Microsoft

Velosio®

21 Day-to-Day Decisions You Can Make

FASTER, SMARTER AND MORE CONFIDENTLY

with Microsoft Dynamics 365 Business Central

INTRODUCTION

Despite all of the technology hype, the real aim of digital transformation is to connect data (and systems) to support better decision making. Turning data into insight gives executives and employees background and perspective on whatever situation they face.

Every day, the people in your organization make important decisions. Decisions that end badly—losing a customer, missing a deadline or reducing margins. And decisions that end well—closing a deal, building a partnership or motivating an employee. When those day-to-day decisions are guided by accurate and timely data, your employees can make more decisions that end well.

Microsoft Dynamics 365 Business Central helps organizations build an intelligent decision platform that automates data delivery to each person in the way they can use it. With centralized data, employees have access to relevant insights, giving them a broader perspective so they can respond quickly to challenges and opportunities. By connecting people, resources and processes across the organization, informed decisions can be made quickly and collaboratively.

In this eBook, we'll showcase 21 day-to-day decision scenarios and how you could be making them smarter and faster, founded on insight. We'll explain how Microsoft Dynamics 365 Business Central plays a critical role in empowering the finance, sales, service and operations teams to be more informed and productive.

FINANCE DECISIONS

With Microsoft Dynamics 365 Business Central, data is connected across accounting, sales, purchasing, inventory and customer interactions to provide a broader perspective for financial decisions. Through the solution's robust functionality, data is marked with characteristics, such as customers, regions, products or salesperson to support robust financial analysis.

Q&A

01 Do we need to extend the line of credit based on projected cash flow?

When it comes to cash flow, the last thing any business owner wants is a surprise shortage. With Business Central, dashboards are designed to serve the specific needs of each user. As a business decision maker, you can monitor cash on hand as well as payables, receivables, and other expected future cash transactions with critical financial performance measurements in real time. Built-in business intelligence and analytics allow you to run multiple scenarios to predict credit needs before you have a cash crisis.

02 Should we offer a discount on the newest product?

Pricing, especially for a new offering, requires a careful balance of both supply and demand factors. Business Central connects sales pipeline data to provide more accurate sales forecasts. Combined with more complete costing, tracking data from purchasing through production and delivery costs, you can analyze the impacts of different pricing levels on margins and sales.

03 Which location managers will get a bonus this quarter?

Managers shouldn't be surprised when they don't get a bonus based on their budgeted financial performance. With the built-in financial reporting tools within Business Central, you can easily chart financial performance of each of your operation's locations, departments or business units in real time. When managers have current data on their key performance metrics, they can align staff and resources proactively.

04 Which vendor should we use for this purchase?

Not all vendors are created equal. Business Central allows you to share information on vendors across departments and locations to avoid repeat mistakes. By centralizing company data, purchasing agents at any location or department can review past procurement activity with a vendor such as pricing and lead times before placing an order. And, through automated approval workflows, you can assure that purchasing is completed only by authorized personnel. Embedded Power BI dashboards can also provide visual cues to vendor performance.

05 Should we raise the credit limit of our biggest customer?

When your biggest customer places an order that will put them over their credit limit, a decision should be made quickly—without putting your business at risk. With a dashboard reflecting the complete history of the customer, including past sales, overdue amounts and payment history, you get deep insight at a glance. Decisions on whether to extend further credit can be made with full knowledge of the customer's history.

06 Should we be in this line of business?

Determining the profitability of a business unit can be harder than meets the eye—especially if your organization is using disconnected business systems. With Business Central, dimensions allow you to track costs precisely and shared costs can be allocated to reflect the true performance. By modeling and analyzing revenue and cost data across multiple products, locations or services, you can perform comparisons and determine the most profitable lines of business.

SALES AND MARKETING DECISIONS

Much more than just accounting, Microsoft Dynamics 365 Business Central replaces multiple disconnected systems with one. The Relationship Management functionality provides precise and timely contact and customer information to focus interactions and improve service while seamlessly integrating to the order, fulfillment and invoicing processes.

Q&A

07 Do we have enough sales in a region to justify opening a new office?

While a two-dimensional analysis, like sales per region, is helpful, multiple dimensions allow you to carry out far more complex analysis. Business Central supports you in evaluating business opportunities by combining more factors, like sales per sales campaign per customer group per region. In addition, with centralized business management and connected teams, you can consider opting for a modern "virtual" office instead of physical space.

08 Should we offer a discount on the newest product?

When a big opportunity comes knocking, your team needs to quickly determine if you can support the work and make a profit. The integration between Business Central and Microsoft Office 365 makes it easy to connect key team members to make a big decision quickly. Each department representative, equipped with data for their role in the contract, can meet virtually to discuss constraints and availability of resources and personnel. Share documents and data to make a collaborative bid/no bid decision.

09 Should we add the new product line?

Investing in a new product or service line is always a risk, but data analytics can provide clear insights into potential up- and down-side. Leveraging integrated analytic tools like Microsoft Power BI and Excel, you can build multiple scenarios that include the costs and revenues you can expect from a new product or service. If you decide to go forward, you can leverage all the Office 365 collaboration tools, like document sharing and virtual meetings to coordinate marketing, sales and operations for a smooth product launch.

10 Should we increase the sales quotas?

Through automation and workflows, your sales team can achieve higher levels of productivity and manage more opportunities. Business Central will keep track of customer interactions as well as provide guidance on best upsell, cross-sell and renewal opportunities. With the out-of-the-box integration with Outlook, Business Central allows your sales team to send product and service quotations directly from their e-mail, saving time while also providing an e-mail trail of the customer interaction.

11 Should we offer a promotion to increase seasonal sales?

By analyzing sales trends and comparing to prior years, you can make better decisions about how to manage product sales proactively. With Business Central, you can roll out a marketing campaign to offer the promotion to specific customers or groups of customers. You can set up start and end dates and test specific discount percentages at the lin item level.

OPERATIONS DECISIONS

Microsoft Dynamics 365 Business Central simplifies processes for every industry—from service-based businesses to manufacturers and distributors to software developers. Built-in intelligence supports efficient operations to optimize inventory, resources and project management.

12 Is inventory adequate to fill orders due to close next month?

Accurate forecasting can make a critical difference in customer satisfaction levels—hitting order promise dates and delivering on time. The built-in intelligence of Business Central helps to predict when and what inventory to replenish. The forecasting functionality allows your company to create "what if" scenarios and efficiently and cost-effectively plan for and meet demand.

13 Do we need to schedule overtime for the production team?

Calculate and optimize manufacturing capacity and resources to improve production schedules and meet customer demands. Business Central allows your production team to monitor and predict the load on work and machine centers as a result of planned and released production orders.

14 Should we outsource this production step?

Using manufacturing routes to identify all the costs associated with producing a product, you can determine if outsourcing is a more profitable choice. Business Central then enables you to set up a work center that is associated with a vendor (subcontractor) to ensure full visibility into outsourced operations. In addition, operational costs can be designated and analyzed at the routing or the work center level.

15 How often do we need to place an order to replenish more efficiently?

Better customer service means having inventory in stock. Use the built-in intelligence of Business Central to predict when to replenish inventory to minimize costs and maintain service levels. Track inventory items across locations to improve flexibility and ensure that inventory quantities are accurate organization-wide. Drop ship functionality also allows your organization to deliver items directly to the customer if fulfilling an order for a non-stocked item.

16 What people and how many should we assign to this project?

Stay under budget and on time with Project Management through Business Central. Project managers can configure jobs, schedule resources, manage budgets and monitor progress efficiently—and have visibility into the allocation of employees, machinery and other resources being used in all projects. Integration with Office 365 enables easy collaboration and document sharing, no matter where projects are delivered.

17 How can we improve the productivity of our remote workers?

The workplace environment is changing. Cloud-based business information empowers employees to be productive anywhere, on any device. Automated tasks and workflows driven by Business Central and delivered from within familiar Office tools like Outlook, Word and Excel keep employees connected and informed. Today, employees can screen-share, brainstorm on a virtual whiteboard, edit documents in real time and instant-message to make decisions quickly and keep work moving.

CUSTOMER SERVICE DECISIONS

The centralized customer information of Microsoft Dynamics 365 Business Central, shared across the organization, enables employees to provide great customer experiences through every interaction. Service management allows you to monitor service tasks, workloads and employee skills to optimize customer interactions in the field as well.

Q & A

18 How many additional service agents do we need to hire for the holiday season?

Finding the right balance to deliver great customer experiences without breaking the bank is a challenge. Through data analytics, you can forecast call and service volumes to assure adequate resource coverage. To streamline interactions and ensure service consistency, Business Central enables you to set up templates to guide agent/customer interactions.

20 How much should we charge for a maintenance agreement?

Business Central helps you calculate the costs of service delivery by defining the standard tasks expected to fulfill your customer service requirement. You can assign fixed, minimum or maximum prices to meet the unique requirements of your business. Statistics tools will help you evaluate how maintenance agreements are working over time and identify areas where you can improve.

19 Which products can we offer through an online store?

To support an online store, it's critical to have real-time, accurate inventory and shipping information. With Business Central, you can get advanced information about the availability of each item by event, by period or by location. An event is any scheduled item transaction, such as a sales shipment or an inbound transfer receipt. With this level of product insight, you can determine not only what products to offer, but which should take the spotlight.

21 Should we invest in mobile devices for employees in the field?

Your employees can be connected like never before, delivering better customer experiences…anywhere. With immediate access to customer, product and service data, employees can increase sales values, process mobile payments, and provide more comprehensive services while on site. With robust mobile devices, employees can be active participants in your "virtual office" no matter where their work takes them.

Providing an intelligent decision platform, Microsoft Dynamics 365 Business Central delivers meaningful, useful data to each person in your organization. Your leaders, managers and front-line employees will have the relevant insights and broader perspective to make decisions with confidence. Connecting people, resources and processes across the organization, Business Central supports an informed, collaborative workplace where data empowers each person to achieve their full potential.

![Velosio® What's *your* next?]

WHY CHOOSE VELOSIO TO IMPLEMENT, SERVICE AND SUPPORT MICROSOFT DYNAMICS 365 BUSINESS CENTRAL?

Velosio moves you from what is to what is next for your business through expert delivery of business solutions and cloud technologies. With over 30 years of business systems experience, Velosio is an expert in Dynamics 365 Business Central implementations. We bring innovation to service delivery by streamlining choices that include the most common use-case scenarios at predictable fees.

We will help you realize business value faster, simplify the process of deploying technology so you can support the data-driven decisions and innovation that move your business forward. Beyond our expertise, as a Velosio client you can leverage the Velosio network of peers, external resources, and community events to help you on your journey to what's next powering your business growth.

We empower clients to go from what is to what is possible through innovative technology, specialized expertise and strategic partnerships. Let Velosio help your business on its journey to next.

Ready to Make Faster, Smarter and More Confident Decisions with Microsoft Dynamics 365 Business Central? We can help.

GET STARTED!

Request a conversation with a business technology expert:

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