

# INDUSTRY SOLUTIONS

## *Professional Services for Microsoft Dynamics AX\**

Professional services is one of the world's fastest-growing industry segments—one that faces highly specific challenges. A single project can require compliance with multiple regulations and policies. Customers expect a far greater range of services, along with faster timelines and tighter budgets that leave little room for enhancing quality and innovation. To maintain profitability and compete in a global business environment, professional services firms need solutions that integrate information from across the organization; connect internal team members, clients, and external partners across a dispersed network; and drive increased efficiency for services and internal processes.

Professional Services for Microsoft Dynamics AX delivers project management tools and methods that equip companies to proactively organize projects and manage time, equipment, and employees effectively.

\*Please check with your local Microsoft office or Microsoft Certified Partner for availability in your country or region.

### **Integrate financial, resource, task, and intellectual capital information.**

Connect disparate systems to integrate data, streamline company and project-related processes, and improve accuracy. Role-based access to information and processes frees people to focus on developing and executing projects that meet customer needs—on time and on budget.

### **Gain insight into critical business information and trends.**

Quickly consolidate and analyze client and project information to make proactive, informed decisions. Flexible planning and reporting can help you assign resources and build reports that meet immediate and long-term needs.

### **Improve cost and profitability management.**

View client, contract, budget, and project management details in real time to monitor progress and profitability, avoid cost overruns or allocation issues, and gain the flexibility to respond to changes in process or strategy as needed.



# Professional Services

# Professional Services

## Enhance team productivity.

Help people work quickly and effectively with an easy-to-use, Web-based interface for sharing information and performing critical tasks, such as completing timesheets, expense reports, and approval routings. An easy-to-read dashboard, e-mail alerts, and powerful reporting capabilities can help management and team members to stay informed and respond quickly to changes.

## Maintain tight control of processes, information, and compliance commitments.

Centralize management of operational processes, accounting structures, and shared information to help teams adhere to corporate policies, best practices, client standards, and government regulations.

### Professional Services for Microsoft Dynamics AX

#### Job Costing

Flexible Project, Cost Code, and Schedule of Values Setup

#### Project Estimating

Project Quotations

Budget Revisions Tracking

#### Project Management

Schedule and Resource Planning and Management

Document Management

Workflow Management

#### Labor Management

Resource Management

Time and Expense Entry

Expense Rules

#### Project Accounting and Financial Management

Time and Expense

Revenue Recognition, Retainage, and Flexible Billing

Client Profiles and Templates

WIP Reporting

### Basic Functionality

Business Analysis

Enterprise Portal

Human Resource Management

Supply Chain Management

Sales and Marketing

Financial Management

# INDUSTRY SOLUTIONS

## *Process Industries for Microsoft Dynamics AX\**

To stay competitive, process manufacturers must continually strive to reduce production and supply chain costs, achieve almost perfect delivery performance, and satisfy an avalanche of customer demands and regulatory requirements.

Many process manufacturers wrestle with the additional complications of managing a combination of process and discrete operations and accounting for materials from delivery into manufacturing and out through the supply chain to the customer. Companies need solutions that help them efficiently produce and deliver products that follow custom formulas or recipes and take full advantage of manufacturing and supply chain capabilities.

Process Industries for Microsoft Dynamics AX helps companies optimize operations and support compliance with legal, regulatory, and market requirements to profitably satisfy customers and gain a competitive advantage.

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### **Fuel efficiency and reduce risk across the entire organization.**

Support multiple manufacturing modes and a hybrid or mixed-mode environment. Standardize processes and easily share best practices. Reduce time spent on quoting and estimating processes with accurate costing and capacity information.

### **Enhance connectivity and communication.**

Maintain high production levels and on-time delivery rates by sharing portal-based, real-time information about specifications, order status, and quality control testing among key departments and trading partners.

### **Gain insight into costs and process efficiency.**

Analyze and manage production schedules with reporting tools and “what-if” scenarios, including capacity loadings, shop floor activities, and production costs. View up-to-the-minute client, contract, and project details for an accurate accounting of profitability.



# Process Industries



## Process Industries

### Meet complex inventory requirements.

Create multi-dimensional inventory records and track items throughout the supply chain for up-to-date, accurate inventory status. Implement effective recall procedures and maintain complete forward and backward traceability of any material.

### Respond quickly to changing market conditions.

Model production capabilities, quickly share engineering information, and adjust product mix for changes in demand to capitalize on new opportunities. Support compliance with regulatory requirements, including safety and environmental regulations, by quickly validating manufacturing processes while conforming to requirements for individual markets.

### Process Industries for Microsoft AX

#### Supply Chain Management

First Expired/First Out  
Shelf Life Management

Lot Traceability and Serialization

Production Process  
Definition and Management

Approved Vendor Management

#### Process Inventory Management

Catch Weight/Dual Units of Measure

Process Item Costing

Multi-Dimensional Inventory Capability

Container Management

#### Formula Management

Formulation Definition

Process Item Management

Batch Creation and Management

Co-Products and By-Products

#### Quality Management

Quality Control

Quality Assurance

### Basic Functionality

Business Analysis

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# INDUSTRY SOLUTIONS

## *Industrial Equipment Manufacturing for Microsoft Dynamics AX\**

Industrial equipment manufacturers face the perennial need to meet and beat low-cost producers in developing countries, along with an increasing focus on business growth. Daily, they confront challenges related to product quality, business integration, on-time delivery, evolving supply chain initiatives, and improved customer service. Manufacturers need solutions that empower them to streamline, monitor, and control the entire production and service cycle.

Industrial Equipment Manufacturing for Microsoft Dynamics AX can help component, sub-assembly, and whole-system manufacturers increase operational visibility, enhance control of processes and projects, and fuel expansion into new territories and services.

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### **Integrate design innovation into manufacturing.**

Shorten time to market for new product innovations by integrating design and manufacturing processes, managing projects efficiently, and collaborating effectively with suppliers, partners, and customers.

### **Support a wide range of manufacturing processes and business models.**

Tailor your solution to serve make-to-stock, make-to-order, assemble-to-order, configure-to-order, and engineer-to-order environments. Manage items from design through assembly, testing, shipping, installation, and maintenance. Meet specific customer needs by configuring build-to-order items easily and effectively.

### **Improve project management for customized orders.**

Create estimates and quotes quickly and accurately. By analyzing project costs and total order processing time, you can forecast machine and human resource requirements for strategic scheduling and precise delivery times.



# Industrial Equipment Manufacturing



# Industrial Equipment Manufacturing

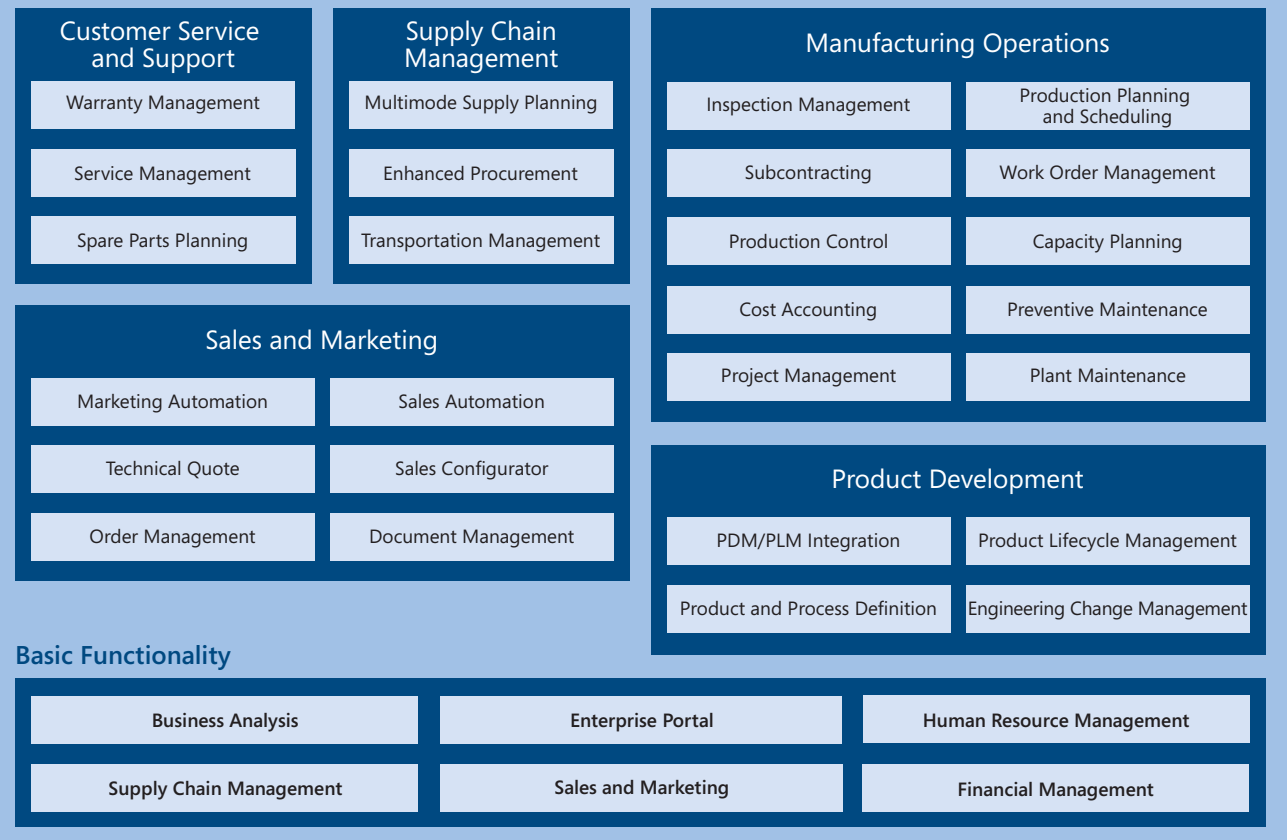
## Enhance material and product traceability.

Track materials from purchase through production and sale with lot and location control. Respond effectively to recall notices or queries about item engineering, sourcing, and current use.

## Build customer service profitability.

Add revenue to your business and increase customer satisfaction with easy access to product information, warranties, service contracts, returns and repairs, and field service calls.

### Industrial Equipment Manufacturing for Microsoft Dynamics AX



## *Field Services for Microsoft Dynamics AX\**

Efficient coordination and management of field operations can be a challenge. Manual processes, dispersed personnel, uninformed dispatch decisions, and volumes of paperwork hinder efficiency and drag down both customer service and profits. Field service operations present a final frontier where streamlined processes, targeted automation, and integrated information flow can dramatically enhance productivity, operational insight, and effective management.

Field Services for Microsoft Dynamics AX connects your office and field staff with the information and processes they need to help reduce response times, lower costs, and improve first-time fix ratios—helping you increase customer loyalty, turn services into a profit center, and build competitive advantage.

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### **Integrate people and information to empower your work force.**

Automate manual processes, share best practices and procedural checklists, and track service inventory in real time. Enhance the flow of information while connecting dispersed employees with convenient Windows Mobile®-powered devices.

### **Optimize scheduling, dispatch, and resource management.**

Quickly capture service needs to shorten the time between call receipt and job dispatch. Track resource commitments and match tasks to the best available resources.

### **Streamline the work order life cycle.**

Enable rapid-response call taking, and speed work order creation, assignment, dispatch, closure, and billing. View and manage work orders by customer, location, schedule, or assigned resources, with color coding and visual icons providing at-a-glance insight into urgency and status.



# Field Services

# Field Services

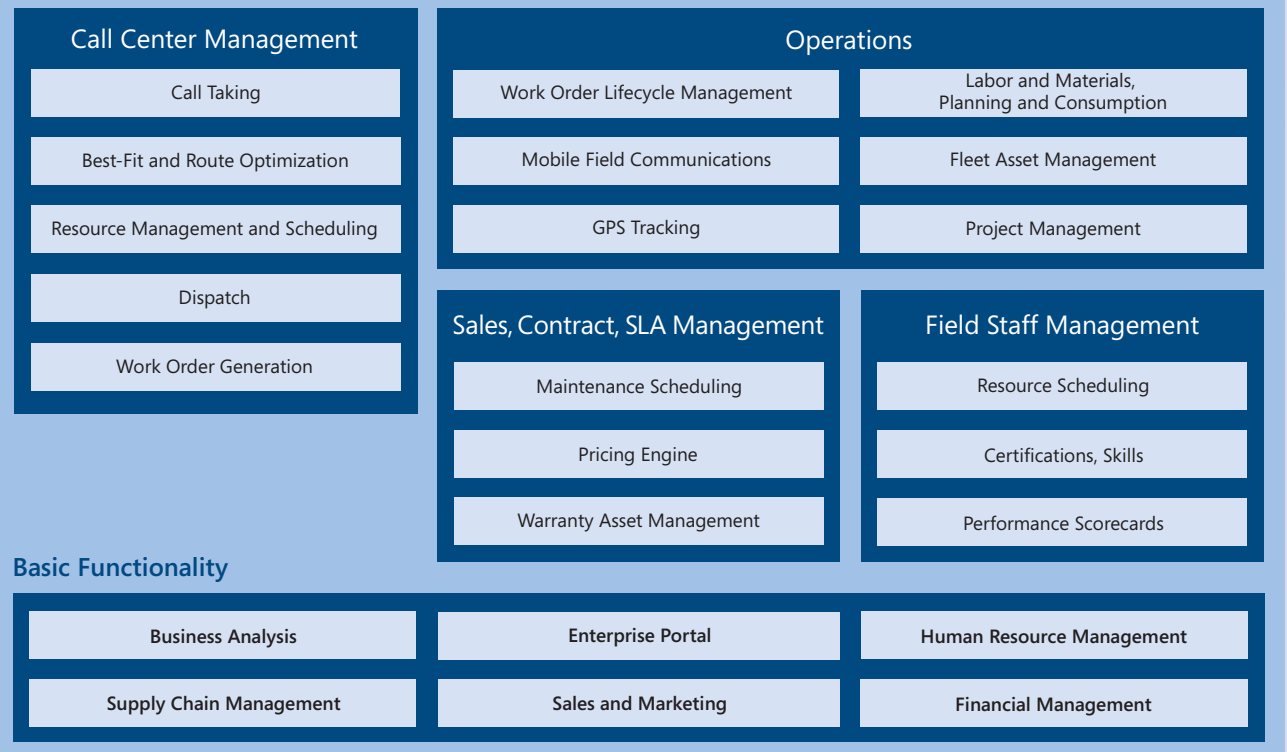
## Manage contracts, warranties, and assets efficiently.

Track asset histories; manage terms, rates, and timeframes; and automate work order generation and billing. Provide customers with self-service capabilities through integration with Microsoft Windows® SharePoint Services and standard Web services.

## Gain real-time insight for strategic decisions.

Spot trends, analyze costs, and make smart decisions for enhanced profitability. Track service stock at mobile and fixed locations and adjust inventory records to reduce write-offs, effectively forecast materials requirements, and take advantage of bulk and just-in-time ordering.

### Field Services for Microsoft Dynamics AX



# INDUSTRY SOLUTIONS

## *Retail Chain Manager for Microsoft Dynamics AX\**

The trend toward market globalization has opened up new retail market opportunities for businesses of every size and description. To compete successfully against larger companies that have greater infrastructure and resources, midsized retailers must carefully monitor and maintain inventory levels, manage shorter manufacturing-to-retail cycles, attract and retain skilled staff, and satisfy customers. Yet these retailers often struggle with the need for more centralized data access and processing, real-time views of critical business data, and effective collaboration with employees, trading partners, and suppliers around the world.

Retail Chain Manager for Microsoft Dynamics AX equips retailers to increase profitability by helping them efficiently manage products, processes, transactions, and business relationships—from category management through supply chain to point of sale and services. It's a comprehensive solution that can adapt quickly and cost-effectively to new and evolving needs.

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### **Optimize merchandising.**

Categorize items for your specific business ranging from cosmetics to furniture, electronics, do-it-yourself (DIY), bookstores, and fashion. Build multiple hierarchies for product management with flexible configuration tools. Manage assortments (groups of item groups), associated promotions, and the suppliers for the specific items.

### **Streamline supply chain processes.**

Integrate planning, organization, execution, and follow-up for all supply chain flows—including all goods flows that commonly occur in centrally managed retail chains. Set up centralized rules for specific stores to guide ordering, replenishment, and stock management. Manage inventory levels at all stores from the back office.

### **Connect POS and back-office systems.**

Facilitate integration with point-of-sale systems, including Microsoft Dynamics Retail Management System (RMS) and other third-party systems by easily defining your own synchronization scenarios with master data and item sales information. You can control and administer cash registers from a single location to efficiently track orders, prepayments, invoices, and cash payments.



# Retail Chain Manager



# Retail Chain Manager

## Gain business insight.

Centralized data management enables you to aggregate and analyze critical information from across your entire retail operation, so you can efficiently manage processes and transactions, increase service levels, and quickly spot evolving customer trends.

## View and react to data in real time.

Administer customer, item, and employee information from a central location to gain improved visibility into real-time sales activities. Improve margins with business intelligence that enables you to analyze critical data from multiple perspectives.

### Retail Chain Manager for Microsoft Dynamics AX

#### Store Systems

POS Integration

Returns Management

Item/Shelf Labeling

Store Financial Management

Loss Prevention

Barcode Integration

#### Logistics

Distribution

Replenishment

#### Merchandising Management

Assortments

Promotions

#### Marketing

Loyalty/Gift Cards

Group Management

Pricing and Discounting

Warranty Cards

Retail Sales Data Warehouse

Trend Analysis

### Basic Functionality

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## *Consumer Driven Planning for Microsoft Dynamics AX\**

Simply put, today's retailers and producers of consumer goods must run a demand-driven enterprise. These companies are looking for solutions to help them meet customer demand in a profitable way. A demand-driven supply chain can help companies maintain competitive edge. This approach is based on integration of supply chain processes with other business processes—for example, sales and operations planning. With a comprehensive, cross-functional view of the company, better understanding of customer needs through downstream data analysis, and effective collaboration between trading partners, a demand-driven supply chain can help companies respond effectively to customers.

Consumer Driven Planning for Microsoft Dynamics AX delivers powerful business intelligence capabilities and flexible workflows that help companies make profitable value chain choices. With advanced functionality such as sales budgeting, demand forecasting, assortment planning, and promotion

planning, companies can support cross-functional processes, plan ways to meet demand effectively based on simulation scenarios and their financial impact, and evaluate performance throughout the supply chain.

### **Manage demand proactively.**

Trace expected to actual sales and forecast future sales while taking into account seasonal and promotional effects. Use simulations, demand models, and error analysis to determine optimal stock levels for better profit and operations margins.

### **Increase business efficiency.**

Collaborate across business functions to consolidate sales information, establish a feasible sales budget, align sales and marketing strategies, and standardize operational processes.

### **Help ensure business agility.**

Use integrated, real-time sales and operational information to accurately anticipate, plan for, and respond to orders and new demand, as well as reduce forecasting errors.

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# Consumer Driven Planning

# Consumer Driven Planning

## Expand sales success.

Monitor market demand and meet margin objectives through effective promotions. Increase capacity to evaluate product turnover in response to campaigns and align production and inventory accordingly.

## Maximize service levels.

Equipped with deep visibility and control over the supply chain, you can increase order fill rates, reduce risk of stockout or inventory excess, and enhance overall responsiveness to customers.

### Consumer Driven Planning for Microsoft Dynamics AX

#### Analytics

Correlating metrics for real cause-and-effect analysis



#### Workflow

Role-based planning

#### Basic Functionality



# INDUSTRY SOLUTIONS

## *Apparel and Textile for Microsoft Dynamics AX\**

Apparel and textile manufacturers face complex challenges if they are to satisfy demanding customers, bring products to market faster, and operate profitably. Many still struggle with patchwork information systems that cannot handle multiple item variables, limit flexibility, and inhibit visibility into operations. Smart companies are looking for integrated solutions that enable them to develop and sustain agile business processes, which in turn equip them to manage global competition, ongoing mergers and acquisitions, and dispersed supply networks.

Apparel and Textile for Microsoft Dynamics AX can address complex item coding, traceability, and changing process needs—from fibers to yarns and consumer and industrial fabrics, home goods and carpet, and clothing, designer lines, and fashion accessories.

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### **Gain comprehensive traceability across the manufacturing process.**

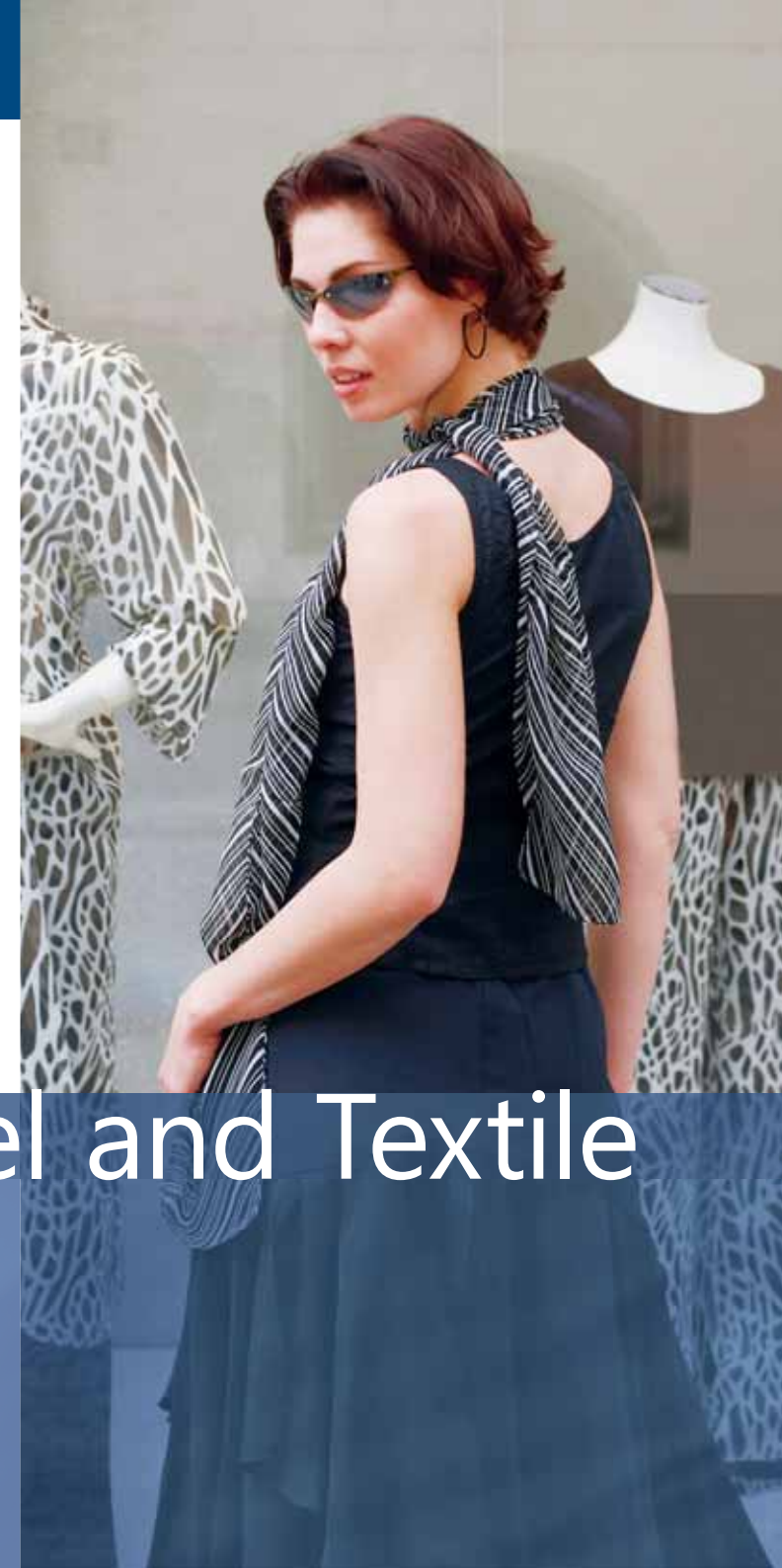
Handle numerous material and product variables effectively with multi-dimensional item coding that enables you to track from raw fibers to finished goods—and back. Trace materials through variable sourcing and manufacturing processes, subcontractors, inventory, and logistics, including intercompany processing.

### **Increase agility with adaptable processes for sourcing, manufacturing, and shipment allocation.**

Meet changing customer and supplier requirements with blanket orders, neutral bills of material (BOMs), multi-line manufacturing orders, inventory double units of measure, and variable routing and allocation simulations.

### **Take control of costs and profitability.**

Monitor and analyze material, item, order, and cost information with comprehensive financial management and reporting tools. For example: Gain insight into performance or profitability for seasonal or brand collections across distribution channels. Use integrated information to generate multi-faceted price lists, including special promotional, trade show, or showroom pricing.



# Apparel and Textile



# Apparel and Textile

**Gain insight to respond effectively to changing conditions.**

Run simulations and model new processes to adapt effectively to changes in product lines, manufacturing capabilities, supply partners, production geographies, vertical integration, and distribution.

**Streamline global supply chain interactions.**

Take advantage of multicurrency, multilanguage, and multi-site support to speed transactions, improve transparency, and facilitate consolidated financial reporting.

## Apparel and Textile for Microsoft Dynamics AX

