

# TRANSFORM YOUR ENTERPRISE WITH MICROSOFT DYNAMICS CLOUD ECOSYSTEM

## Changing Digital Landscape

In today's world, technology has become so critical that it would be impossible for an enterprise to either firm up its business strategy or its business models without understanding fully as to what all possibilities can be unleashed by the latest technologies which would play a significant role in the process of creation of a new business model. This is only one dominant trend triggering changes in the market place.

Digital is a philosophy or a mind-set in terms of being able to leverage the technologies that lie under its hood and harness them to create newer business models, enhance customer experience greatly and optimise the backend transaction processing and other functional systems.

Traditional technologies/functions such as enterprise integration via the ESB, business process management, customer relationship management, supply chain management et al, have been increasingly expanding in scope by next generation technologies and trends such as API / microservices economy, internet of things, virtualization and cloud, artificial intelligence / machine learning and the likes.

Microsoft "Dynamics 365" is an integrated cloud version of ERP and CRM products which works seamlessly with O365 and other cloud services on Azure. We are helping clients in their digital transformation journey by leveraging the complete Microsoft cloud stack.



## Key Digital Trends Shaping Marketplace

- Microservices and API management have changed the scope of the old school integration
- AI / ML and IoT with CRM has helped with smart actionable options yielding huge productivity gains
- Blockchain has enabled secure financial transactions based on an open trust mode with smart contracts
- These lead to numerous possibilities around predictive analytics and decision modeling

This helps in catapulting the enterprise to the systems of intelligence orbit present day from systems of engagement and the erstwhile systems of record.



## Reimagine Your Enterprise with Next Generation Microsoft Stack

- Microsoft Dynamics 365 [ERP+CRM] – Next gen ERP and CRM based on a Common Data model
- Microsoft PowerApps and Flow [mobility apps, Cross platform workflow] – to build specific apps to suit needs and automating workflows
- Microsoft Service Fabric [for API management] – a distributed systems platform to package, deploy and manage scalable and reliable microservices
- Microsoft Bot-as-a-Service Framework – an intelligent, server-less bot that scales on demand
- Microsoft Cognitive services and Azure ML services [AI and machine learning] – helping you build powerful algorithms across platforms and deploy predictive analytics
- Cortana Analytics and Power BI [Advanced Analytics and business intelligence]
- Ethereum on Microsoft Azure [Blockchain] – an open, flexible, low-risk and scalable platform
- Azure IoT Suite [Internet of Things and sensors]



## Infosys Offering

Microsoft Dynamics Cloud Practice at Infosys caters to the business needs of both large enterprises and emerging companies by providing end-to-end services on Microsoft Dynamics suite of products. Our services go beyond traditional ERP and CRM to provide next-gen digital customer experience solutions leveraging PowerApps, Chat Bots, Azure Machine Learning, Cortana Analytics, Azure IOT Suite, Power BI, Logic Apps, Flow, Ethereum Blockchain and Microsoft Cognitive Services.

## Building Trust and Bringing Predictability to Clients through Infosys IP/Solutions

	Oil Field Services (OFS) Solution		Clinical Trial Supply Management (CTSM) Solution		Agency Relationship Management Solution (ARMS)
	Service Management for Electricity Distributors (SMED) Solution		Digital Telecom CRM Solution		Relationship based Selling (RBS) Solution for Financial Services

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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