

Microsoft Dynamics Practice

Even as the flattening world creates sizeable opportunities by opening up new areas of growth, it constantly poses unique challenges and affects the way business is done in both mid-market and large companies. To succeed in such a scenario, mid-market companies require vertical-focused, cost-effective and timely Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) solutions that improve operational efficiencies and therefore ensure quicker returns. Large enterprises need ERP and CRM solutions that cater to the unique and localized requirements of their subsidiary offices and enable integration with their parent enterprise systems.

Infosys' Microsoft Dynamics practice helps automate and streamline business processes across finance, customer relationship and supply chain functions. It ensures this by providing end-to-end services across Microsoft Dynamics™ GP, Microsoft Dynamics™ AX, Microsoft Dynamics™ NAV, and Microsoft Dynamics™ CRM products, leveraging our robust implementations, fast rollouts, dependable sustenance services, and superior quality development.

Key Capabilities in Microsoft Dynamics

- Over 50 engagements in 25+ countries across the Microsoft Dynamics™ suite of products.
- A strong and growing team of more than 250 personnel.
- Microsoft Certified consultants with industry-wide implementation experience and a center of excellence for business applications and functional solutions.
- End-to-end service offerings across key industry verticals - **Manufacturing, Banking and Capital Markets, Retail, CPG and Logistics, Energy, Utilities and Services, Insurance, Healthcare and Life Sciences, Communication Media and Entertainment**

Sweet Spot | Emerging Area

Alliance Overview

Infosys' strategic alliance with Microsoft brings together the innovative technologies of Microsoft and the integrated services delivery capabilities of Infosys to deliver tangible business value to clients.

Steve Ballmer, CEO, Microsoft Corp, commenting on the alliance, "Microsoft and Infosys share a commitment to helping customers use technology to improve every area of their business, from process excellence to connecting with customers to responding effectively to the competitive landscape. Microsoft's long-term focus on delivering an integrated, manageable and reliable platform, combined with Infosys' unique delivery model and deep consulting skills, is designed to help customers succeed and grow through increased efficiency, cost savings and business value."

Service Offerings Foot print

PACKAGE EVALUATION

We help identify the package best suited for your needs by analyzing your existing business processes and mapping them to the functionalities of various software packages.

PRODUCT LICENSING

We help you acquire optimal ERP and CRM product licenses from Microsoft, based on parameters such as the number of users and functionality.

GLOBAL IMPLEMENTATION AND ROLLOUT

We provide robust implementations based on proven methodologies that adhere to global standards and processes.

DE-RISKED UPGRADES

We leverage Infosys' Global Delivery Model (GDM) and combine it with our robust tools, accelerators and unique de-risking approach to assess accurately the strategic, financial, operational, and technical impact on the enterprise application landscape.

ASSURED SUPPORT AND MAINTENANCE

We provide global users of enterprise applications with support - including user support and application maintenance - for a pre-defined timeframe after go-live.

Infosys Services Cater to Enterprise-Wide End-to-End Business Needs

ANALYTICS	CRM	DISTRIBUTION	MANUFACTURING
FIELD SERVICE MANAGEMENT	FINANCIAL MANAGEMENT	HUMAN RESOURCE MANAGEMENT	RETAIL MANAGEMENT
PORTAL	PROJECT MANAGEMENT AND ACCOUNTING	SUPPLY CHAIN MANAGEMENT	

Our Key differentiators: Solutions for specific industry needs

SOLUTION	VALUE DELIVERED	INDUSTRIES
Patient Management Solution	Helps healthcare delivery organizations optimize revenues through greater patient satisfaction, improved communication, more effective outreach campaigns, and increased user productivity.	• Insurance, Healthcare & Life sciences
Solution for wholesale distributors	Improves sales and operational productivity by driving growth in existing/new accounts in different geographies. This is enabled through productive relationship management leveraging tailored sales processes for specific products, services and market segments.	• Retail • Industrial equipment manufacturing
Solution for wealth management and private banking	Handles business scenarios and workflow to suit a typical wealth management setup, enabling banks to gain a larger client wallet-share via more effective cross-selling and up-selling.	• Banking and Capital Markets
ASCM (Advanced collaborative supply chain management) solution	Manages the entire Procure-to-Pay cycle along with the supplier on boarding, collaboration (forecasting, inventory, receipt, and invoicing) and performance dashboards. This enables reduced procurement operations cost, low Total Cost of Ownership (TCO), reduced inbound inventory, decreased spend leakage, and improved on-time delivery.	• Manufacturing • Retail
Enterprise Asset maintenance solution	Manages preventive and breakdown maintenance tasks through work orders, allocations, costing, and related purchasing and sales transactions for all mobile and non-mobile assets. This results in reduced unscheduled downtime, increased labor productivity, optimal Maintenance, Repairs and Operations (MRO) inventories, and comprehensive asset maintenance data.	• Manufacturing
Mobile Sales	Helps on-the-move sales forces create orders through mobile devices, track progress and manage customer data. This results in improved employee productivity and enhanced customer satisfaction.	• Retail • Distribution
Hub and spoke	Knits the enterprise web together through web services and file protocol-based connectors to ERP/CRM products in real-time or batch mode.	• Manufacturing • Retail

MS CRM

Product Agnostic

MS AX

MS NAV

CLIENT	SOLUTION PROVIDED	BENEFITS
Leading Manufacturer and Supplier of Wines	Infosys streamlined core business processes by implementing a single instance-based multi-site/language/currency Microsoft Dynamics™ AX application, globally rolled out across the client's various companies	The new solution helped reduce customer attrition, increase order volume, enhance the customer base, and reclaim sales tax from the US.
Leading Logistics Company	Infosys implemented Microsoft Dynamics™ NAV for providing a robust, fully integrated and easy to use system, streamlining the company's sales ordering process, consignment tracking and delivery order controls to make optimal use of resources' capacity and market demand.	The newly deployed solution improved customer service levels, provided seamless integration and visibility, increased employee productivity and utilization and improved financial control and collaboration.
Leading Bank in the Middle-East	Infosys implemented service management on Microsoft Dynamics™ CRM. The solution completely automated the customer complaints management process from initiation to resolution with alerts and notifications at different turnaround times.	Enhanced customer satisfaction through reduced turnaround time for complaints, and better management of marketing campaigns.
Leading Telecommunications Provider	Microsoft Dynamics™ GP was implemented by mapping business processes to the standard functionality of the package, thus minimizing custom developments. Infosys provided end-to-end services including requirements gathering, design, testing, data migration, end-user training, cutover and support.	The increased automation enhanced employee productivity and effectiveness and reduced manual dependency.



Building
Tomorrow's Enterprise

For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.