



# Microsoft Dynamics 365: Reimagine your business to meet the needs of tomorrow

Kristiane Grøtvedt  
Solution Sales Specialist (SSP) | BizApps F&O | Microsoft Norway

Email: [Kristiane.Grotvedt@microsoft.com](mailto:Kristiane.Grotvedt@microsoft.com)

LinkedIn: [www.linkedin.com/in/kristiane](http://www.linkedin.com/in/kristiane)

Mobile: 90229226

# Velkommen til DynUg 😊

## Nyheter F&O

### Release 2, 2020

#### Finance and Operations

- **Dynamics 365 Finance** continues to focus on automating common tasks to reduce the number of manual processes and add insights and intelligence in Finance. Asset leasing enhances the core capabilities of Finance and the global coverage for Finance continues to expand in this release wave.
- **Dynamics 365 Supply Chain Management** expands planning optimization for Manufacturing to perform supply and production planning in near real time with in-memory services. Enhancements to Product Information Management include engineering change management and product versioning capabilities. Cost Management includes new features that will enable global companies maintain multiple cost accounting ledgers by allowing dual currency and dual valuation. Enhancements to the job card device include a new user experience and a new feature to enable reporting serial numbers.
- **Dynamics 365 Guides** is focusing on intelligent workflows in this release wave. By taking advantage of data and AI innovations, work instructions can be configured to adjust on the fly based on operator inputs. In addition, insights will make it easier to use time-tracking data and connect that data to your business.
- **Dynamics 365 Project Operations** unifies operational workflows to provide the visibility, collaboration, and insights needed to drive success across teams from sales to finance. Project Operations connects your sales, resourcing, project management, and finance teams within a single application to win more deals, accelerate delivery, empower employees, and maximize profitability.

#### Human Resources

- **Dynamics 365 Human Resources** expands leave and absence and benefits management capabilities to transform the employee experience. Employees and managers will be able to manage leave and absence directly from Microsoft Teams. This release wave enables streamlined integrations to recruiting and payroll partners, thereby building a Human Capital Management (HCM) ecosystem.

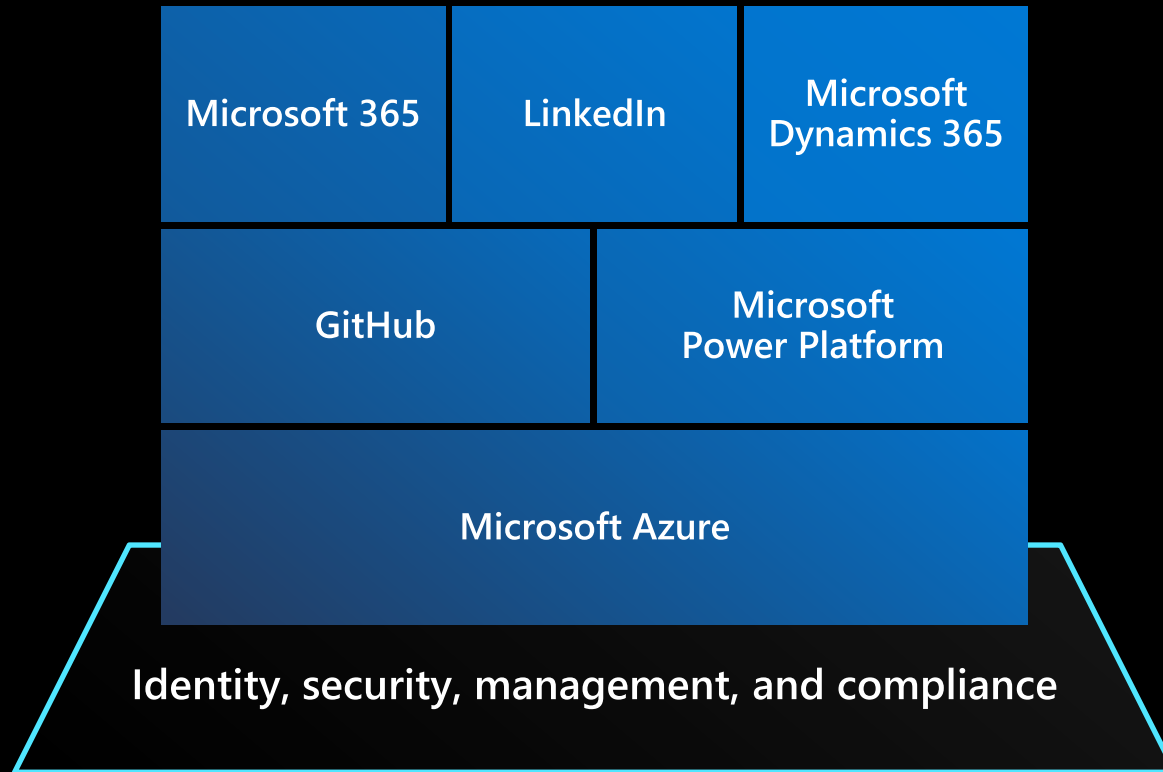
#### Commerce

- **Dynamics 365 Commerce** continues to expand capabilities enabling non-developers to easily design and manage digital commerce experiences. Customers can increase lift online and in store with "Shop similar looks" for recommendations. Customers can discover and deploy third-party services, connectors, modules, and themes from Microsoft AppSource.
- **Dynamics 365 Connected Store** adds a number of new capabilities such as integration with Dynamics 365 Commerce, front-line worker task assignment and tracing with Microsoft Teams, integrated workflows with Microsoft Power Platform, intelligent command center, store analytics, and store insights solutions such as anomaly detection, inventory recommendations, and shift management recommendations.

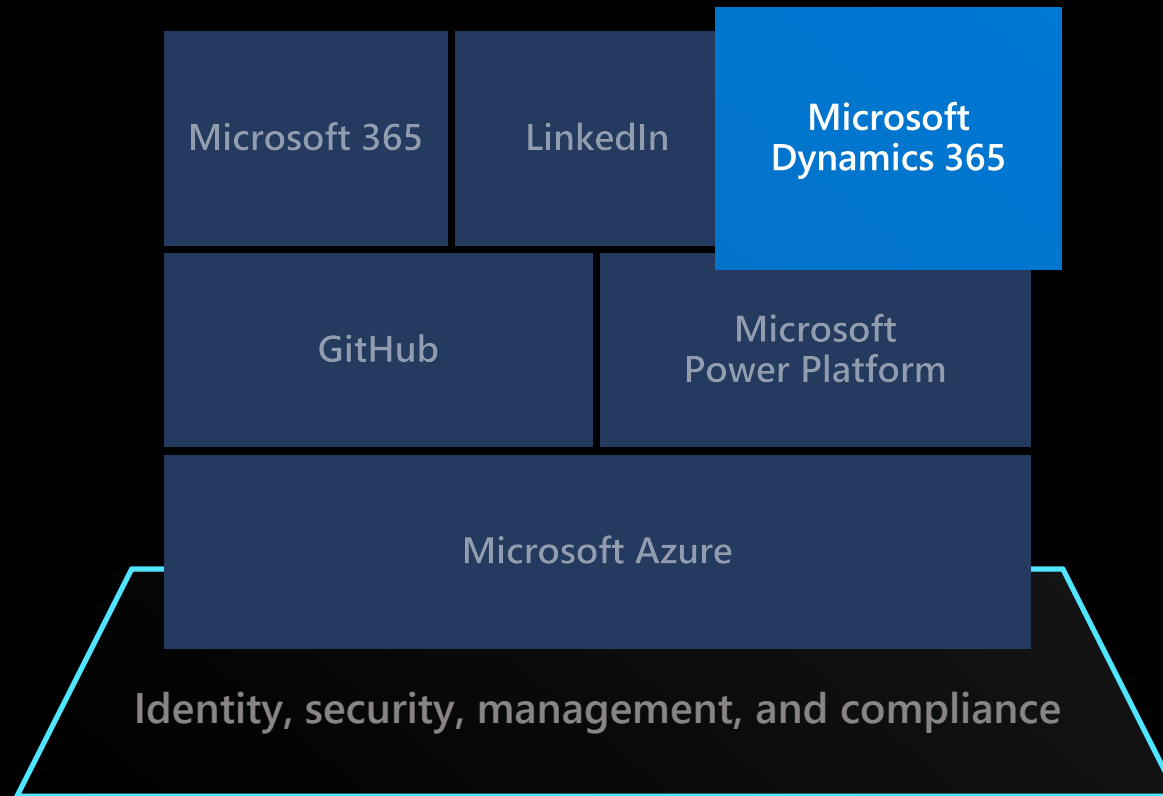
#### Fraud Protection

- **Dynamics 365 Fraud Protection** adds integration with Dynamics 365 Commerce and a new "manual review" capability that allows customers to use the Fraud Protection rules experience to flag transactions for review, and then allow expert human agents to consume and adjudicate those transactions.

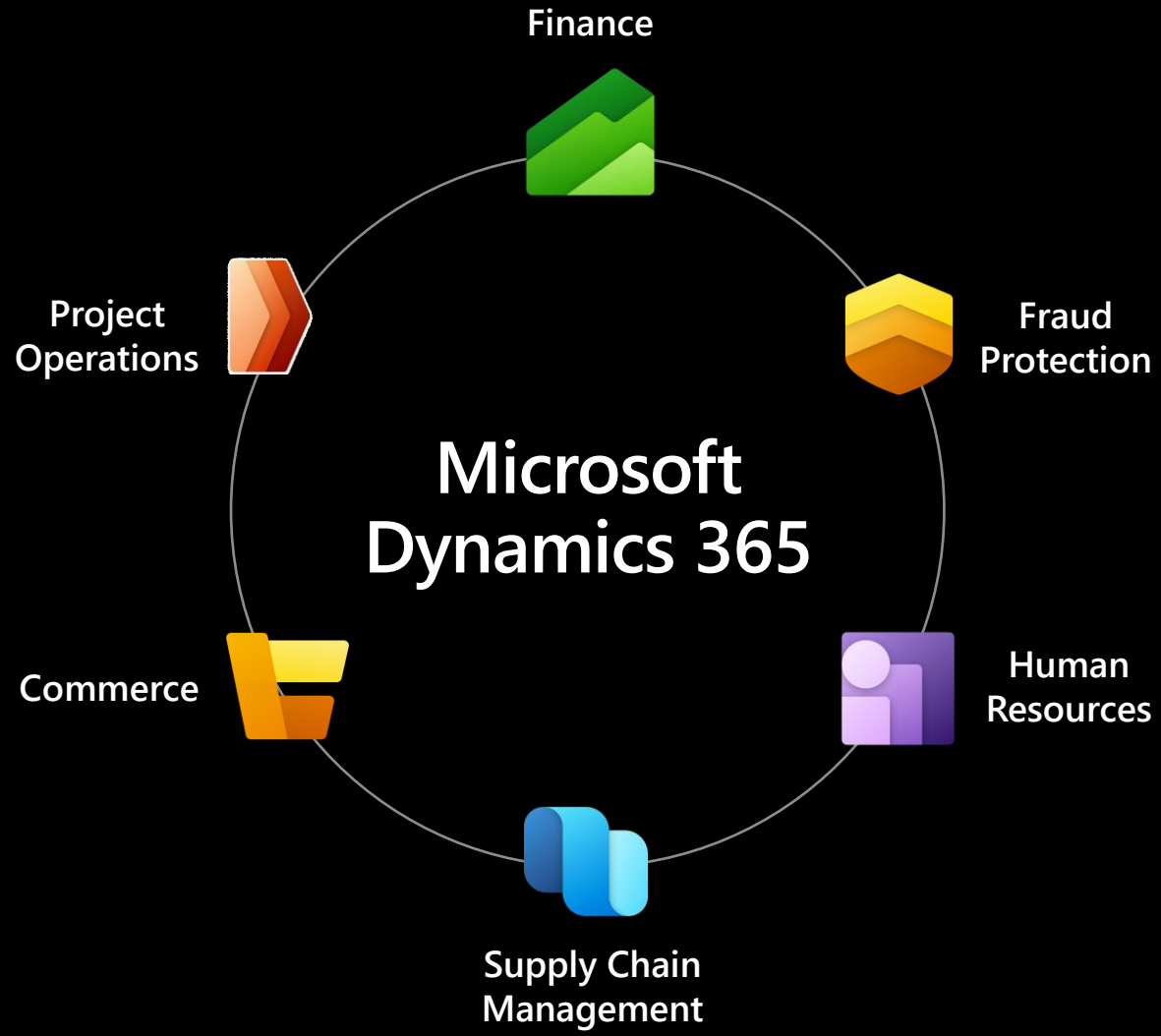
# Microsoft Cloud



# Microsoft Cloud



# Agenda



# Maximize financial visibility and profitability

Enables enterprises to monitor the performance of global financial operations in real time, predict outcomes and make data-driven decisions to drive business agility and growth



## Key investment areas

– October 2020 Wave 2

### 1. Drive strategic financial decisions with automation and AI

Assess the health of your business, improve financial controls, optimize cash flow, and make **strategic decisions faster** to drive growth

### 2. Reduce global financial complexity and risk

Easily manage and comply with frequently changing regulatory requirements by using no-code configuration services for regulatory and tax reports, e-invoices, and payments

# Feature summary



## Dynamics 365 Finance

### Insights and automation

Straight-through, touchless processing of invoices

Metrics and analytics to analyze invoice automation processing

Automatic collection task creation

Touchless email reminders

### Globalization

Maintaining Regulatory Compliance

Country / Region expansion

Configurable (No Code)

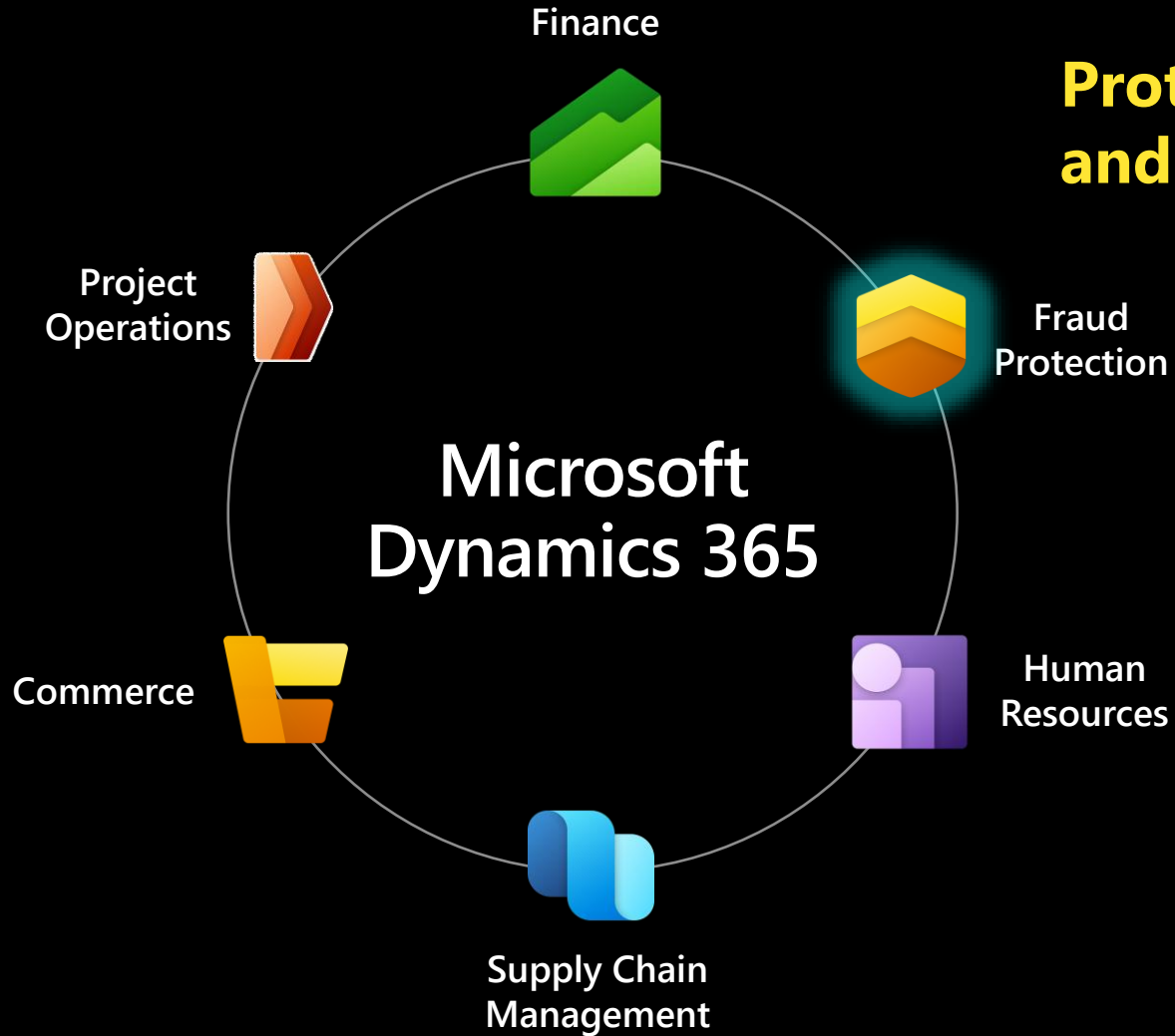
Globalization Enhancements

Electronic Invoicing Add-on for Dynamics 365 (Public Preview)

### Core financial management

Asset leasing (IFRS 16 and ASC 842)





**Protect your revenue, limit your fraud exposure and grow your business safe and secure**

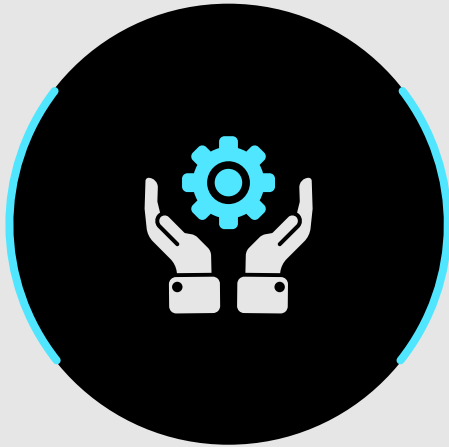
Microsoft Dynamics 365 Fraud Protection helps combat purchase, account, and omni-channel return and discount fraud with adaptive AI technology continuously learning evolving fraud patterns.



# Dynamics 365 Fraud Protection capabilities

Microsoft Dynamics 365 Fraud Protection helps combat purchase, account, and omni-channel return and discount fraud with adaptive AI technology continuously learning evolving fraud patterns.

## ACCOUNT PROTECTION



Help protect online revenue and reputation and safeguard user accounts from abuse and fraud by combating fake account creation, account takeover, and fraudulent account access

## PURCHASE PROTECTION



Help protect revenue by improving the acceptance rate of e-commerce transactions with insights and tools that help balance revenue opportunity vs fraud loss and checkout friction

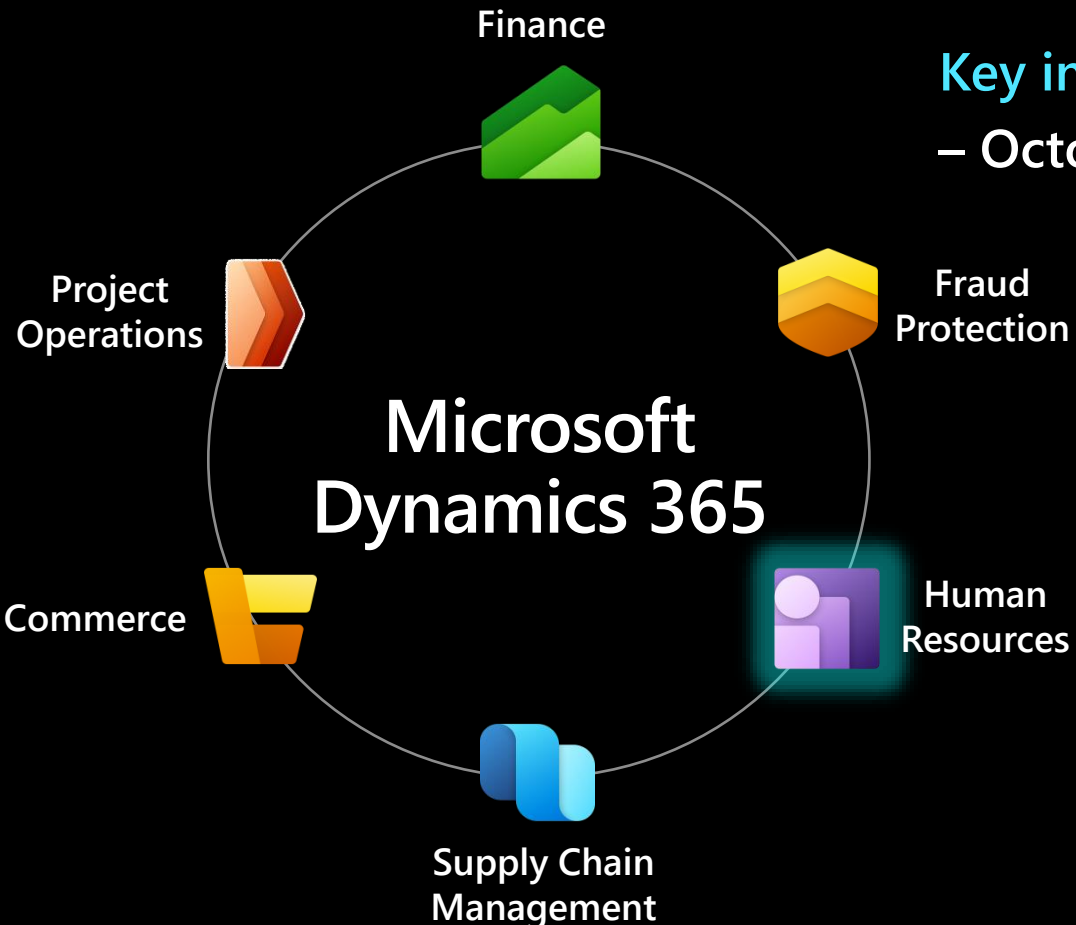
## LOSS PREVENTION



Help protect revenue by identifying anomalies and potential fraud on returns and discounts arising from omni-channel purchases, enabling store managers, and loss prevention officers to quickly take action to mitigate losses

# When employees succeed, so does your business

Create a workplace where your people and business thrive with Dynamics 365 Human Resources, the HR solution that helps you take better care of your teams.



## Key investment areas – October 2020 Wave 2

### 1. Focus on the foundation

with support for 1st and 3rd party capabilities in Operational HR. To enable HR to operate with the dexterity need by the business using the CDS and Power Platform to centralize people data and easily extend the solution.

### 2. Extend the functional core

with out of the box capabilities and partner solutions to complete the portfolio. To reduce operational costs and create people-centric leave and absence, time, benefits, and compensation management programs.

### 3. Forward-looking capabilities

that help organizations operate more effectively. To retain top performers by empowering managers and employees with connected self-service experiences that drive engagement and growth.

### 4. Provide analytics and insights

with embedded and Power BI reports and dashboards. To make data-driven decisions with the ability to analyze and visualize people date in rich dashboards, available on any device.

# Feature summary

## Dynamics 365 Human Resources

### Transform employee experiences

Employee leave and absence experience in Microsoft Teams

Enhanced candidate profile

Organization and personnel workflow enhancements

### Optimize HR programs

Benefits management workspace

Benefits notifications

Leave balance insight with

cross-company view

Outlook calendar leave integration

### Improve organizational agility

LinkedIn Talent Hub integration

### Discover workforce insights

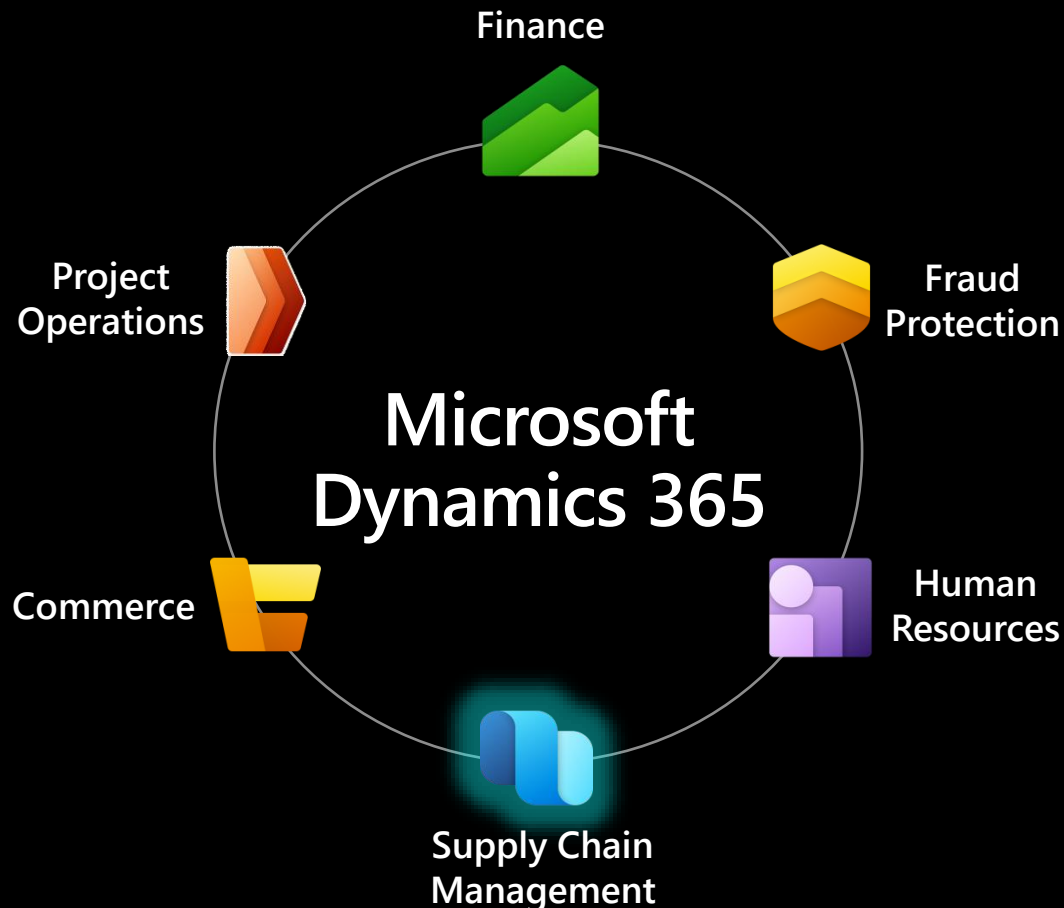
Create customized reports

See the full roadmap

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/human-resources/dynamics365-human-resources>

# Build a Resilient Supply Chain

Enable manufacturers, retailers and distributors overcome supply chain disruptions, adapt quickly to meet changing customer demand and ensure business continuity while staying profitable



## Key investment areas

– October 2020 Wave 2

### Ensure business continuity

Create resiliency by running critical warehouse and manufacturing processes 24/7 without latency on the Edge in a distributed model and seamlessly scale when usage spikes. Overcome disruptions due to quality issues and obsolete parts by quickly resolving them with engineering change management.

### Build agile distribution and manufacturing processes

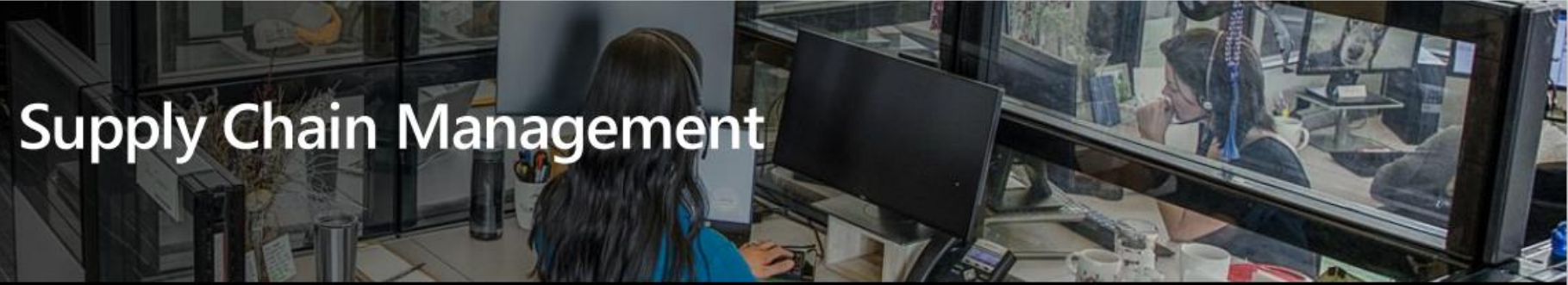
Meet the fast-changing customer demand with real time visibility into cross-channel inventory and perform production planning in a matter of minutes multiple times a day with in-memory service to ensure inventory is at the right place at the right time

### Transform your workforce.

Enable workforce adapt to fast changing business needs by augmenting them with Mixed Reality solutions that seamlessly integrate with production floor execution systems while improving safety and productivity



# Dynamics 365 Supply Chain Management



## Business Continuity

- Cloud and Edge Scale Units
- Engineering change management

## Agile Distribution & Manufacturing

- Inventory Visibility
- Planning optimization for manufacturing scenarios (GA)

## Workforce Transformation

- Integrating Dynamics 365 Guides with Dynamics 365 Supply Chain Management
- Production floor execution



## Elevate your brand with Dynamics 365 Commerce

Deliver personalized, seamless shopping experiences across physical and digital channels



## Dynamics 365 Commerce

October '20 release – Key investment areas

### **Improvements in Digital Commerce Capabilities to further enhance customer experience and business outcomes**

We continue to build upon the foundation e-commerce capabilities we launched with Dynamics 365 Commerce to improve ease of use and content creation

### **Enhance Solution through ingrained intelligence to drive growth and efficiencies**

Utilize enhancements with AI and CS to further improve insights into business operations and deliver differentiated customer experiences

### **Expand on Omnichannel capabilities to improve business performance**

We continue to invest in core capabilities that support unified commerce capabilities including 3<sup>rd</sup> party integration and extensibility



# Dynamics 365 Commerce

## Wave 2 Release Highlights

### Lead Features



### Digital Commerce

**Experimentation:** Use A/B testing to make data-driven changes to e-commerce sites that improve customer engagement

**Visual page builder:** Marketers can now more easily create visually rich and enticing marketing and merchandising pages

**Enhanced Reference Storefront & New Modules:** Quickly stand up your site without the need for customizations

### Intelligent Solutions

**Shop similar looks (preview):** Bring fresh and appealing choices to the forefront of the customer shopping experience

**Bing for Commerce Integration (preview):** Enhanced product discovery for customers on the web as well as for physical store staff

**D365 Fraud Protection Integration** to support purchase with manual reviews, challenges, and advanced rules as well as loss prevention.

### Omnichannel Excellence

**Enhanced curbside pickup features** to further streamline contactless shopping capabilities

Delivering a first-party **out-of-the-box PayPal connector** through the storefront or Commerce SDK for e-commerce.

**Enhanced extensibility** that allows advanced customizations to meet changing business needs



ANNOUNCING

# Microsoft Dynamics 365 Project Operations

General availability  
October 2020



# Dynamics 365 Project Operations

## Product overview



**Empower your services organization to deliver success with a single, connected solution – from prospect to payment to profit.**

Project Operations builds on capabilities from Microsoft Dynamics 365 Project Service Automation (PSA), Dynamics 365 Finance, and Microsoft Project to connect sales, resource management, project management, and accounting teams to provide the visibility, agility, and collaboration needed to deliver on-budget and on-time, every time.

Built on the Microsoft Power Platform, Dynamics 365 Project Operations can integrate with your existing systems. Adapt to changing market conditions by easily customizing, extending, and connecting with other Microsoft apps and services you already use, including Dynamics 365, Microsoft Teams, SharePoint, and Microsoft 365.



### Dynamics 365 Project Service Automation

Project-based sales capabilities including quotations and resourcing.



### Dynamics 365 Finance

Project management, costing, and accounting capabilities.



### Microsoft Project

PM and PPM solutions—from small projects to large initiatives.

# Dynamics 365 Project Operations

## Feature summary



Deal Management	Project Management	Resource Management	Delivery Team	Finance
Customizable resource-based costing and pricing	Embedded Microsoft Project capabilities including accessible dashboards	Easily distribute workloads equally across your resources for optimal execution on project delivery needs	Submit time and expense on the go	Built-in multicurrency, project financials, and revenue recognition compliant with International Financial Reporting Standards (IFRS)
Deal structures tailored for project-based organizations	Estimates, planned-to-actual consumption. Built-in project insights.	Resource profiles and skills management	Visibility and control of your organization's expenses using policies, approvals, and reporting	Customizable customer invoices
Flexible pricing and more accurate quotes	Microsoft Teams integration for enhanced team collaboration	Intelligent scheduling through Universal Resource Scheduling	Track expenses in a variety of currencies while integrating with project accounting, payroll, and invoicing for a comprehensive experience.	Project cost and revenue profiles for fixed-price or time and material billing through a combination of accounting rules for cost and revenue, accruals, and postings
Comprehensive pipeline management and a unified sales dashboard				
Low code/ no-code customizable sales processes				

# Links to License guides and roadmaps

## Dynamics 365:

Licensing guide:

<https://go.microsoft.com/fwlink/?LinkId=866544&clid=0x409>

Roadmap:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/>

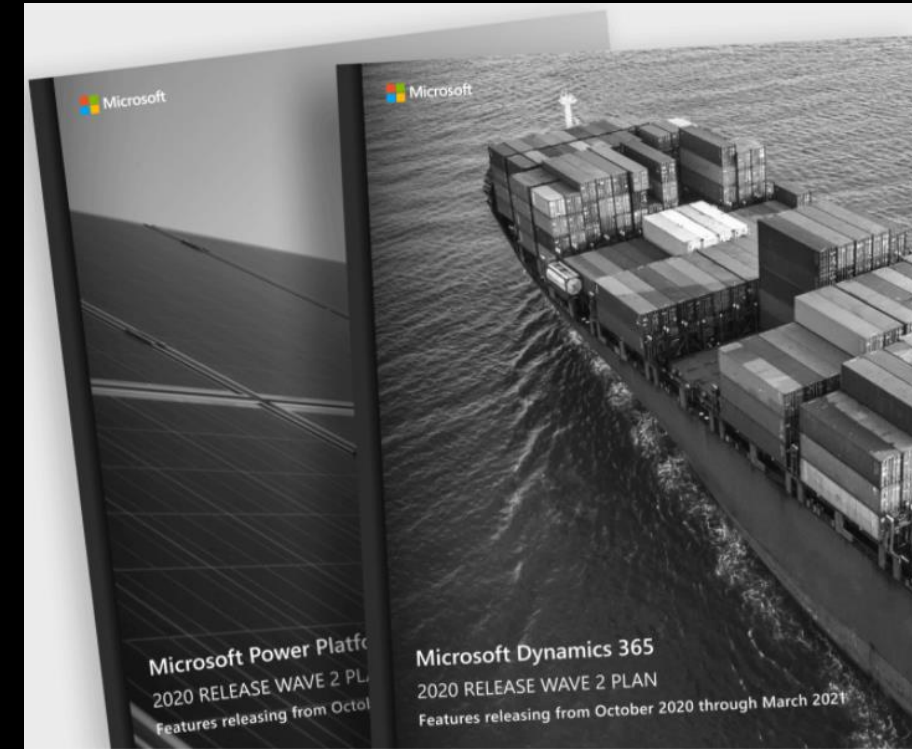
## Power Platform:

Licensing guide:

<https://go.microsoft.com/fwlink/?LinkId=2085130&clid=0x409>

Roadmap:

<https://docs.microsoft.com/en-us/power-platform-release-plan/2020wave2/>





Empowering every person and every organization on the planet to achieve more

Takk for meg 😊

**Kristiane Grøtvedt**

Solution Sales Specialist | BizApps | STU | Norway |

Construction | Transportation | Finance and Insurance | Government | Municipalities

Phone: +47 90229226

Email: [kristiane.grotvedt@microsoft.com](mailto:kristiane.grotvedt@microsoft.com)

LinkedIn: [linkedin.com/in/Kristiane](https://www.linkedin.com/in/Kristiane)

