ADVANTAGE YOU

Be more.
Do more.
With Infosys
and Microsoft
on your side!

Infosys®
Navigate your next

Today's digital-led, rapidly evolving business scenarios pose unique challenges for enterprises across industries. While we hear a lot about social, mobile, cloud, analytics, and Internet of Things (IoT), the reality is that these require robust foundation systems to operate successfully. Large enterprises need enterprise resource planning (ERP) and customer relationship management (CRM) solutions that address unique and localized requirements.

On the other hand, emerging companies require vertical-focused, cost-effective, and nimble ERP and CRM solutions.

Microsoft Dynamics Practice at Infosys caters to the business needs of both large enterprises and emerging companies by providing end-to-end services on Microsoft Dynamics ERP and CRM. These solutions lower the Total Cost of Ownership (TCO) and ensure a higher and quicker Return On Investment (ROI), thus enabling customers to use both on-premise and on-cloud solutions from Microsoft Dynamics to maximize their business value and improve their competitiveness. Infosys helps enterprises redefine consumer experiences,

renew and amplify your technology core, develop new business models, and ensure unified orchestration and management across the digital ecosystem.

Through a dedicated Center of Excellence (COE), we focus on strengthening the core foundation and continuously innovate with catalog offerings for enterprise applications, tools, accelerators and frameworks, vertical-specific solutions, and CXO advisory services. With this, we enable digital transformation and faster adoption of next-gen technologies like intelligent CRM, IoT, predictive analytics, omnichannel offerings, and gamification.

Infosys Microsoft Dynamics Practice Snapshot

Highly qualified consultants cross-skilled in various technologies

Microsoft Dynamics CRM
Microsoft Dynamics AX
Microsoft Dynamics NAV

Worldwide presence with active accounts across verticals

Top five Global SI Partner, Gold-Certified Microsoft Partner – **360 degree alliance**

End-to-end service offerings including package evaluation, implementation, system reengineering, integration, upgrade, data migration, and change management

Cater to allied products like:

Yammer
Skype for Business
Office 365
SharePoint
Microsoft Social Engagement
parature
aexstudio
Microsoft Dynamics Marketing
FIELDONE from Microsoft
Microsoft Azure
Power BI

Infosys Microsoft Dynamics Practice strategy

"Enabling digital transformation for our clients in Microsoft ecosystem driven by dedicated focus on higher user adoption, real-time analytics, enhanced decision-making, legacy modernization, and connected ecosystems."

Experience

Case study 1: Higher user adoption, a mature UX, and addressing hidden end-user complexities.

Client profile

The second largest personal lines insurer in the United States and the largest that is publicly held, headquartered in Illinois, USA.

Services offered

Custom search for contact information, scalable concern management platform, and integration with multiple in-house systems (Agency Gateway, TIBCO Queue, Oracle Business Objects).

Business value

Enhanced user experience, long-term strategic solution, reduced development and maintenance costs, enhanced visibility into customer issues, comprehensive reporting as well as trend analysis capabilities, and enhanced system performance.

• 40 percent reduction in SLA leakage
• 20 percent improvement in productivity

Decision-making

Case study 2: Real-time analytics and machine learning to enable better decision-making.

Client profile
A leading healthcare firm based out of the United States serving 3.5 million people.

Services offered
Increased implementation speed using parallel design and development stages, standard CRM features for complex business requirements, rapid BVAs to reduce design and development changes, and minimal dependency delays.

Business value
Comprehensive healthcare analytics solution, contextualized customer support, process optimization, self-service portals for all stakeholders, and a seamless business transition from one system to the new.

Standardization

Case study 3: Modernization of applications to leverage today's innovations

Client profile
One of the world's leading communications services companies, serving the needs of customers in the UK and more than 170 countries worldwide.

Services offered
Process harmonization, consolidated financial reporting, unified product catalog, centralized resource management, as well as process and resource optimization.

Business value
Process harmonization, robust sales strategy, enhanced visibility into products and services, improved budgeting and forecasting capabilities, efficient inventory management, finance and sales automation, and mobility and backend system integration.

- **80 percent reduction in custom fields**
- **56 percent reduction in customizations**

Connected ecosystems

Case study 4: Integrated innovations across ecosystem players and connected devices to make information 'real'.

Client profile
A leading drug manufacturing company based out of New Jersey.

Services offered
Optimized supply chain management using Microsoft Dynamics AX 2012 and end-to-end Clinical Trial Supply Management (CTSM, in-house solution) covering key business processes, for example, product management, clinical trial management, demand and supply planning, sourcing, manufacturing, and packaging.

Business value
Process optimization, process automation, material procurement management, effective planning and tracking of supply chain, as well as a virtual manufacturing and packaging model.

Infosys Microsoft Dynamics Practice implementation methodology

Our offerings are flexible and we are experienced in various implementation methods like agile, iterative, DevOps, and waterfall models.

Infosys Microsoft Dynamics tools and accelerators

Fitting the gap between enterprise needs and out-of-the-box product features, we provide the best-in-breed frameworks, tools, accelerators, reuse repository, and process baselines.

Digital catalog offerings on Microsoft Dynamics

Unlock case management

Enriching customer satisfaction to store and track customer service requests and issues related to any domain.

Keep-the-lights-on

Application maintenance and support for different models such as dedicated support, shared support, shared services, or dedicated services offerings.

Dynamics cloud assessment and advisory services

End-to-end services for cloud readiness assessment, fit-gap analysis for cloud implementation, cloud implementation and integration, and optimized services for the same.

CXO advisory services

As-is IT environment assessment and strategy consulting to help enterprises plan and move from their existing application landscape to MS Dynamics products.

Go-to-market solutions and frameworks

Insurance, healthcare, and life sciences

- Clinical Trial Supply Management (CTSM) solution
- Agency Relationship Management solution (ARMS)
- Telemedicine solution

Financial services, and cards and payments

- Relationship-based solution (RBS)

Focus on solutions in Microsoft Dynamics

Energy, utility, communications, and services

- Oil Field Services solution (OFS)
- Next-generation Telecom CRM solution
- Customer service for electricity distribution

Manufacturing, retail, logistics, and CPG

- Loyalty Management Framework
- Asset Maintenance solution

Why Infosys

- **Quick access for product support, new technologies, and consulting services with Infosys** – One of the top Global System Integrators (GSI) for Microsoft and a Gold Partner for Microsoft Dynamics competency

- **Cross-technology expertise in Microsoft Technologies** such as SharePoint, Azure, Office 365, Yammer, Power BI, AzureML, and Skype for Business to implement integrated and cost-effective solutions

- **Extensive experience in implementing and supporting Microsoft Dynamics** across verticals, geographies, and business processes with a pool of domain experts and Microsoft-certified domain consultants

- **Cost-effective Infosys Global Delivery Model and rapid implementation approaches** based on the extensive library of reusable tools and accelerators, thus increasing ROI and de-risking implementation

The Infosys Microsoft Dynamics difference

- **We help 'mature' the Microsoft Dynamics ecosystem and evangelize the product suite** – Taking over legacy modernization and failed implementations, we help clients leverage the best from their investments (leveraging CXO advisory catalog)

- **Deploy Microsoft Dynamics for business-critical applications** – We helped a major utilities company based out of the UK ensure that precise, high probability, and localized storm alerts reach end users on time before the storm season starts in the UK

- **Building 'deep micro-vertical offerings' in the Microsoft Dynamics ecosystem and taking them to market** – We are co-investing with Microsoft to build vertical solutions and each of these solutions have a live client today. We are also working with a UK-based client to help build legal industry-specific solutions in Microsoft AX. We also help deploy these products internally within Microsoft for their own business

- **Expanding the product deployment footprint leveraging POCs / show and tell** – For a client known as a specialist in electrical and digital building infrastructure (multibillion-dollar switch company), we were able to achieve a business process standardization / template definition initiative followed by a plan to rollout in 80 countries.

For more information, contact askus@infosys.com

Infosys
Navigate your next

Infosys.com | NYSE: INFY

Stay Connected   SlideShare