ADVANTAGE YOU
Microsoft Dynamics at Infosys
The Microsoft Dynamics Practice of Infosys (EAIS) caters to the business needs of both large enterprises and mid-sized organizations by providing end-to-end solutions on Microsoft Dynamics™ CRM, Microsoft Dynamics™ AX, and Microsoft Dynamics™ NAV. These solutions lower the TCO and ensure higher and quicker ROI, thereby ensuring maximized business value, and improved competitive advantage.
About the Microsoft Dynamics Practice

- 45+ Active engagements
- 650+ Consultants
- 400+ certifications on Microsoft Dynamics products across products and versions

- 11+ Years mature practice
- New opportunities (pipeline) and extension opportunities 7x of our current revenues

- Vertical focus by industry
- 100+ Completed engagements
- Strong Infosys-Microsoft alliance with geo-based mapping for service delivery

- Winner of MS Customer Award for 2012 for outstanding work in process manufacturing
About the Microsoft Dynamics Practice

Our worldwide footprint

Our focus

Microsoft Dynamics AX
Microsoft Dynamics CRM
Microsoft Dynamics NAV
Scalable, adaptable, next-generation Enterprise Resource Management and Customer Relationship Management solutions using Microsoft Dynamics

Cloud focus – Evaluating Cloud readiness, moving to cloud

Catalog offerings for enterprise applications

CXO advisory services for right solution

Preconfigured frameworks & solutions
End to end service offerings

Package evaluation, scope definition, proof of concepts
Program and project management
Implementation, customization, and rollouts
System reengineering and upgrades
Development of reports and executive dashboards
Integration and data migration services
Solution maintenance and support
Organizational change management
Infosys–Microsoft Alliance: A 360-degree relationship

- Infosys has one of Microsoft’s largest enterprise agreements with Microsoft in India
- Infosys is one of Microsoft’s top 50 global commercial clients
- Infosys has been an early adopter of Microsoft technologies and solutions

Infosys is one of Microsoft’s top five global SI partners with go-to-market business strategy, execution plan, and executive cadence

- Infosys is one of Microsoft’s largest suppliers
- Infosys helps define strategy, program manage, develop and test across Microsoft’s business and IT units

Infosys was the Platinum sponsor of Microsoft Envision ’16.
Trends and Opportunities

Microsoft Leading Digital Disruption with end to end Platform offerings – Forrester and Gartner
• Experience, decision-making, standardization, and connected ecosystem

Massive move towards harnessing the power of the cloud and building intelligent systems with a focus on productivity everywhere
• Dynamics CRM Online, Dynamics AX 7, Azure, Mobility, O365, Yammer, SharePoint, Analytics – Cortana, BI, ML, Automation, etc.
• Nimble, flexible, faster implementations with lower TCO

Large demand and adoption of the modern and intelligent platform
• Clients replacing existing applications like Siebel, Oracle, or older legacy applications (both with CRM and AX)
• Market leader in CRM with a differentiated offering. Only real competition from SFDC
Microsoft Dynamics – center of excellence focus

**People**
Best of breed consultants with implementation experience across technologies and industries

**Tools and accelerators**
Best of breed frameworks, tools, accelerators, reuse repository, and process baselines

**Knowledge management**
Standards, templates, process aids, white papers, and knowledge shops

**Infrastructure and shared R&D**
Co-development of solution, dedicated labs, training, delivery infrastructure, and networks

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Our next-generation focus

- **Social engagement**
- **Intuitive mobile apps – anytime, anywhere**
- **Immersive customer experience**
- **Always on – Connected products**
- **Customer view and deep customer insights**
- **Solution offerings on the cloud**
- **Life cycle-based delivery**
- **Ecosystem bundling for end to end services**
- **Extended apps on the cloud**
Vertical-wise solutions

Energy, communication, and services
- Oilfield Services (OFS) solution
- Telecom solution
- Electricity distribution solution

Financial services, cards and payments
- Relationship Based Selling (RBS)
- Essence - Support Ticket tracking

Horizontal solutions
- India in a Box
- Essence - Support Ticket tracking
- Vendor Management Solution

Healthcare, insurance, and life sciences
- Agency Relationship Management Solution (ARMS)
- Tele-Medicine Solution
- Clinical Trial Supply Management (CTSM) solution

Retail, CPG, and logistics
- Loyalty Management Solution

Manufacturing
- Asset Maintenance solution
Infosys MS Dynamics - major customers
A leading global specialty chemicals company

"Infosys has brought immense value to (our) existing Sales Management processes across Business Units by delivering the CRM application on schedule, within budget and by providing valuable consulting in building the CRM application that suits a large organization like (us). I appreciate the commitment and spirit of the entire Infosys team to deliver to (sic) beyond our expectations and look forward for continuing the success with the Wave 3 rollout”

– Paul Mauer, Global Head of Business Applications, Clariant

http://www.infosys.com/about/clients-speak/Pages/digital-transformation-journey.aspx
“Infosys has delivered a lot of value around our ERP system. They have delivered multiple projects across the Supply Chain and Finance areas. Infosys brings a lot of skills to the table at a price point that is very attractive for many large enterprise customers… …also, their ability to be flexible has benefitted the Chobani business greatly. The Infosys relationship has been supportive at the highest level.”

- Jeremy Bradford, Director, Project Management, Chobani

A leading Greek yogurt manufacturer in the US

http://www.infosys.com/about/clients-speak/Pages/digital-transformation-journey.aspx
Appendix
The third front

Today's digital-led businesses require robust foundation systems. While large enterprises need ERP and CRM solutions that address unique and localized requirements, smaller emerging companies require vertical-focused and cost-effective solutions.

Microsoft Dynamics is that solution – a third front beyond SAP and Oracle.
The Infosys center of excellence (CoE)

The CoE focuses on continuous innovation with catalog offerings for enterprise applications, tools, accelerators and frameworks, vertical-specific solutions, and CXO advisory services.

This enables digital transformation and faster adoption of next-gen technologies like intelligent CRM, IoT, predictive analytics, omnichannel offerings, and gamification.

This in turn helps enterprises redefine consumer experiences, renew and amplify their technology core, develop new business models, and ensure unified orchestration and management across the entire digital ecosystem.
Microsoft Dynamics

- Easy and simplified UI and UX
- Productivity and business intelligence (BI) integration with the One Microsoft experience
- Modern architecture and flexible environment for customization and business agility
- Unrivaled choice of add-ons within a vast marketplace based on a mature ecosystem
- Flexible deployment options – on premise, cloud, or hybrid with interoperability
- Overall lower total cost of ownership
THANK YOU