Infosys®

Microsoft Dynamics Practice at Infosys

Today's digital-led rapidly evolving business scenarios pose unique challenges for both large enterprises and emerging companies. While we hear a lot about social, mobile, cloud, analytics, and internet of things, the reality is that this all needs a strong back end for its working. Towards this goal, large enterprises need ERP and CRM solutions that cater to corporates, completely while meeting unique and localized requirements of their subsidiary offices and enable their integration with the parent. On the other hand, mid-sized companies require vertical-focused, cost-effective, and nimble ERP and CRM solutions that ensure quicker kickstart and faster returns along with ability to achieve improved operational efficiencies.

Microsoft Dynamics Practice at Infosys caters to the business needs of both the large enterprises and mid-sized organizations by providing end-to-end services on Microsoft Dynamics™ AX, Microsoft Dynamics™ NAV, and Microsoft Dynamics™ CRM. These solutions lower the TCO and ensure higher and quicker ROI, thus enabling customers to use Microsoft Dynamics™ to maximize their business value and improve their competitiveness.

Verticals Serviced by Microsoft Dynamics Practice

Microsoft Dynamics Practice provides solutions for the following verticals:

- Manufacturing – Aerospace, Automotive, Hi-Tech and Discrete Manufacturing, Process Manufacturing, Lean Manufacturing

- Banking and Capital Markets
- Energy, Resources, and Utilities
- Retail, Logistics, and CPG
- Communication Service Providers
- Insurance, Healthcare, and Life Sciences
- Services and Media

Value Proposition

1. **Microsoft-Infosys Alliance:** As a Certified Global System Integrator (GSI) partner of Microsoft, Infosys has early access to new products and releases to serve its customers better
2. **Microsoft Dynamics Partner:** Microsoft Dynamics Practice has become a Gold partner in the Partner ecosystem of Microsoft Dynamics which ensures full product support for implementations from Microsoft
3. **Experience:** Extensive design, development and deployment experience in Microsoft Technologies and products that enables Microsoft Dynamics Practice to provide robust, cost-effective solutions to clients
4. **Higher ROI:** Lower product license costs combined with the cost-effective Global Delivery Model of Infosys, result in lower TCO and Quicker ROI for the client along with faster time to market.
5. **Post Production Support:** Microsoft Dynamics Practice provides product maintenance as well as end-user support to clients.
6. **Expertise:** Microsoft Dynamics Practice has a pool of domain experts and Microsoft Certified Consultants having industry-wide implementation experience

Microsoft Dynamics Practice Service Offerings

Services provided by Microsoft Dynamics Practice include:

- **Global Implementations:** Proven package implementation methodology and high emphasis on standards and processes delivered via Global Delivery Model results in robust implementations for clients.
- **Package Evaluation:** Extensive experience and expertise across various Microsoft Dynamics packages and strong domain experience enables us to provide package evaluation across Microsoft Dynamics Applications.
- **Application Upgrade:** Provides application upgrade services using its proven methodology, complete with a set of in-house tools and templates.
- **Application / User Support and Maintenance:** Microsoft Dynamics Practice takes bottom-line responsibility for Application Support and Maintenance. Microsoft Dynamics Practice provides user support and application maintenance for a pre-defined timeframe post Go-Live.
- **Product Licensing:** Microsoft Dynamics Practice helps clients acquire optimal ERP/CRM Product Licenses from Microsoft after due diligence based on parameters like number of users and depth of functionality required.
- **Industry vertical solutions on ERP and CRM:** Domain expertise along with product experience enables development of solutions which provides faster implementations, with reduced risks thus providing lower TCO and rapid ROI to our clients.

Focus on Solutions in Microsoft Dynamics space

Infosys Solutions on Microsoft Dynamics ERP

- **Enterprise Asset Maintenance (EAM) solution** - EAM is the proven solution framework from Infosys for preventive and breakdown maintenance of assets/ equipment through work orders, allocations, costing, and related purchasing and sales transactions for all mobile and non-mobile assets. Solution enables ownership management, lending, and transfers.
- **Oil & Field Services (OFS) Solution** - This is a vertical solution for Oil and Gas Industry and is developed based on Process Classification Framework defined by APQC specifically for the Petroleum industry. Requirements are modularized and parameterized so as to enable easy configuration with minimal additional development.
- **ERP-In-a-Box** - India in a Box is a prepackaged business management solution that is based on industry standard Microsoft Dynamics NAV. It enables companies to seamlessly extend their IT systems to their subsidiaries in India – within 8 weeks. This solution is built on a robust ERP.

Infosys Solutions on Microsoft Dynamics CRM

- **Agency Relationship Management (ARMS) Solution** - Agency Relationship Management Solution (ARMS) built on Microsoft Dynamics CRM 2013 is a comprehensive solution for the Insurance Industry. Agency Relationship Management solution provides insurers with key differentiating capabilities enabling their producers/agencies to generate accurate & consistent customer information and messaging. It leverages social and mobile capabilities of the Microsoft Dynamics CRM platform.
- **Relationship Based Solution (RBS) Solution** - Infosys Relationship-Based Solution (RBS) is based on Microsoft Dynamics CRM 2015 and offers many niche and smart features for the Relationship Manager in the Wealth Management space. Its key offerings include Customer Management, Portfolio Planning, Customer Segmentation, and Service Management which will deliver end-to-end processes ensuring holistic business benefits.

For more information, contact askus@infosys.com

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