



**DYNAMICS 365  
BUSINESS CENTRAL**



# DYNAMICS 365

## **BUSINESS CENTRAL**

Microsoft Dynamics 365 Business Central allows SME's to significantly scale their operations and optimise their performance. Kick-start your business growth with Business Central by taking advantage of one solution that covers finance, sales, operations and customer service.

Business Central is an affordable ERP solution, you can choose a licensing option that suits your business, on a per-user per-month basis. You can even extend the capabilities of your solutions to meet the specific needs of your industry through Microsoft App Source, using specific apps that work in conjunction with Business Central.

At Syscom, we work in an on-going partnership with our clients and offer a complete range of complementary services. We prioritise delivering your project on-time, within budget and in the most efficient way possible - all with minimal disruption to your business.

## **BUSINESS CENTRAL SUPPORTS:**

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**FINANCE**



**PROJECT  
MANAGEMENT**



**SUPPLY CHAIN**



**MANUFACTURING  
OPERATIONS**



**SALES**



**WAREHOUSE  
MANAGEMENT**



**CUSTOMER SERVICE**

# FINANCE



## MAKE BETTER DECISIONS

Gain an accurate and live view of your business and make better financial decisions.



## EXPAND INTO GLOBAL MARKETS

Support multiple currencies, exchange rates, tax regulations & transactions.



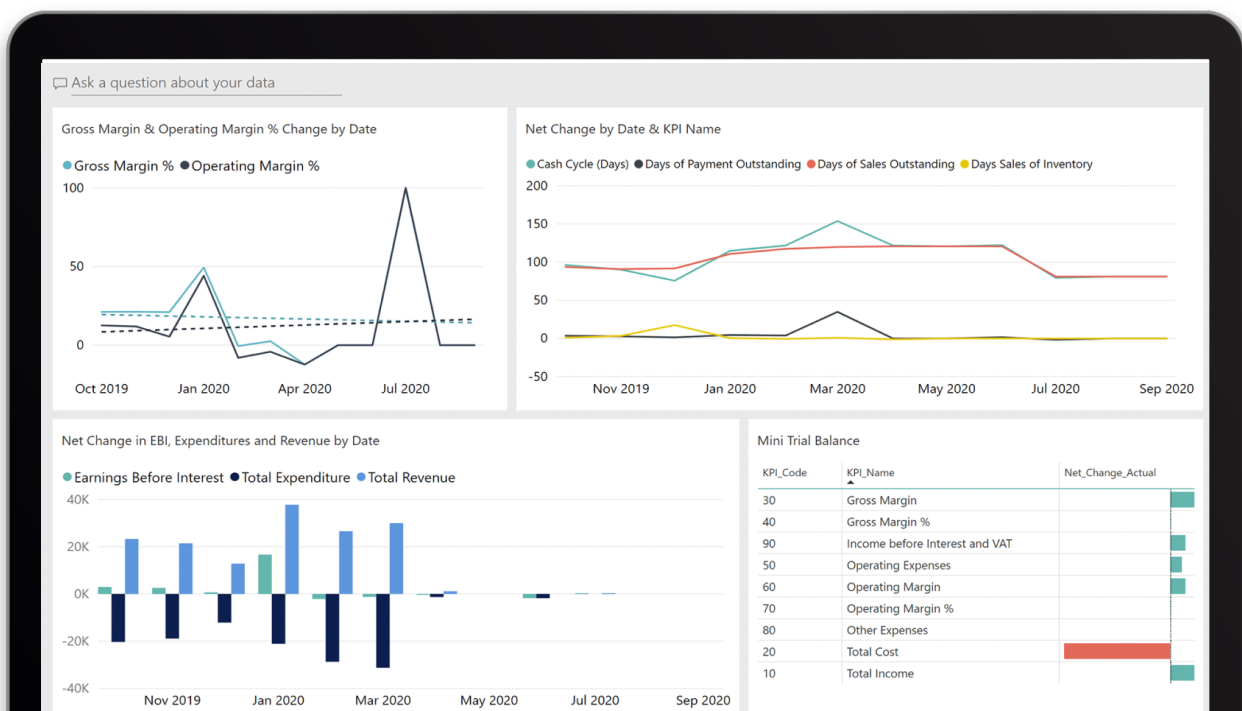
## ACCELERATE FINANCIAL CLOSING

Reduce month- and year-end closing times with connected data.

Take control of your finances with Business Central. Monitor your financial performance with built-in reports that show live financial data, identify financial patterns, analyse key trends and allow for improved planning capabilities.

Connecting reports and data from various departments allows you to make accurate financial decisions with confidence.

Easily manage your financial reports by managing cash flows, assets, reconciliations, budgets and project costs all in one convenient and easy-to-use location.



# SALES



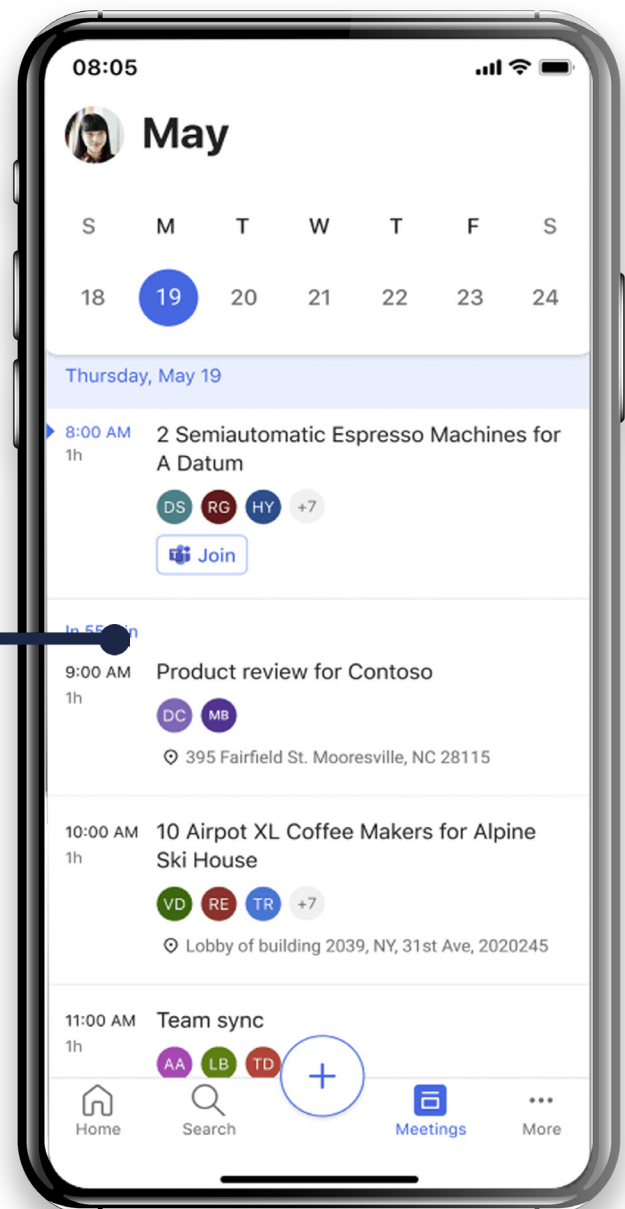
**Customer Segmentation** - Segment your customer base to provide different discounts and pricing structures for set groups of customers to keep sales staff informed and to reduce the amount of errors made throughout the sales process.



**Accurate Guidance** - Help your sales staff provide accurate and timely information by being able to search customer agreements for pricing, delivery dates, fulfilment status and different availabilities of products to be able to close deals fast and effectively.

Depending on the size of your organisation, keeping track of customer queries and interactions can be a lot to handle. Business Central keeps all of this data in one convenient location for your sales representatives to obtain at the click of a button. Intuitive tools also provide ongoing guidance to suggest the best up-sells, cross-sells and renewals for that particular customer in real-time, which helps to improve conversions and customer value at each stage of the sales cycle.

**SELL FROM  
ANYWHERE  
WITH MOBILE**





# CUSTOMER SERVICE



## CUSTOMER EXPERIENCE

Create positive experiences through a variety of channels to help exceed customer expectations.



## GAIN COMPREHENSIVE VISIBILITY

Data driven insights provide knowledge into customer case patterns and service performance.



## DELIVER FIVE STAR SERVICE

Keep track of service agreements and deliver reliable service, every time.

Stand out amongst your competitors with Business Central. Utilise built-in intelligence which delivers faster, more personalised services and adds value to every interaction.

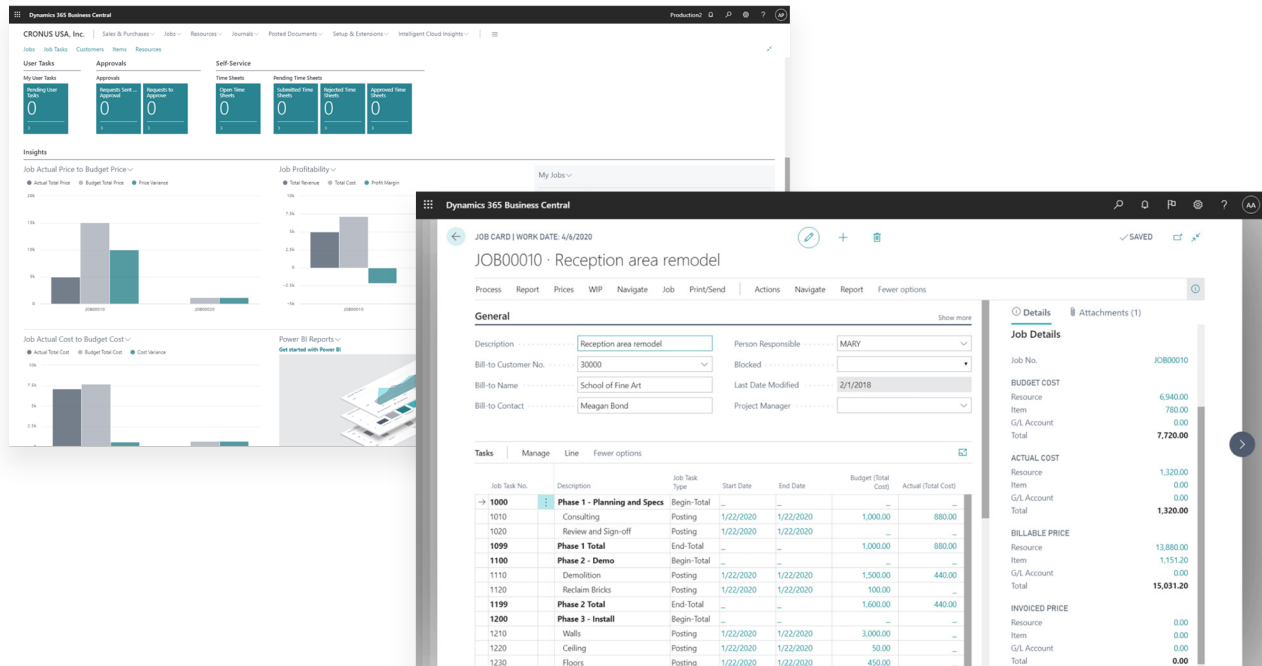
- Provide guidance to customer service agents with AI-driven insights
- Get a complete view of customer history, helping to personalise communications.
- Be able to avoid support issues through predictive care.
- Make use of analytics from connected devices to take action before warnings become issues.
- Keep things simple through self service elements and by routing cases intelligently to the right agent to ensure a quick resolution to the problem.

The screenshot displays the 'Dynamics 365 Business Central' interface. The main window shows 'EDIT - ITEM AVAILABILITY BY BOM LEVEL' for item '1969-W' (Conference Package 1) at location 'WEST' as of '4/6/2020'. The interface includes filters for Item, Location, and Variant, and options for Demand Date, Calculated, and Show Total Availability.

No.	Description	Warning	Bottleneck	Qty. per Parent	Unit of Measure	Code	Replenishme... System	Available Quantity	Needed by Date	Able to Make Parent	Able to Make Top Item
→ 1969-W	Conference Package 1			1	PCS	Assembly		4	4/6/2020	4	4
✓ 1965-W	Conference Bundle 2-8			1	PCS	Assembly		4	4/6/2020	4	4
1920-S	ANTWERP Conference Table			1	PCS	Purchase		5	4/6/2020	5	5
2000-S	SYDNEY Swivel Chair, green			8	PCS	Purchase		32	4/6/2020	4	4
✓ 1953-W	Guest Section 1			1	PCS	Assembly		2	4/6/2020	7	7
1960-S	ROME Guest Chair, green			4	PCS	Purchase		20	4/6/2020	5	5
1906-S	ATHENS Mobile Pedestal			1	PCS	Purchase		7	4/6/2020	7	7

Below the table, there are visual representations of the items: a green square for the Conference Bundle 2-8, a black swivel chair for the MEXICO Swivel Chair, black, and a green square for the Conference Package 1. To the right, the 'Item Details - Planning' section shows reorder points and quantities for item 1969-W.

# PROJECT MANAGEMENT



Business Central enables you to better manage projects, from improving project costing and accounting to optimising resource levels to ensure a profitable outcome. Having live data enables you to make better decisions and drive your projects in the right direction from start to finish. Capitalise on the rich features available in Business Central to help you grow and scale your business to the next level.



**360° Visibility** - Having a real-time overview of resources provides complete visibility and makes it easy to detect shortages and resource needs. Track resources individually or divide your resources into labour and equipment which can be allocated to different jobs and time schedules



**Capacity Management** - Manage usage statistics and the profitability of different resources. Create your plan through a calendar system which includes the availability and planned costs on orders and quotes.



**Multiple Costs** - Manage alternative costs for resources and different resource groups. Different costs can be fixed independently or as an additional fixed charge while also allowing percentage based costing.

# SUPPLY CHAIN



## IMPROVE SUPPLIER ENGAGEMENT

Build relationships with suppliers and ensure compliance both internally and externally.



## STREAMLINE RESOURCES

Track and manage your resources including workforce, machinery, tools and equipment.



## FAST-TRACK PRODUCT DELIVERY

Automate the stream of information and materials to resources and locations within the business.

Optimise your supply chain operations with Dynamics 365 Business Central. Make use of built in intelligence to aid planning, production, warehouse management and transportation management in order to maximise operational efficiency, the overall product quality and overall profitability of the business.

- Get real-time intelligence and make proactive decisions.
- Initiate efficiency across the workforce, assets and processes.
- Perform predictive maintenance.
- Gain comprehensive visibility of warehouse operations and stock.
- Enhance fulfilment, accelerate delivery and reduce costs.
- Predict stock replenishment easily based on demand, actuals and availability.
- Use the same or different costing methods for stock items.

Dynamics 365 Business Central

ORDER PLANNING | WORK DATE: 4/6/2020

GENERAL

Show Demand as: All Demand

Manage Process Line Item Item Availability by More options

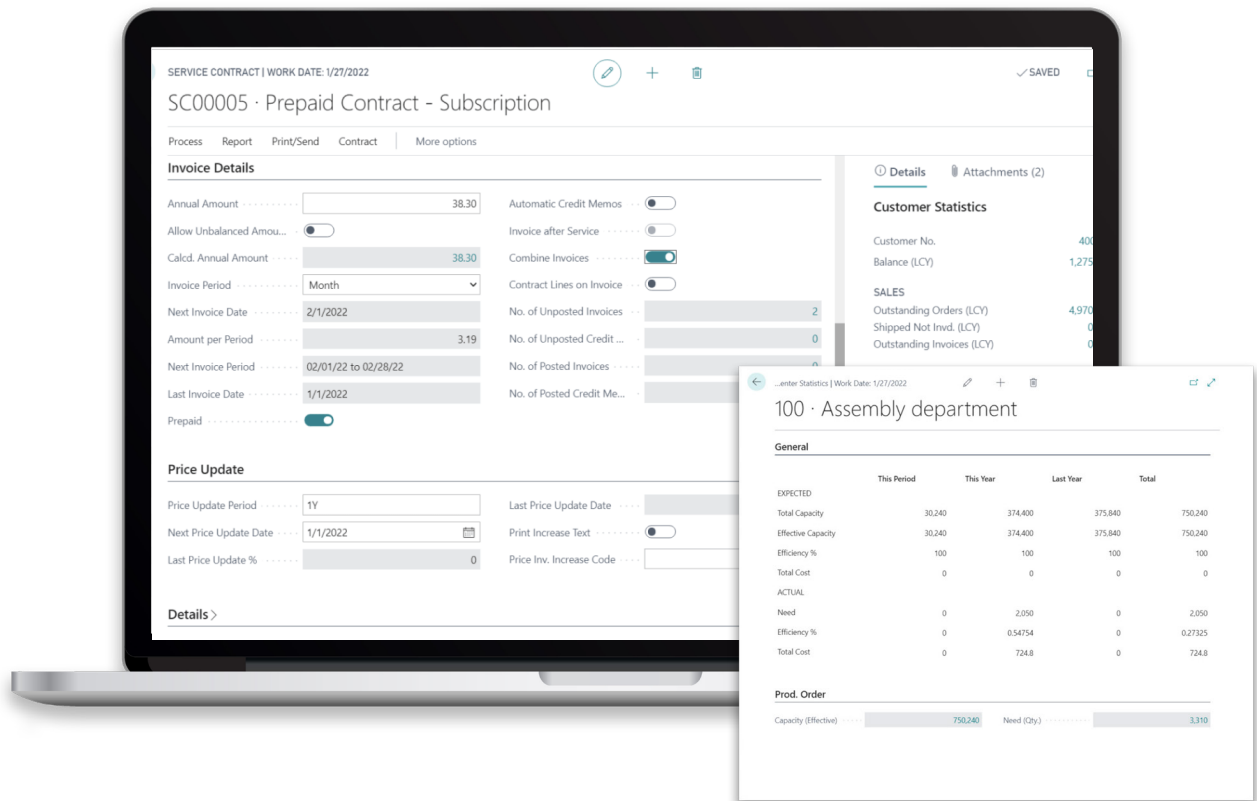
Alternative Supply Select Item Substitutes Show Document Components Routing Dimensions

Demand Date	Status	Demand Type	Order No.	Item No.	Description	Needed Quantity	Replenish... System	Supply From	Rese...	Qty. to Order	Order Date	Due Date
4/2/2020	Open	Sales	101001		Adatum Corporation							
4/2/2020				1996-S	ATLANTA Whiteboard, base	2	Purchase	30000		2	4/2/2020	4/2/2020
4/6/2020	Open	Sales	101005		Trey Research							
4/6/2020				1925-W	Conference Bundle 1-6	1	Assembly			1	4/6/2020	4/6/2020
4/6/2020				1908-S	Blue armless swivel chair	3	Purchase	30000		3	4/6/2020	4/6/2020
5/1/2020	Open	Sales	101002		Adatum Corporation							
5/1/2020				1968-S	MEXICO Swivel Chair, black	10	Purchase	30000		10	5/1/2020	5/1/2020

Available For Transfer: 5 Quantity Available: -3

Substitutes Exist: No Earliest Date Available: 4/14/2020

# MANUFACTURING



Regardless of the complexity of your manufacturing operations, Business Central can help streamline and manage the all aspects of your production process, including planning, scheduling, inventory, distribution and financial management.



**Create detailed bills of materials (BOMs)** - Define all raw materials, subassemblies and resources required as a bill of materials (BOM) that complete a finished product or kit. Keep track of material and resource pricing updates in real-time to provide visibility.



**Support assembly to order processes** - Be able to capture special requirements within a product's bill of materials and pull them directly through from the quote and sales order during the assembly to order process.



**Utilise works orders and detailed processes** - Record material and resource consumption across multiple bills of materials and routes throughout your production. Reconcile scrap materials and deviations in consumption and output.



# WAREHOUSE MANAGEMENT

Business Central allows you to improve product delivery with advanced analytics which optimise and automate stock, warehousing, fulfilment, material sourcing and supply chain activities. Reflect the layout of your warehouse by setting up bins, zones, shelving and racking locations to provide complete visibility throughout your organisation.



**Streamline inbound goods and capacity** - Utilise dynamic templates to help determine where different items coming into your warehouse would be best placed based on different types of products, sizes and the bin capacity capable of holding the item.



**Optimise docking and shipping** - Optimise the space within your warehouse and streamline your picking process while being able to fast-track shipments and reduce complexity by enabling the cross-docking functionality available in Business Central.



**Connect your customers with your operations** - Use real-time data and analytics to fulfil orders quickly. You can receive data on the quantity of any item and where it is in your warehouse regardless of the item's zone, bin, shelving or racking location.

The screenshot displays the Business Central interface. On the left, a sidebar shows a list of locations: BLUE, GREEN, OUT. LOG., OWN LOG., RED, SILVER, WHITE (selected), and YELLOW. The main area shows the 'WHITE · White Warehouse' location card for the work date 1/27/2022. The card includes sections for 'Process' (with toggle switches for Require Shipment, Require Put-away, Use Put-away Works..., Require Pick, Bin Mandatory, Directed Put-away an..., and Use ADCS), 'Bins' (with sub-sections for Receipt, Shipment, and Production), and 'Adjustment' (with sub-sections for Cross-Dock and Assembly). A 'Bin Contents List' window is open, showing a table of bin contents for the 'WHITE' location.

Location Code	Bin Code	Item No.	Default	Fixed	Dedicated	Quantity	Quantity (Base)
WHITE	W-08-0001	LS-150	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	28	28
WHITE	W-10-0001	LS-150	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	1
WHITE	W-05-0007	LS-150	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
WHITE	W-05-0008	LS-150	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
WHITE	W-05-0003	LS-150	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7	7
WHITE	W-02-0003	LS-150	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	37	37
WHITE	W-03-0002	LS-150	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
WHITE	W-03-0001	LS-150	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0

