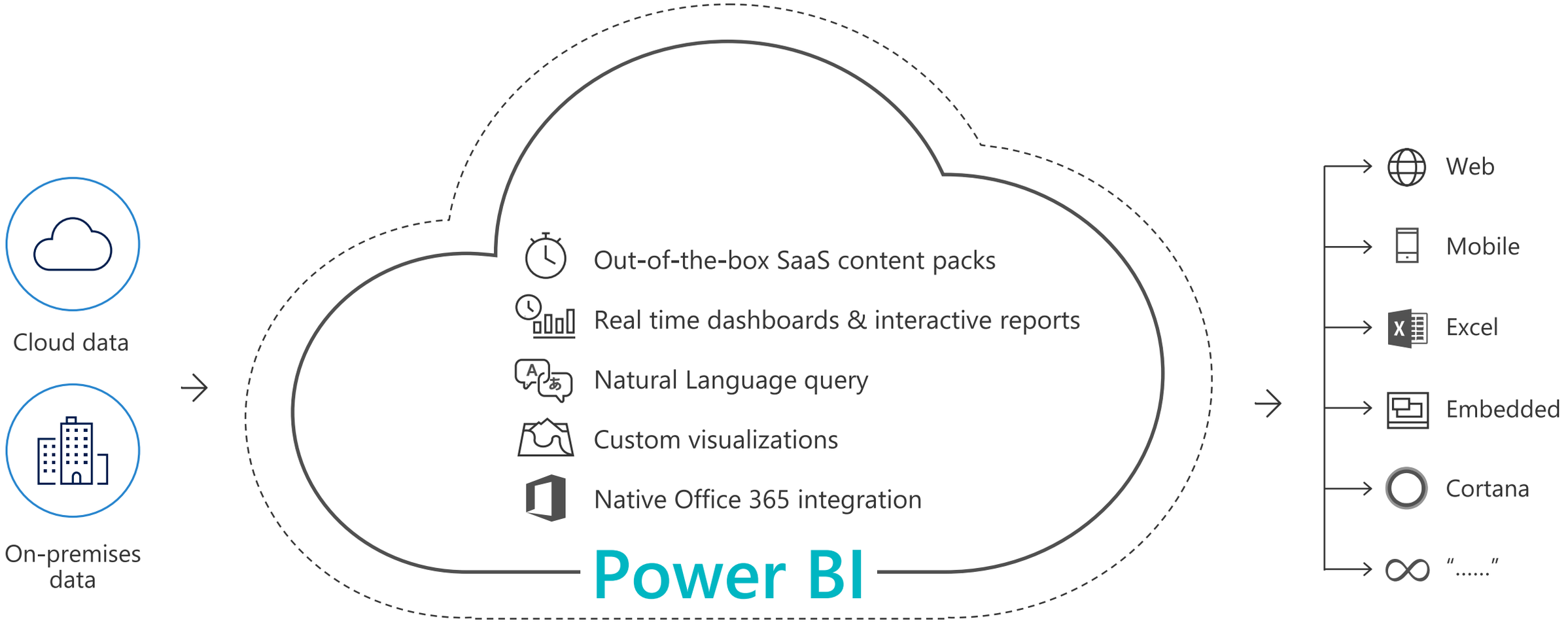
Dynamics 365 data natively on the platform – no integration required

Enterprise-grade Application Lifecycle Management

Server-side business logic for validation, defaulting, calculated fields and more

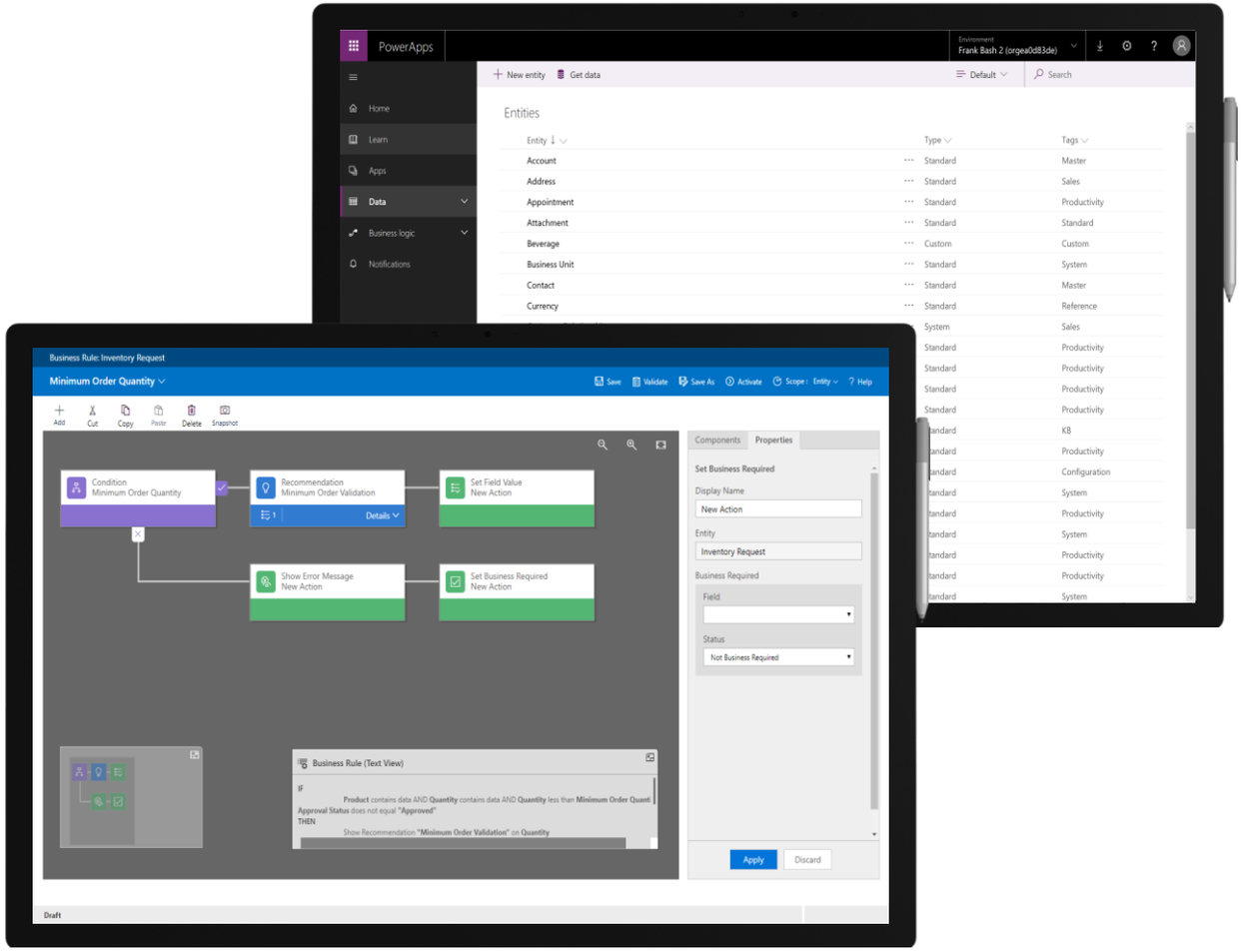
Power BI: experience your data

Any data, any way, anywhere



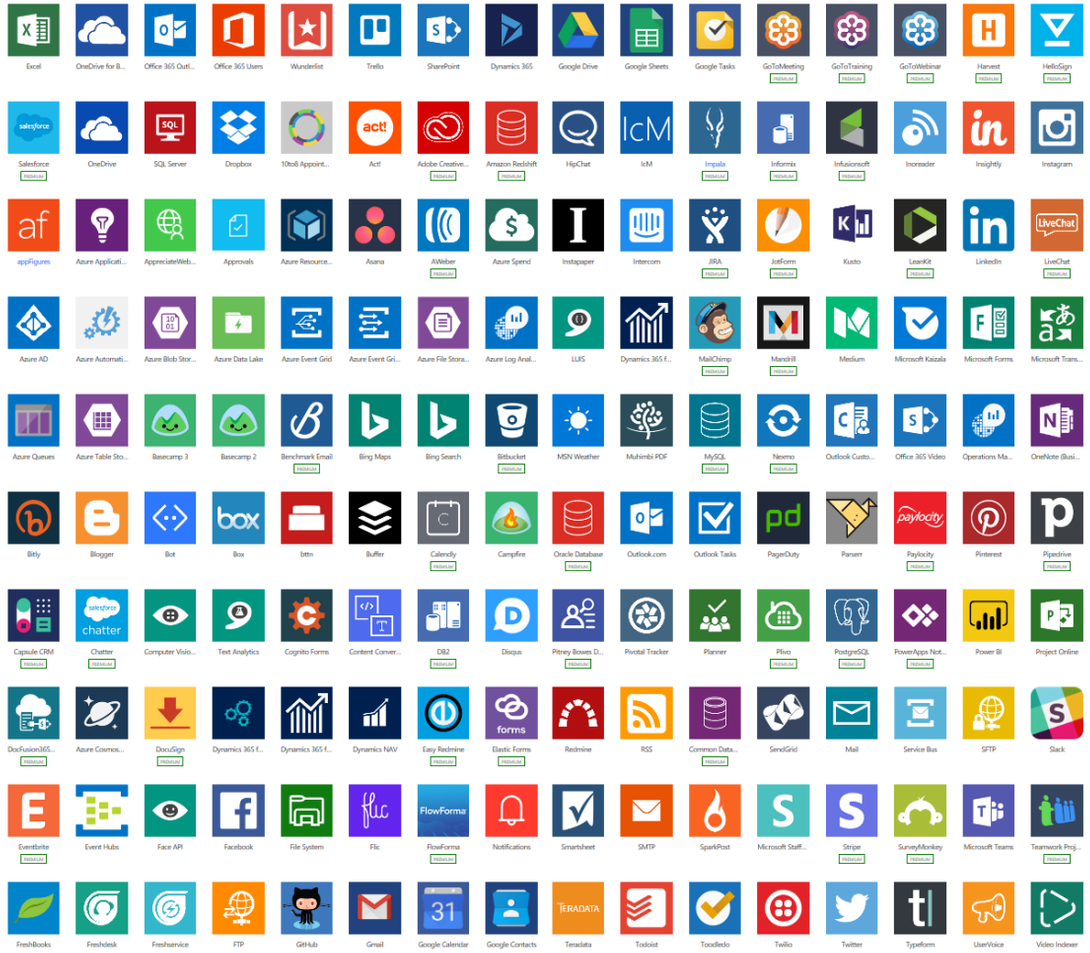
Break down silos with the Common Data Service for Apps

- Jumpstart apps using a standardized data model with business logic, security and integration built-in
- Extend to your own needs and integrate across your apps and services
- Natively connect to Dynamics 365 or augment with data from industry partners



Cloud and on-premises connectivity

- Built-in connectivity to 200+ cloud services, files, databases, web APIs, etc.
- Seamless hybrid connectivity to on-premises systems via the On-Premises Data Gateway
- Custom Connector support allows the registration of developer / IT systems as a building block for citizen developers



The Microsoft cloud

A cloud you can trust

At Microsoft, we never take your trust for granted

- We are serious about our commitment to protect customers in a cloud first world
- We live by standards and practices designed to earn your confidence
- We collaborate with industry and regulators to build trust in the cloud ecosystem

Trusted Cloud Principles

Commitment to principles worthy of your organization's trust

Security

Protect confidentiality, integrity, and availability of your data

Privacy & Control

Control access to, and use of, your data

Compliance

Stored and managed in compliance with applicable laws, regulations and standards.

Transparency

Visibility into how your data is handled and used.

Innovation at a global scale

80%

of the Fortune 500 are on the Microsoft Cloud with 50% of Fortune 500 using Windows Azure

>1.5 Million

SQL Databases running on Azure, with SQL the #1 most used database in the world

4 out of 5

Of the Fortune 500 have Office 365, and is available in 125 markets worldwide

14B+

weekly Microsoft Azure AD authentications, for more than 500 Million users

>40%

Azure revenue from start-ups and ISVs, with over 1000 new Windows Azure customers every day

200+

online services delivered by Microsoft's datacenters with guaranteed 99.9% uptime for enterprise services

>$15Billion

invested to build the Microsoft cloud infrastructure across more than 100 datacenters and 1 Million servers

777 Trillion

Storage transactions per day with over 1.5 Million requests to our network processed per second

38 Cloud regions worldwide

- 100+ datacenters
- One of 3 largest networks in the world
- [1]China datacenters operated by 21 Vianet
- [2]German data trustee services provided by T-systems
- [3]France, South Korea and US Gov datacenter regions have been announced but are not currently operational

■ Global datacenters

■ Sovereign datacenters

Microsoft Azure

- Compute
- Internet of Things
- Security & Identity
- Web & Mobile
- Networking

Azure has more than 100 services that are building blocks that can be leveraged

Dynamic 365 applications build on these services

- Data & Storage
- Intelligence & Analytics
- Developer Services
- Monitoring & Management
- Hybrid Integration

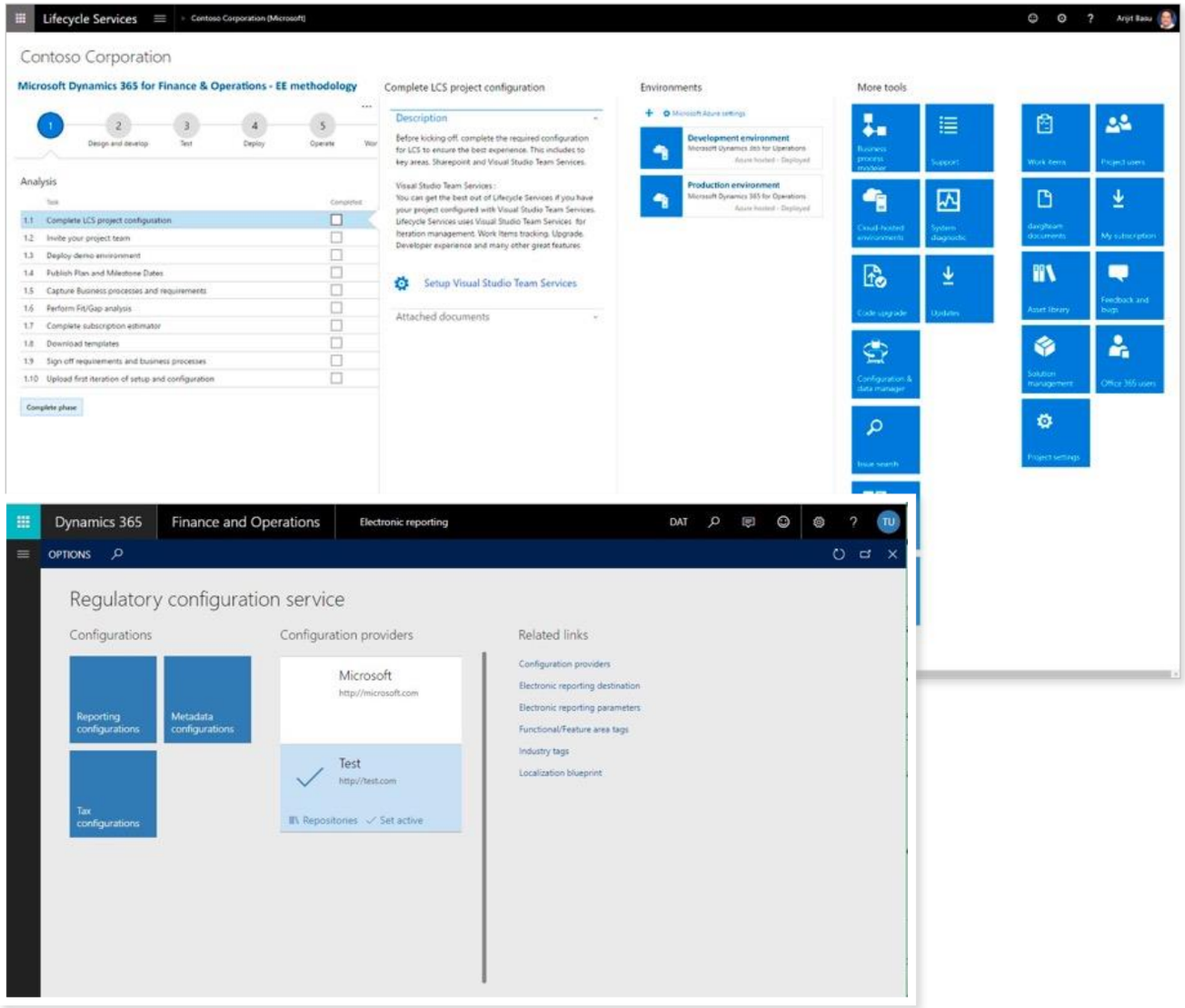
Globalization and compliance

GDPR compliance support

Finance and Operations helps customers and partners with their GDPR requirements.

India localization support

Upgrade and *project management* scenarios are now supported for India.



"Make no mistake, the GDPR sets a new and higher bar for privacy rights, for security, and for compliance.

And while your journey to GDPR may seem challenging, Microsoft is here to help all of our customers around the world."

Brad Smith
President & Chief Legal Officer
Microsoft Corporation

Accelerate GDPR compliance with the Microsoft Cloud eBook

Platform Compliance

The largest compliance portfolio in the industry

Industry

- ISO 27001
- SOC 1 Type 2
- SOC 2 Type 2
- PCI DSS Level 1
- Cloud Controls Matrix
- ISO 27018
- Content Delivery and Security Association
- Shared Assessments

United States

- FedRAMP JAB P-ATO
- HIPAA / HITECH
- FIPS 140-2
- 21 CFR Part 11
- FERPA
- DISA Level 2
- CJIS
- IRS 1075
- ITAR-ready
- Section 508 VPAT

Regional

- European Union Model Clauses
- EU Safe Harbor
- United Kingdom G-Cloud
- China Multi Layer Protection Scheme
- China GB 18030
- China CCCPPF
- Singapore MTCS Level 3
- Australian Signals Directorate
- New Zealand GCIO
- Japan Financial Services
- ENISA IAF

Global Customer Momentum

Customer Momentum: Examples

- **A** Finance & Operations New
- **B** Finance & Operations + Customer Engagement apps
- **C** Finance & Operations + Intelligence (IoT/ML)
- **D** Finance & Operations Upgrade
- **E** Finance & Operations + Talent

RETAIL

- A — michael hill
- D — CANADA GOOSE
- A — PANDORA
- A — BESTSELLER
- A — CITTÀ

MANUFACTURING

- B — MAERSK
- A C E — SAMUEL 1865
- A C — UMBRAGROUP
- A C — safetykleen
- A — cws | boco

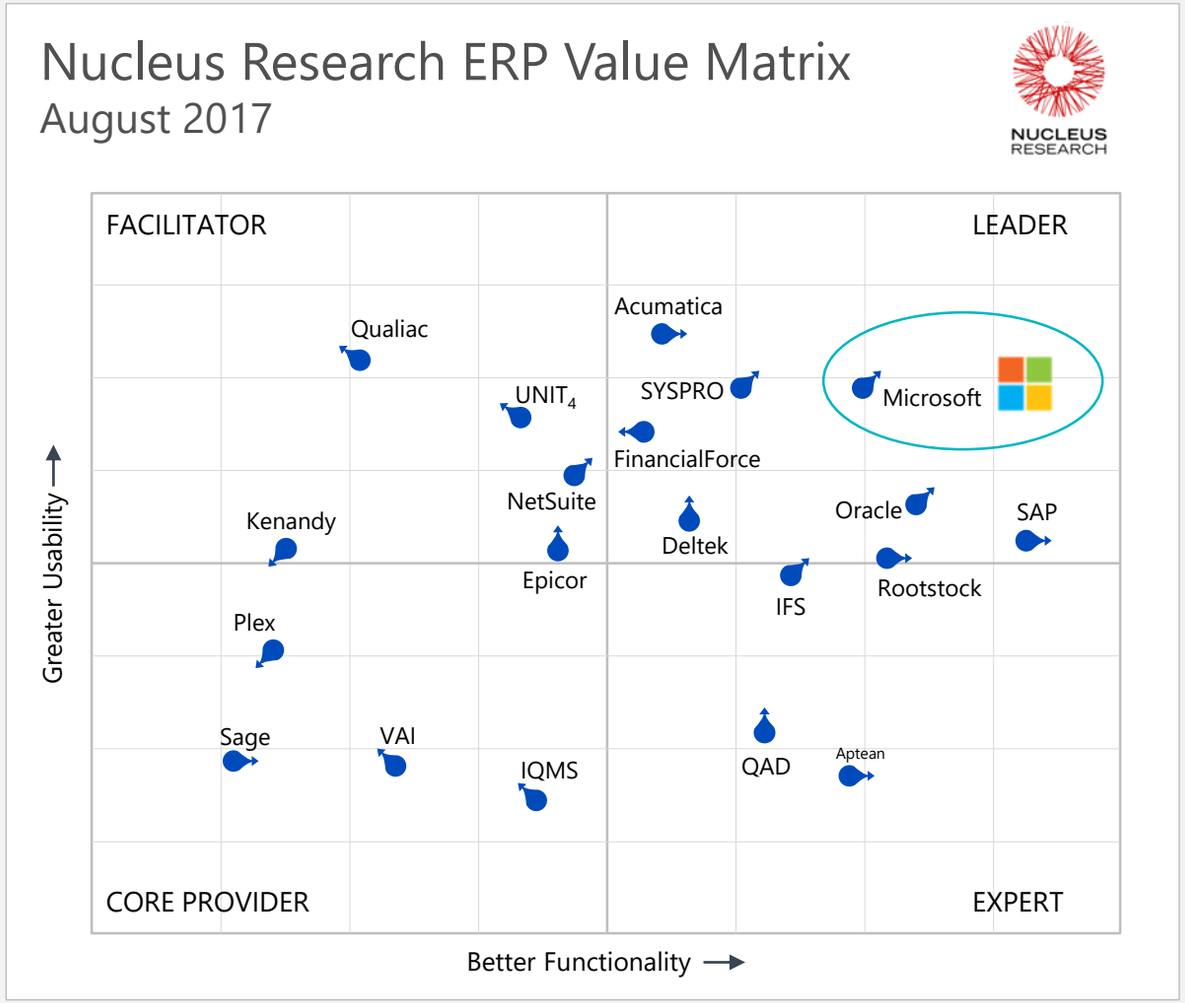
FINANCIAL SERVICES

- A E — JMT
- A E — Chemonics (Development works here.)
- B — CAA (CreativeArtistsAgency)
- B D E — WHO BUT W.B.MASON
- A — TPG

PUBLIC SECTOR

- D — CityofRedmond WASHINGTON
- A — THE CITY OF COLUMBUS

Analyst Response



Microsoft is a leader in…

ERP Value Matrix

Customers are very interested in Dynamics 365, 60% YoY increase in Gartner ERP inquiries

The value Matrix is an assessment of the state of the market and indicates the functionality and usability of a solution. An arrow indicates future movement of a solution relative to others. Solutions without an arrow are projected to keep pace with the increase in functionality and usability expected in the overall market.

Microsoft

Adding value to business

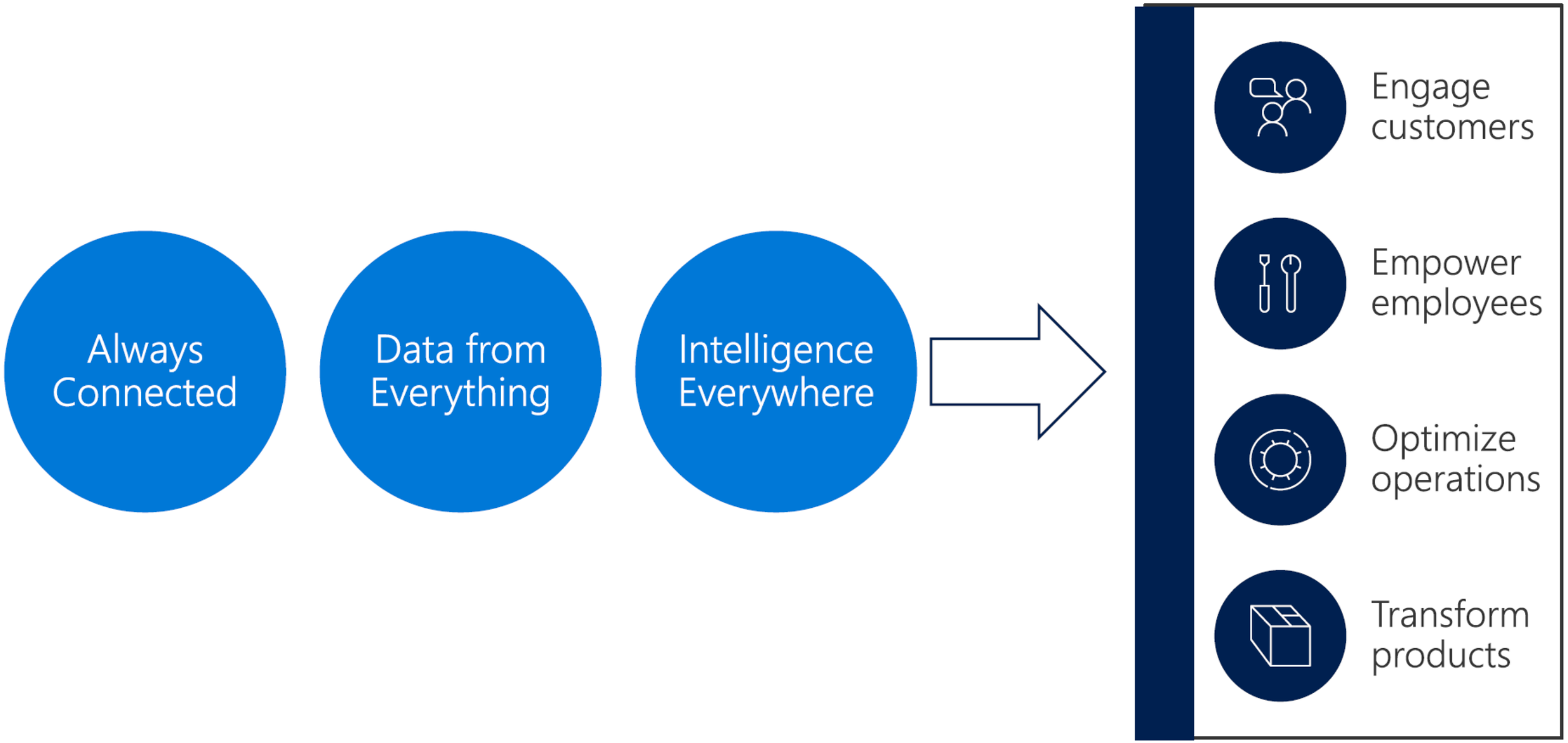
Xellent Inspirationsdag 2018

- Digitalisering med kunden i fokus

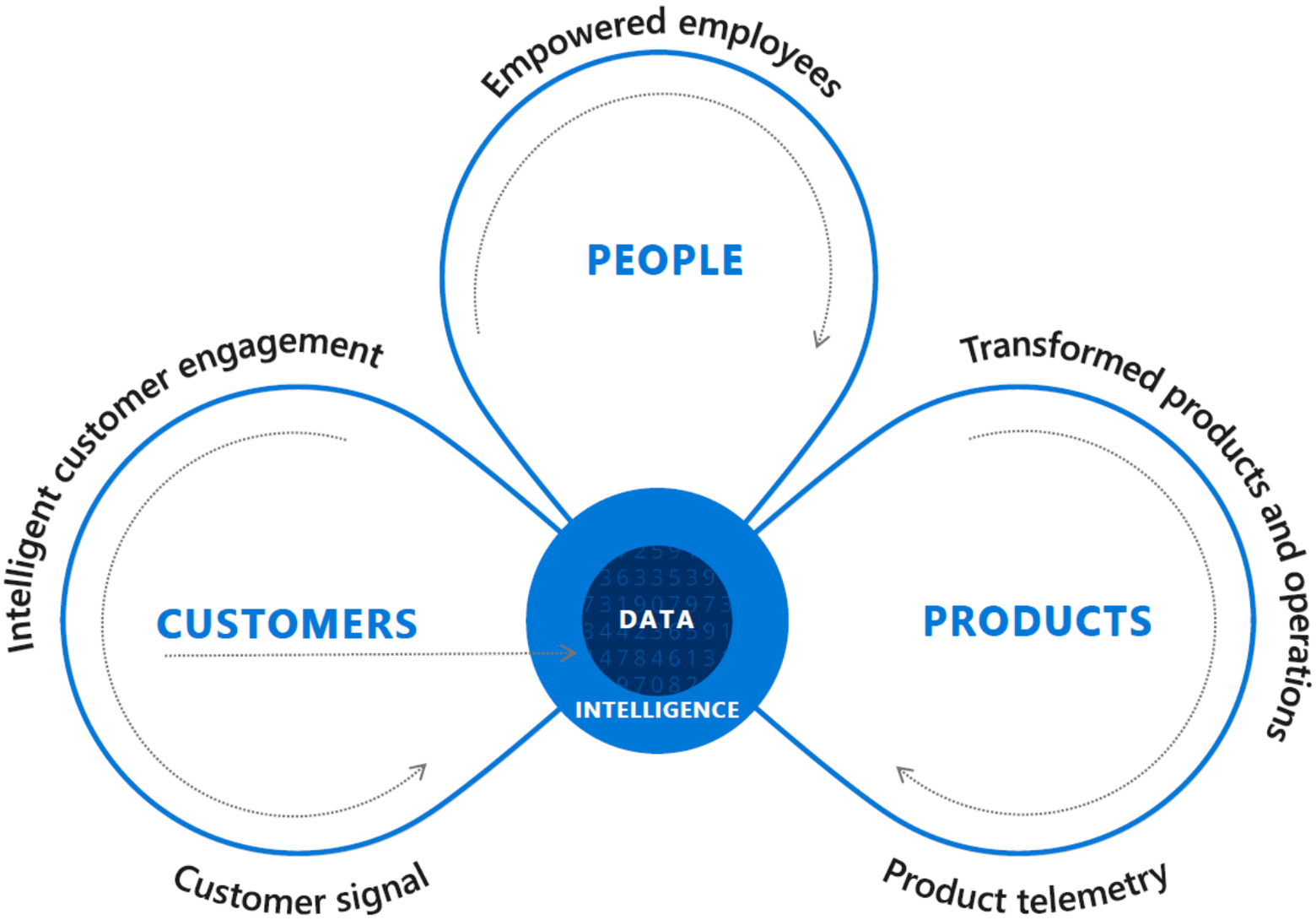
Digital Transformation

- indsigt
- engagere
- kunder
- medarbejder
- effektivt
- optimere
- operation
- transformere
- produkter

DIGITAL TRANSFORMATION

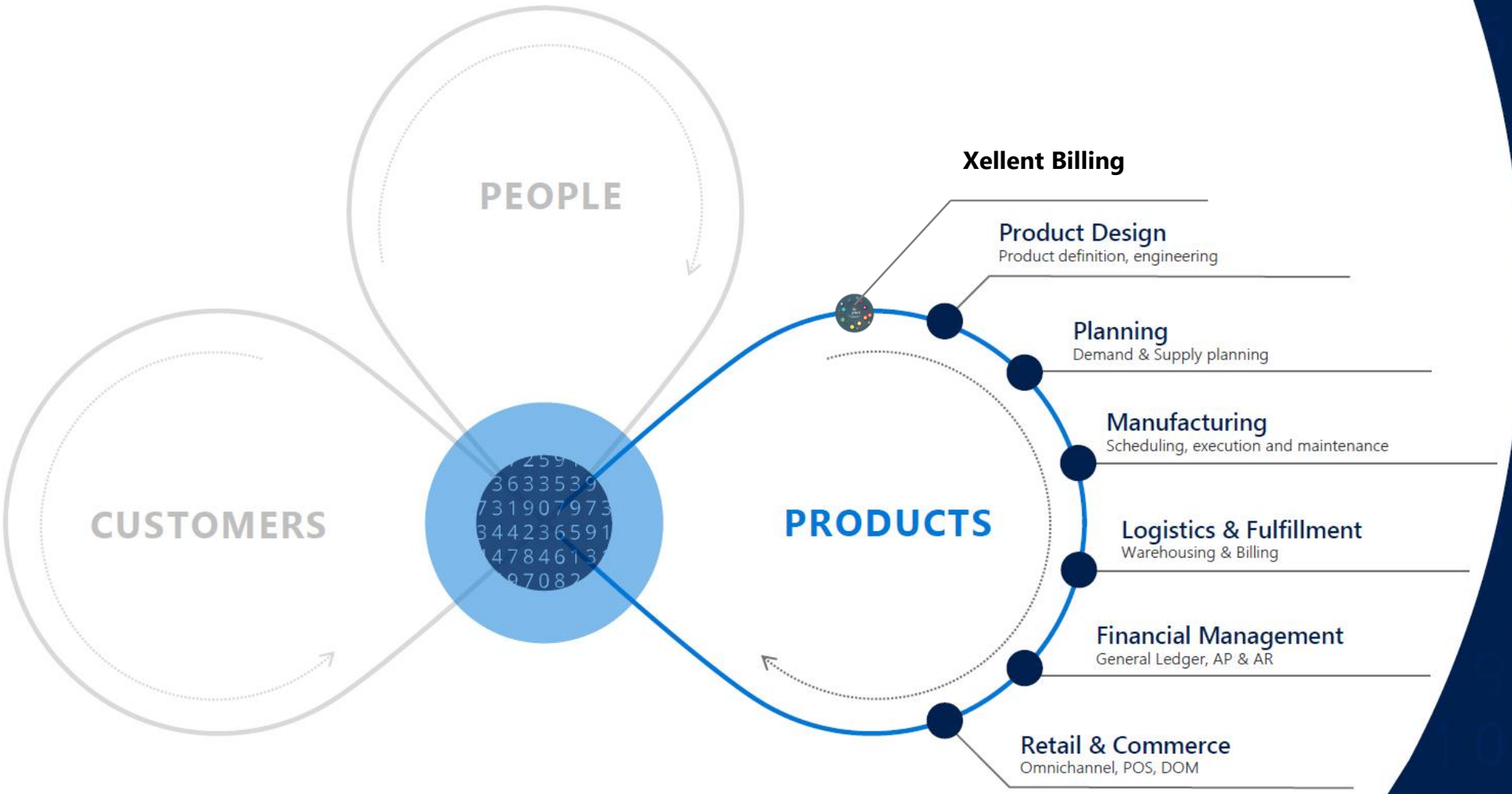


DIGITAL FEEDBACK LOOP



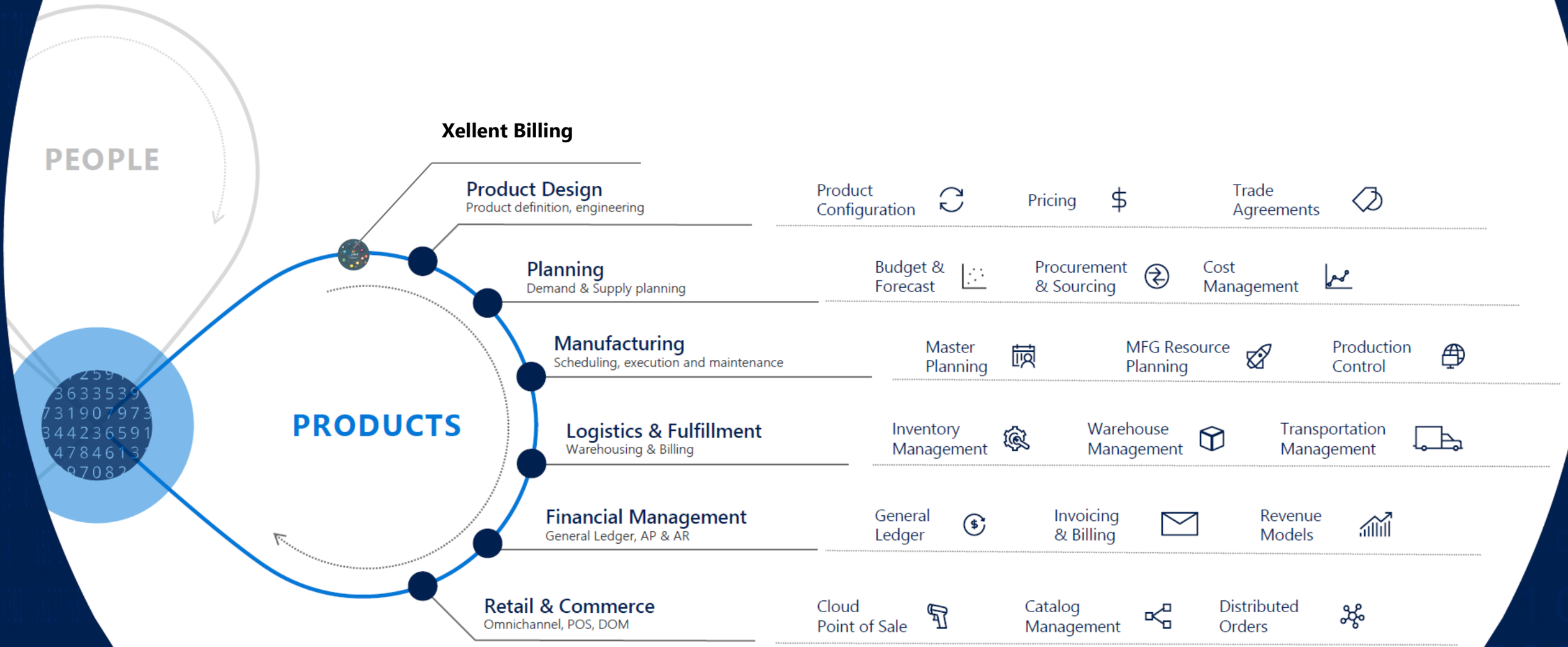
PRODUCTS

Accelerate Business Growth

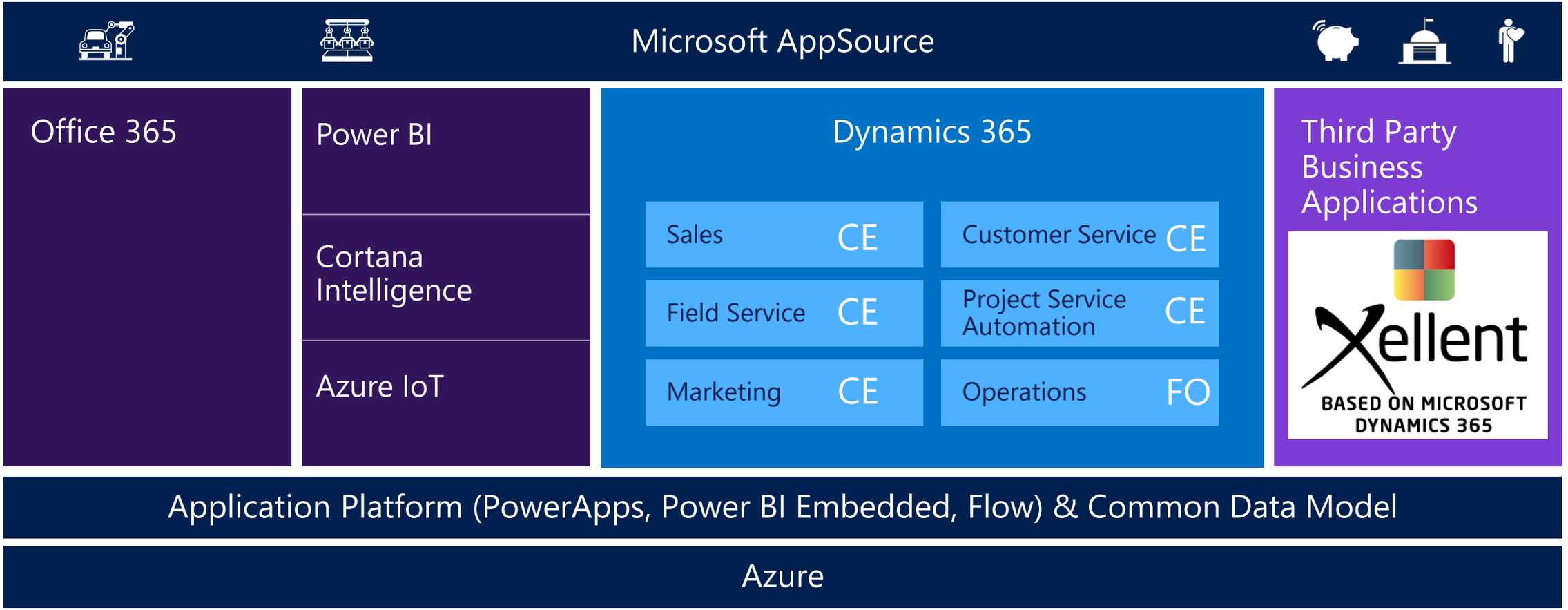


PRODUCTS

Accelerate Business Growth



Dynamics 365 platform & Xellent



© EG A/S

- **Over 50 role-based insightful, customizable workspaces** that provide an overview of business processes with both transactional and analytical data through visuals, tiles, KPIs, and quick links to reports that drive productivity, while providing built-in, role-based security to limit access to only those that need it. You can find more information in the Build operational workspaces documentation.
- **Built 1,200 pre-defined business process flows** that help speed implementations with proven best practices. You can find more information in the Business process modeler (BPM) libraries documentation.
- **Offer over 20 Power BI content packs** delivered standard with the system that provide rich analytics that reflect the entire business and **provides extensive real-time reporting capabilities** that enable customers to get the most from their data. You can find more information in Power BI documentation.
- **Created task-based guided experience** that helps on-board users faster with context-sensitive help and assistance to learn functionality faster and reduce support costs and overall TCO. You can find more information in the Task recorder and task guides documentation.
- **Flexible and agile financial reporting** that supports multiple legal entities and currencies in a single instance that natively handles foreign exchange and shortening end-of month process. Global Electronic Reporting (GER) that provides a configurable regulatory e-invoicing, payments and reporting that makes the maintenance and extensions of frequently changed regulatory functionality much easier. You can find more information on Financial Reporting as well as GER.
- **Flexible deployment options**–Cloud, on-premises, and cloud + edge (also known as hybrid and currently planned for CY2019) – deliver the speed, scalability, flexibility, and control to enable customers to optimize global operations and stay on top of legal and regulatory compliance. Customers can deploy Finance and Operations where their business demands across 20 regional Azure datacenters. See the latest list here.
- **Delivered localizations and regulatory updates across 34 countries and 41 languages**, with the latest introduction of support for Brazil and India. Russia is currently targeted for Q4 CY2018. See the latest list here.
- **Move from over-layering to extensions** for customizing or extending the application and recently introduced no code/low code extensions where users can easily add fields and embed PowerApps. This enables our customers to still adapt the application to their needs but in an update safe manner, allowing them to take advantage of our innovations in a more continuous fashion. You can learn more about extensions.
- **Increased our financially-backed Service Level Agreement (SLA) to 99.9%** to support our customer's needs across the Dynamics 365 portfolio of applications. You can find more information about our cloud service here.
- **Commitment to achieving and maintaining the industry certifications** that our customers need to support their business needs. Our current list of industry certifications includes ISO, SOC, HIPPA BAA and FERPA, all within the first 24 months of running the service. See the full list of certifications.
- **Launched, then expanded our FastTrack service** for Finance and Operations to help customers plan for a successful rollout by accelerating the deployment and user adoption with best practices and guidance that deliver greater repeatability and predictability.
- **Rapidly growing Finance and Operations partner solutions** through AppSource to help customers more easily find solutions that are more specifically tailored for their industry and vertical.
- **Enabled seamless, connected and configurable business processes** across the breadth of Dynamics 365 business applications such as order to cash across Finance & Operations and Dynamics 365 for Sales; and connected business processes across our Field Service, Project Service and Finance & Operations applications.

Xellent

Customer overview
Relational tree
Mail merge new engine
Mail merge new modules
- Meter reading card
- Collection letter
- Payment plans

Invoice layout engine
Work spaces

All main forms redesigned
- Installation
- Agreement
- Customer
- Contracts
- Metersv

New collection / interest engine
Removed DV and ERP
New Billing Items form
New use of dimensions
New reading creation flow
Integration to cases (sager)

Danish and Swedish products merged.
adoptation of Azure platform
adoptation of D365 platform
Catch up to DAX2009 product line

Data entities
- Migration
- Reporting
- Aggregates

Roadmap D365FO

2018

2018/2019

2018 Q2

- Bug fixing
- Remaining from upgrade
- Catchup from 2009
- **Product Improvements**
  - **Customer Overview**
  - **Work Spaces and Roles**

2018 Q3

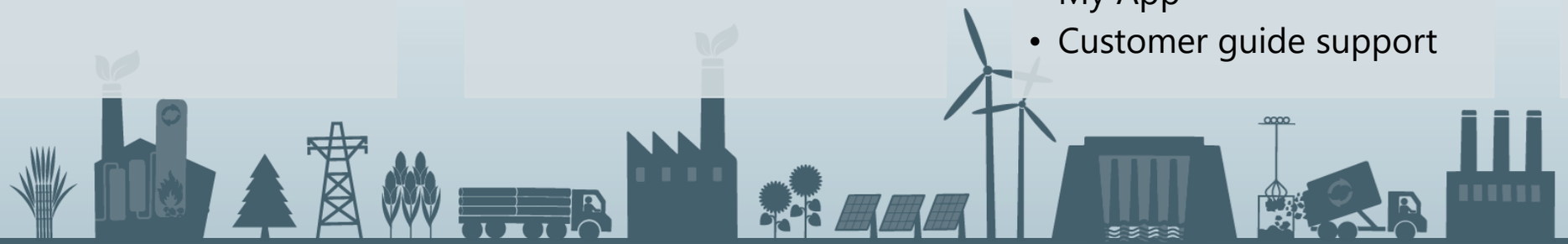
- Bug fixing
- Remaining from upgrade
- Catchup from 2012
- **Product Improvements**
  - **New Supplier Action**
  - **CRM4Utility**
- Platform Update PU18
- Application Update 8.0
- Remove Overlaying

2018 Q4

- PowerBI packs
- Integration via data-entities
- Storage of data in cloud
- Reports and self service
- DV4Utility
- ERP4Utility
- Enhanced customer self service
- My App
- Customer guide support

2019 Q1

- Business Analytics forecast
- Use of AI/Machine learning
- Optimization of processes
- Automatization
- PowerApps
- Flow
- Cloud for AX
- Insight into customer queries
- My pages

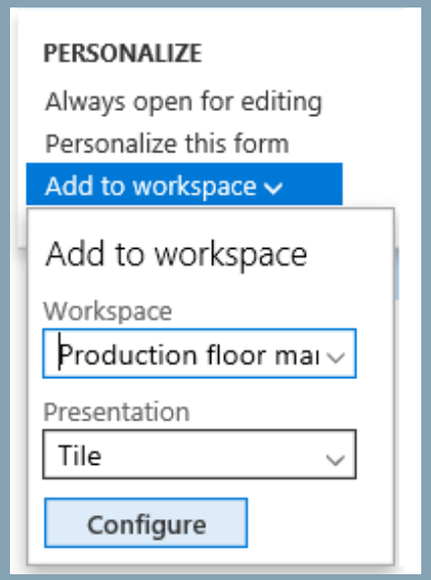


© EG A/S

Demo

workspaces

you can share your personalizations with other users



Administration of personalization

Personalize the user experience

Fact Boxes

Grid columns

FastTabs

adjust the width of a column

left or right of the column

Hide or Show columns

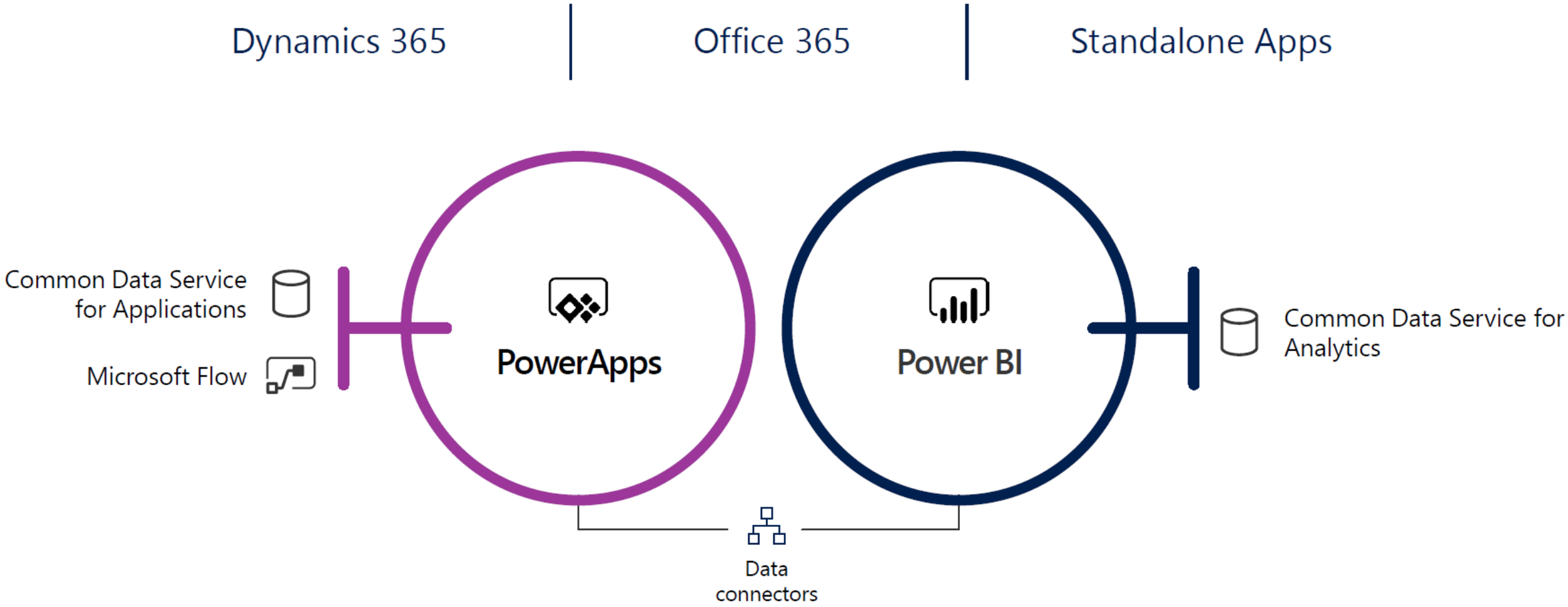
Adding an embedded PowerApp to a page

Adding an embedded PowerBI to a page

Creating custom fields

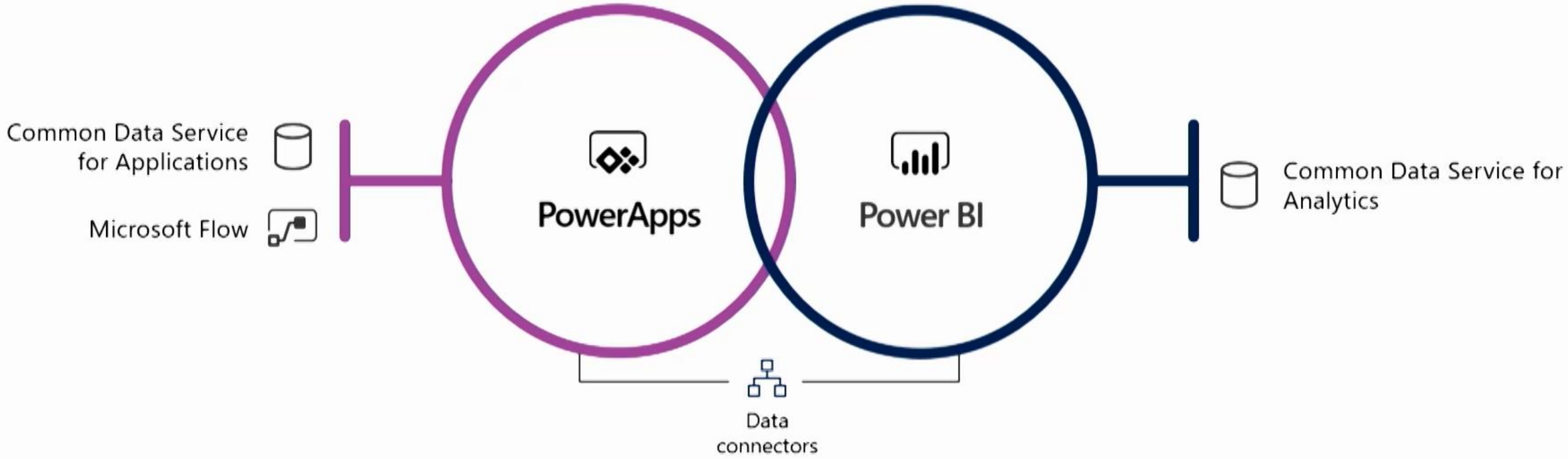
system administrators are able to create custom fields

Demo


Dynamics 365
Office 365
Standalone Apps
Common Data Service for Applications
Microsoft Flow
PowerApps
Power BI
Common Data Service for Analytics
Data connectors
Azure

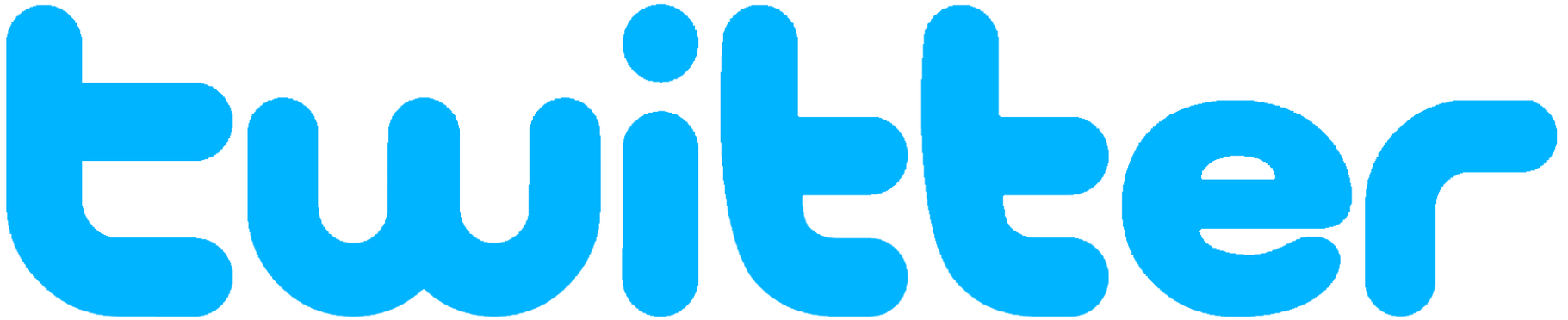
BUSINESS APPLICATION PLATFORM

Dynamics 365 | Office 365 | Standalone Apps



Azure

#NXCRMFV [navn]



Microsoft

Office 365 + Dynamics 365

Business Application Platform

Data and Intelligence

Adobe

Azure

Det drejer sig ikke om EG, men hvad vores produkter og services kan hjælpe jer med at opnå som virksomhed

Let’s go further

Tak for opmærksomheden

Agenda

- **Eftermiddag**
- 13.30 Valgfrie spor - lokale A og D
  - **Fremtidssikring med D365 og Xellent** *v/ Microsoft og Michael Troelsen, EG A/S (A)*
  - **En branche i forandring - digital transformation** *v/ Villy Gravengaard, EG A/S (D)*
- 15.00 Pause og udstilling
- 15.15 Valgfrie spor - Lokale A og D
  - **Styrk beslutningsprocessen med Power BI** *v/ Sven Lantz & David Bergling, EG A/S (D)*
  - **Xellent ERFA møde** *v/ Product Management og Delivery, EG A/S (A)*
- 16.15 **Afrunding på dagen** *v/ Bjarne Aarup, Executive Vice President, EG A/S (A)*
- *16.30* ***SUPRISE (A)***
- 16:30 - 18:00 Netværk, let forplejning og udstilling

© EG A/S