# TRANSFORMING EQUIPMENT MANUFACTURERS

SIKICH®

As Industry 4.0 moves from large or global firms to the many more, risk-averse and resource constrained equipment manufacturers that support them, it can bring chaos and disruption, or help you innovate and profit. **If these are some of the attributes of your business, then this paper is aimed at you.**

Make big/valuable machines & equipment

High-value/low-volume sales
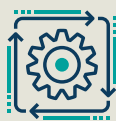
Complex & project-like manufacturing process

Products designed to have a long service life

Ongoing maintenance and service contract sold with equipment

TRENDS

MANUFACTURERS ARE BECOMING TECHNOLOGY COMPANIES.

Missing this shift could risk market position, sales and attracting the best new talent.

INDUSTRY LEADERS AIMING TO ADVANCE THEIR DIGITAL MATURITY ARE COMMITTING

5%

OF REVENUE TO DIGITAL INITIATIVES

DISRUPTIVE TECHNOLOGIES INCLUDE:

IOT & Digital Twins

Big Data & Analytics

3D Printing

Edge Computing

XaaS aka "Products as a Service"

MICROSOFT LAYS THE FOUNDATION

NOW is a critical time to make sure your foundations are solid with a modern cloud-based application, like Dynamics 365.

DYNAMICS 365 CREATES THE SCALABLE BUSINESS PLATFORM TO SUPPORT INNOVATION POTENTIAL

SALES

CUSTOMER SERVICE

OPERATIONS

MICROSOFT AZURE

FIELD SERVICE

FINANCIALS

PROJECT SERVICE AUTOMATION

MARKETING

SIKICH CLOSES THE GAPS

Sikich brings a curated set of integrated, industry focused solutions to the table, built on Microsoft Dynamics 365.

WE DELIVER:

D365 solution extensions to meet the needs of organizations who make to order equipment and machines.

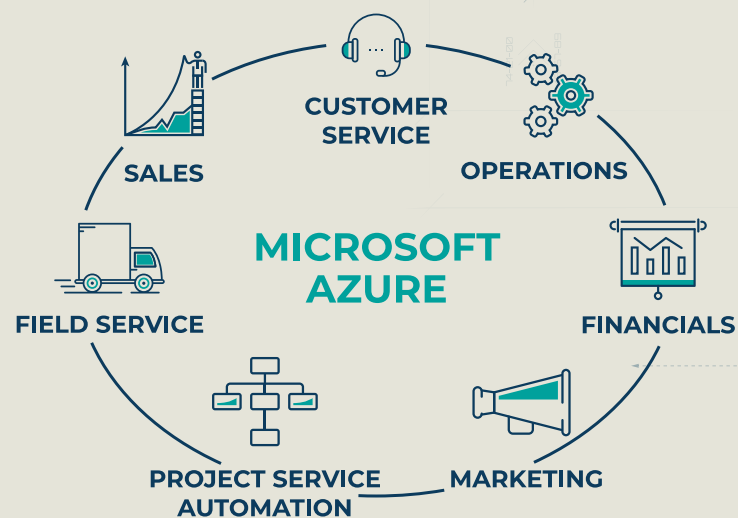Implementation templates and process design best practices to reduce the risk and effort of deployment.

Industry experience to help clients at any stage of their transformation using Microsoft technologies.

WHAT IF DIGITAL TRANSFORMATION COULD HELP YOU ACHIEVE BREAKTHROUGH BUSINESS RESULTS?

This ebook is for **equipment manufacturers, engineer-to-order companies, project-based manufacturers, and manufacturers of complex and durable goods** that hope to achieve better outcomes from their investments in technology. We discuss important industry developments and highlight promising solutions and strategies from Microsoft and Sikich to help you take the best next step in moving your business forward. For simplicity's sake, we refer to the many different companies as equipment manufacturers and to the industry as equipment manufacturing.

ACCELERATING THE BUSINESS MOMENTUM

As an equipment manufacturer, you succeed when your customers do. Often, this will mean you need to **gain insight not just into your direct customers' operations, but also into your customers' customers businesses** and their use of the products made or services delivered with equipment manufactured by you. That enables you to pursue research and development in a productive and profitable direction and deliver machines with innovative capabilities that drive optimal business outcomes throughout the value chain.

Given the intense economic and competitive challenges of today's markets, you should minimize uncertainties as much as you can. **You need to identify and address potential market and supply chain-related risks before they have consequences.** Doing so requires a high-resolution view of your supply chain and the agility to move fast when market conditions change. The health of your business is at risk if you fall short in these areas, and the right tools and expertise can be invaluable in managing them successfully.

Industry 4.0, the digitally powered fourth industrial revolution, challenges equipment manufacturers to refocus on creating customer value and become smarter, faster, and more competitive in doing so. **As Industry 4.0 moves from large or global firms to the many more, risk-averse and resource constrained equipment manufacturers that support them, it can bring chaos and disruption, or help you innovate and profit.** The outcome very much depends on how you take advantage of modern technology and how you resolve the most pressing industry issues in your own business.

"Our goal, once all locations are live [on Microsoft Dynamics 365] is a system that can help us analyze our product and portfolio profitability, from the pre-sales design stage all the way through its service life, basically from cradle to grave."
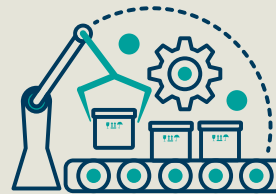
- Vish Ponraj, Chief Information Officer, AMF
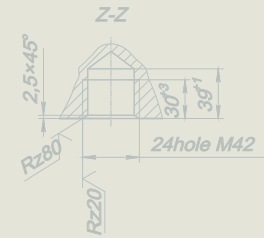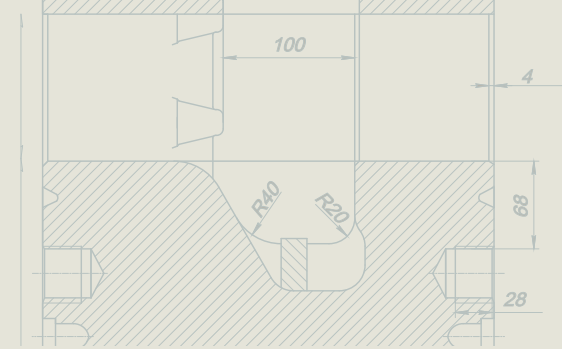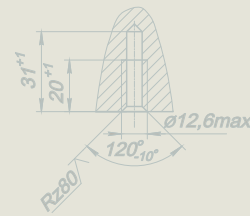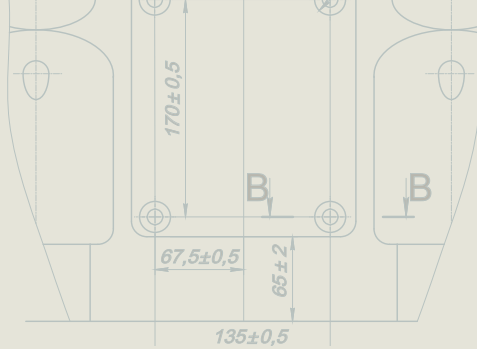
SIMPLIFYING THE PORTFOLIO

In a recent research paper on equipment manufacturing trends, PwC noted[1] that the expansive, diverse range of industrial products in the portfolios of many larger equipment manufacturing businesses might no longer be an advantage. In fact, that breadth and diversity can become a burden for customer-centric innovation and the manageability of your operations. When purchasers look for more agility, flexibility, and transparency, and expect an increasing level of digitization in their machines and support services, even **leading equipment manufacturing companies that are slow to modernize their offerings can lose market share.** Agile, digitally savvy competitors can gain traction quickly and threaten the customer relationships of established companies whose products, IP, and other assets are outdated.

PwC suggests that organizations looking for growth opportunities find ways to prune their portfolios. They should sell or spin off products and services that don't completely align with their unique value proposition and competencies. If that frees up budgets, those could be used to develop and market products that help customers chart their path into the future. When larger equipment manufacturing companies refocus their portfolios this way, they might provide openings for mid-market companies that can modernize and market products that fall into a gap but nonetheless have value for customers. If you are a midsize equipment manufacturing firm and don't pick up on this opportunity, you might become vulnerable to the competition. You also need to forestall technical obsolescence in your own product portfolio.

SHRINKING THE SUPPLY CHAIN

Demand from highly informed, motivated consumers can impact your planning and operations as well as your supply chain. For example, customer feedback, social listening, and customer analytics might tell an industrial bakery about a consumer preference for artisanal sourdough products and away from sliced, white loaves. Satisfying this demand might require reconfiguring your standardized processing lines. That, in turn, might change the use and value of the production equipment. Smart bakery-equipment manufacturers will quickly respond to this dynamic situation with an effective solution. If they learn about the new consumer trend earlier than their equipment-buying customer, they can proactively offer enhancements to their products. New revenue and a stronger, more partnership-like customer engagement may result.

The digital technologies of Industry 4.0 allow equipment manufacturing businesses to become closer to their customers and **reduce the mediating role of supply-chain partners.** Many equipment manufacturing companies have noticed that they can deliver more customer value and become more profitable if they provide such services as service and repair directly to customers instead of leaving this important share of the business to service companies. This step strengthens their provider position with customers and readies them for the eventual launch of new, revenue-generating services.

A DIGITAL PATH FOR EQUIPMENT MANUFACTURERS

Some leading and more innovative manufacturers of elevators, specialty vehicles, industrial equipment, and other industrial products have successfully rebuilt at least parts of their operations to generate continuously streaming revenue from services that comprise their traditional offerings combined with uptime warranties, proactive maintenance, planning, and other services that benefit customers. Embedding your products in high-value services is not as simple as it may at first sound, even if your customers are intrigued and your value proposition is unassailable. If you want to run your equipment manufacturing business in a lean, customer-centric, profitable manner and augment your products with services, you need to meet a number of conditions:
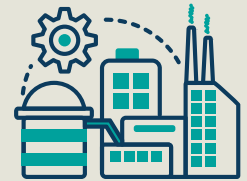
- The basics: your products need to **meet customers' stated needs** at a competitive, advantageous price and work as designed and intended. They need to function smoothly within customers' production lines and facilities.

- They also need to be versatile, so you can upgrade them as customers' needs change, without requiring a costly repeat investment.

- Just as critical: your customers want more than peace of mind to enjoy the status quo of their businesses. They are also looking to strengthen their own customer relationships by delivering more value. They want to innovate, claim market share, and best their competition.

- You also need to find creative ways to effectively **measure the actual returns** of investments and the performance of digital, transformative technologies and initiatives.

GROWING DIGITAL SERVICES WITH THE IOT

Digital technology is helping equipment manufacturing companies and their trading partners to extend the value and life span of their products, with asset management and field service management already popular but also highly promising use cases. You can make your industrial products intelligent by fitting them with connected sensors in the internet of things (IoT). Sensor data can provide insight into equipment performance, wear and tear, and customers' real-life workloads.

What happens as a result of these technological enhancements? Your field service managers can send out replacement parts or schedule a maintenance appointment long before a part may fail or performance degrades. Your field service teams don't have to travel to customer sites just to see how the equipment is doing—they already know. And, to make everything work more seamlessly, you can provide your field service employees with mobile devices that give them anywhere, anytime access to information, diagrams, and documents that help them do the best possible job for your customers. digestible equipment data and service management capabilities.

From proactive maintenance, you can take a larger step into digitally enabled design, deployment, and repair of industrial equipment by using augmented-reality devices like HoloLens together with secure workspaces in the cloud where your engineers and technicians can collaborate and receive training, and where your customers and employees can interact as they model equipment enhancements.

Think about creating digital replicas of your equipment. These 'digital twins' can emulate the physical assets and provide realtime, enhanced visibility of the equipment in operation at customer sites. What additional services could you offer, given that level of access and transparency? Your opportunity is to use these technologies to tap into new revenue sources, strengthen customer relationships, and leave the competition behind.

> "Every company is a software company. You have to start thinking and operating like a digital company. It's no longer just about procuring one solution and deploying one. It's not about one simple software solution. It's really you yourself thinking of your own future as a digital company."
>
> - Satya Nadella, CEO, Microsoft[3]

> "Disruption may not be bankrupting incumbents, but to succeed in the digital era, they will need to become digital enterprises, rethinking every aspect of their business."
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> - World Economic Forum, Digital Transformation Initiative, Executive Summary, May 2018[2]
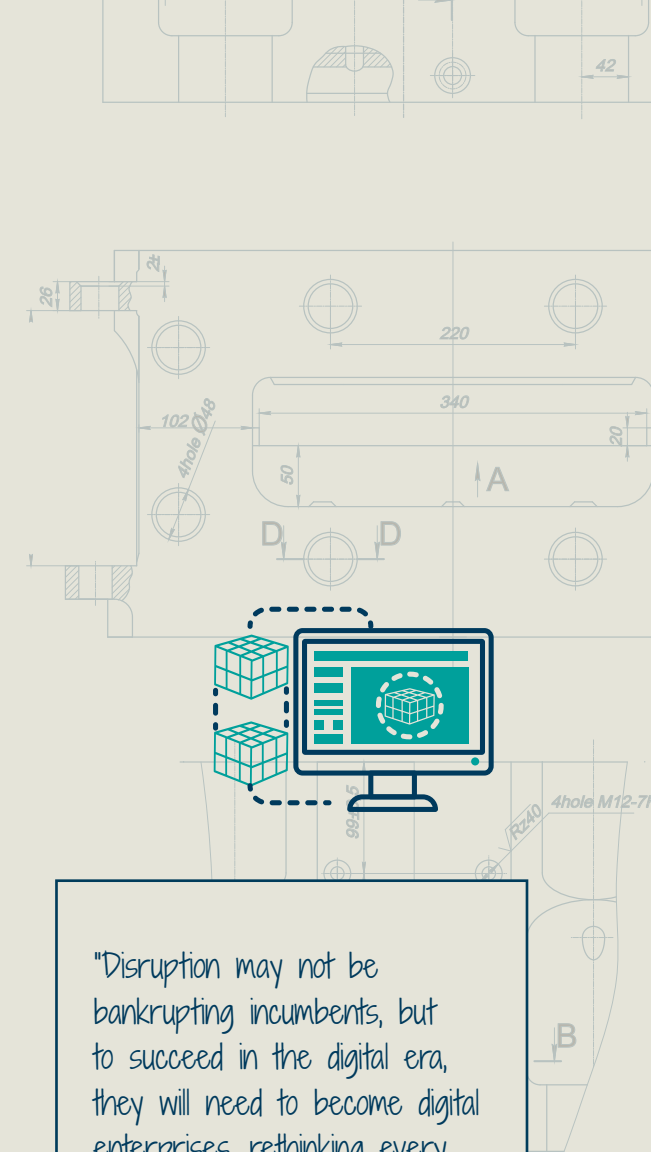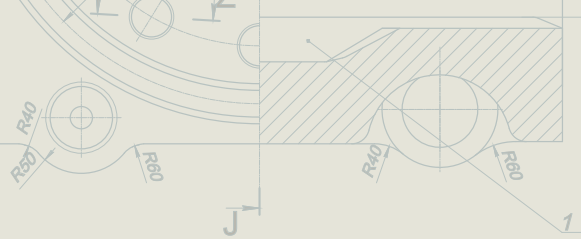
GREAT USE CASES FOR 3D-PRINTING AND AI

Some technologies are particularly apt for equipment manufacturing usage scenarios, and you can expect more interesting success stories about them as manufacturers adopt them more widely. For instance, additive manufacturing, the industry-standard term for what's popularly known as 3D-printing, is quietly making inroads in equipment manufacturing. Most manufacturers will not be in the same league as Boeing, which expects to reduce the cost of each 787 Dreamliner aircraft by $3 million through 3D-printing of titanium parts. However, many are already using the technology to make customized or spare parts for customers one at a time, using a device that is rapidly becoming an affordable commodity item. This is more efficient and less costly and laborious than planning production line capacity for tiny quantities of items.
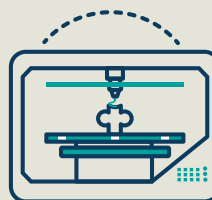
Reducing passive inventory and the funds tied up in it is a proven way to cut waste and make your finances more efficient. If users of your equipment only occasionally require small quantities of spare parts, it may be time to investigate the cost savings and efficiencies of request-based 3D-printing compared to mass-producing low-turnover spare parts and allocating warehouse space for them.

Artificial intelligence (AI) is another technology of high promise for equipment manufacturing. Sound, well-proven AI solutions from Microsoft and other industry leaders are available in the cloud and ready for use in low-risk, controlled proof-of-concept projects and incremental, pervasive adoption as you develop your organizational intelligence. AI is slowly making inroads in the more innovative companies, but large-scale adoption has yet to come. 63 percent of the CEOs polled in PwC's 22nd Annual Global CEO Survey said that AI will have a larger impact on their businesses than even the internet[4]. But almost as many—55 percent—have not started implementing their own AI initiatives. That also means you can still realize a well-planned AI effort in your equipment manufacturing business and use it to build a competitive distinction long before the field catches on.

63%

CEOS SAID AI WILL HAVE A LARGER IMPACT ON BUSINESSES THAN THE INTERNET

55%

CEOS HAVE NOT STARTED IMPLEMENTING THEIR OWN AI INITIATIVES

PwC's 22nd Annual Global CEO Survey

55%

CEOS INDICATE THAT SKILLS SHORTAGES PREVENT THEIR COMPANIES FROM INNOVATING EFFECTIVELY

PwC's 22nd Annual Global CEO Survey

ADDRESSING THE TALENT SHORTAGE

Many manufacturers still have a relatively traditional view of manufacturing jobs, even as digital technologies, robotics, and agile thinking are transforming how companies operate, resulting in different skills requirements. As a result, they are slow to rebuild and replenish their workforces, which are also under siege from generational turnover

Analysts at Deloitte[5] find that manufacturing skills in urgent demand today include digital and computer skills, programming for robots and automated production lines, and the ability to work with sophisticated, digitally enhanced tools. And, 55 percent of CEOS in PwC's 22nd Annual Global CEO Survey indicate that **skills shortages prevent their companies from innovating effectively.[6]**

Equipment manufacturing is subject to the industrywide talent shortage that plagues all of manufacturing. According to Deloitte, the skills gap may leave as many as 2.5 million manufacturing positions unfilled, which means $2.5 trillion manufacturing GDP might not be realized.[7] Recruiting, hiring, and hiring motivated people with the right skills will help equipment manufacturing businesses hone their competitive edge for years to come. What's to your benefit is that smart people prefer working for smart, innovative companies. When you can demonstrate a commitment to achieving breakthrough results through Industry 4.0 and factory-of-the-future initiatives, it will become easier to attract the best talent.

"We needed an implementation partner that understood the individuality of our business and was willing to create a plan that was as unique as we are. The partnership with Sikich has allowed us to continue to fulfill our promise to our customers and our employees."

- Chuck Cavaness, Chief Information Officer, Czarnowski

EMPOWERING PEOPLE IN NEW BUSINESS ROLES

You also have to think about new roles your company may need. Those could be, for instance, **digital engineers** who create virtual models of IoT-connected products to manage and improve them through their entire lifecycle, **robot teaming coordinators** who coach people and robotic equipment to work well together, or **predictive supply network analysts** who know how to use data analytics and machine learning to optimize your distribution and supply-chain management.

When it comes to managing your way through the talent shortage, the good news it that today's early- and mid-career professionals tend to be highly motivated and technology-savvy. When you can **show them that you provide powerful, innovative digital tools** and resources to help them do their best work, you have a good chance at garnering their interest. If your company is creating a **collaborative, customer-focused, empowering culture** where they can have great experiences while they do their jobs, they may be willing to commit their energy and resourcefulness.

TODAY'S EARLY- AND MID-CAREER PROFESSIONALS TEND TO BE HIGHLY MOTIVATED AND TECHNOLOGY-SAVVY

"Technological transformation is meaningless without a culture that enables risk taking and change, and talented employees who can manage, implement, and sustain a specialized portfolio of products and services in a cutting-edge and connected manufacturing world."

- PwC, Industrial Manufacturing Trends 2018-19[8]

BUILDING AN EQUIPMENT MANUFACTURING TECHNOLOGY ENVIRONMENT

By many analysts' measures of digital transformation progress by industry, manufacturing, including equipment manufacturing, generally lags. A large number of manufacturers are at the low end of investing in digital initiatives, whereas companies considered digital leaders spend more than 10 percent of their budgets on digitalization.[9] In equipment manufacturing specifically, recent findings show that many companies aiming to advance their digital maturity commit roughly five percent of their revenues to digital initiatives.[10]

Your equipment manufacturing operations likely already contain several building blocks of an effective digital infrastructure. Maybe they are not integrated or not quite properly configured for an optimal flow of data and activities—but you can start with your existing technologies and see what functional shortcomings and inefficiencies you should address before you add to them.

HERE IS A CHECK LIST OF BASIC QUESTIONS TO CONSIDER AS **YOU PREPARE YOUR BUSINESS TECHNOLOGY FOR DIGITAL OPERATIONS:**

"We were able to achieve tangible costs savings by reducing our investment in on-premises hardware, maintenance and support costs of the old, disparate software apps. All those integrations and inefficiencies were replaced by the Dynamics 365 Solutions."

- Bruno Arnassan, Chief Financial Officer, AMF

✓ ASSESSING THE DIGITAL FOUNDATION

- What is your main system of record, and does it have the potential to become a "system of experience" that benefits employees, customers, and trading partners?

- If it's an ERP system, does it really fit the way your company runs, or do users have to find workarounds and compromises?

- Does it connect substantial parts of your operations, such as manufacturing, finance, sales, and distribution, or is it time to think about an integration strategy to update and connect your foundational technology?

- Was your ERP system implemented correctly, so it can be a valuable hub of organizational data?

✓ DO INTEGRATIONS SERVE THE BUSINESS?

- What are the important business systems that coexist with your ERP or other business management software?

- Do the integrations serve the information needs of the user groups and the goals of the business?

- Is the data they capture merged with the rest of the organizational data to provide a deeper level of insight, or is it time to revisit and rebuild them to be more effective and easier to manage?
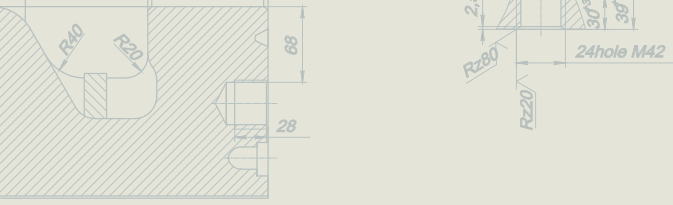
✓ STATE OF THE SOFTWARE ENVIRONMENT

- Do your ERP, product lifecycle management (PLM), sales, service and asset management, and finance systems all belong to the same generation of technology, or are any of them so outdated that they always present issues to users and IT managers?

- On the other hand, is one of them way ahead in terms of functionality and usability, and you aren't even taking full advantage of it because the architecture as a whole can't keep pace with it?

✓ HOW WELL CAN YOU SCALE?

- If your business were to experience an unprecedented streak of growth, could your systems have the scalability to support it?

- Could they accommodate, for instance, dramatic increases in the number and complexity of products, more customers in regions where you have not had a presence, production outsourcing to a partner on another continent, or steadily streaming data masses from the IoT that power your proactive maintenance services?

> "Going to the cloud includes a lot of education of your customer. That's what in many ways Sikich did for us. It educated not [just] us as IT professionals but also us as business users on what those new cloud systems are, what the rules are, and what the roads are."
>
> - George Gindoyan, VP of IT, Adamas

✓ CLOUD-READY OR NOT YET?

- Do you have a strategy or a schedule for adopting technology resources in the cloud? What's the record of success so far, and what would you like to change?

- Have you taken advantage of modern cloud technology and enterprise mobility to increase the usability, scalability, and performance of your business systems and empower people to do their best work? Or have you been treating these technology areas gingerly?

- If you are still concerned about cloud security, have you considered a security audit of your on-premises infrastructure, so you can see how it might compare to cloud security?

✓ COLLABORATING WITH CUSTOMERS

- Are you ready to invite customers and strategic partners to closer collaboration with your engineers, production planners, and business managers?

- Can you use a digital collaboration platform to achieve consensus and buy-off on design changes and move them into production?

- Can project and production managers engage with product engineers and designers as well as suppliers and trading partners to achieve their milestones, or renegotiate them in time?
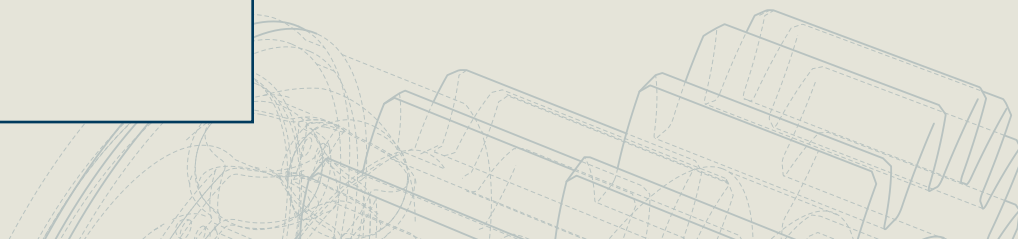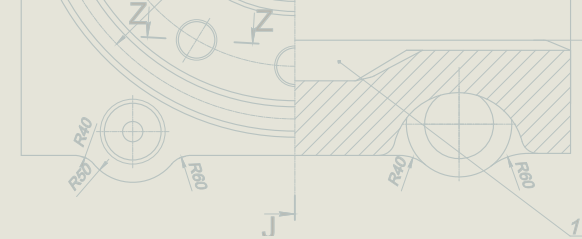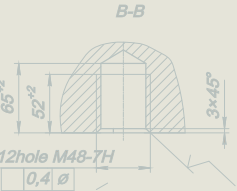
✓ ADVANCING THE USER EXPERIENCE

- What are your engineers, production planners, field service managers, procurement teams, project managers, finance managers, and others telling you about the company's technology systems?

- Do they find it easy to locate data and use it in their thinking and planning?

- Can they get work done anytime, no matter where they are, securely and productively?

- What are the most dysfunctional technology hurdles standing in their way, and what would change if you removed them?

✓ ENABLING A DATA-DRIVEN COMPANY

- Does your organization operate in a culture of data-enabled decision-making, performance management, and strategizing?

- Can your contributors access all the data that matters, including real-time performance and workload data from production machinery and equipment in use at customer sites, fleet and facilities data, or supply-chain data?

- How easy is it for them to see what data really means?

- What information and insight enablement are they missing?

- Have you considered how artificial intelligence and machine learning could benefit your employees and customers?

- When was the last time you learned something new about your business from a review of your data?

✓ A GREATER CONTRIBUTION FROM IT

- What will happen to the IT team as you advance digital initiatives in your equipment manufacturing business?

- Do they have time for innovative efforts and the resourcefulness to research and apply technologies in more creative ways? Or are they buried in the day-to-day management of software tools, upgrades, and user needs?

- Are you receiving automatic updates through your cloud platform, or are system updates always a major chore for IT?

- What would it take to free IT resources and talent to help drive your digital innovation?

✓ OUTPERFORMING THE COMPETITION

- If your digital investments lag behind those of your competitors, you could be at a disadvantage. What have you heard from customers, partners, and employees about the competition's use of technology?

- Are there any experiences you should definitely avoid, or any obvious opportunities where you could take smart, efficient steps to use technology in sharpening your competitive edge?

- Do you need to address challenges from nimble, fast-moving competitors in emerging regions or from outside of the industry?

- Do you know how technology and data could help you gain the advantage in terms of customer focus, efficiency, or financial performance?
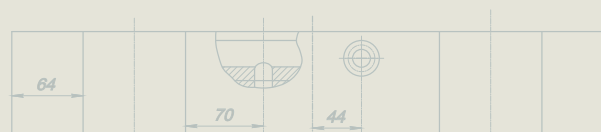
FROM TECHNOLOGY DECISIONS TO BUSINESS RESULTS

Your technology initiatives and commitments will have a direct impact on the performance of your equipment manufacturing business. In one telling example, PwC finds that industrial manufacturers who invest 22 percent or more of their R&D spending in software can achieve as much as 25 percent greater revenue growth than their cohorts who commit 21 percent or less of their R&D funding to digital resources.

The manufacturing industry may be late in reaping any benefits from digital transformation, but the wave is building. 72 percent of manufacturing companies surveyed by PwC stated that they hope to be seen as digitally advanced by as early as 2020 and are taking measures to augment their digitization. At the time of the survey, only 33 percent of polled manufacturers were ranked as digitally advanced. These ambitious manufacturers invest close to $907 billion per year, roughly five percent of their revenues, in smart-factory and connectivity technologies.[11]
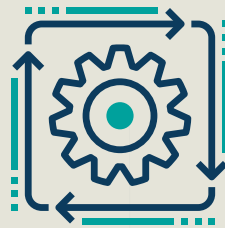
> "Technological transformation is meaningless without a culture that enables risk taking and change, and talented employees who can manage, implement, and sustain a specialized portfolio of products and services in a cutting-edge and connected manufacturing world."
>
> - PwC, Industrial Manufacturing Trends 2018-19[12]

INDUSTRIAL MANUFACTURERS WHO INVEST

22%+

OF THEIR R&D SPENDING IN SOFTWARE CAN ACHIEVE AS MUCH AS

25%+

REVENUE GROWTH

72%

OF MANUFACTURING COMPANIES SURVEYED BY PWC STATED THAT THEY HOPE TO BE SEEN AS DIGITALLY ADVANCED BY AS EARLY AS 2020

YOUR EQUIPMENT MANUFACTURING SOLUTIONS PARTNER

Sikich speaks your language. Most of the people on our equipment manufacturing and manufacturing teams have spent years in the industry, managing companies, building and launching products into markets, and ensuring the success of their customers. **Everyone you meet here is deeply committed to the success of equipment manufacturing and complex manufacturing companies.** We are comfortable having a strategic discussion with your CEO, CFO, COO, talking about technology with your CIO and CTO, and visiting with your engineering, production and service managers and planners to help them resolve the issues they encounter every day. We look forward to learning about your business and helping you take the next steps in starting or accelerating your digital journey.

Sikich is a **national consultancy** that delivers a vast portfolio of technology and business advisory services. For us, it's a successful day when we helped an organization accomplish something that's helps them deliver value to their customers or perfect their business model.

Sikich and Microsoft are fully aligned when it comes to supporting equipment manufacturing, ETO, and other complex, valuable manufacturing companies in our digital era.[13] To get a sense of what you can accomplish with Sikich and Microsoft together, it helps to understand both the Microsoft portfolio of solutions and the wealth of expertise and resources that Sikich contributes to equipment manufacturing.
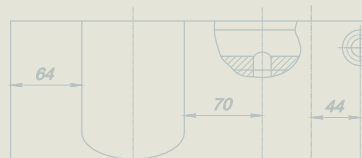
"With an integration between the Dynamics 365 ERP and the CRM-based Field Service module, we will achieve our dual goals of lifecycle visibility and efficient business processes. I cannot overemphasize the value of having a partner that knows what we need and can deliver each component into the integrated whole that we are working towards today."

- Vish Ponraj, Chief Information Officer, AMF
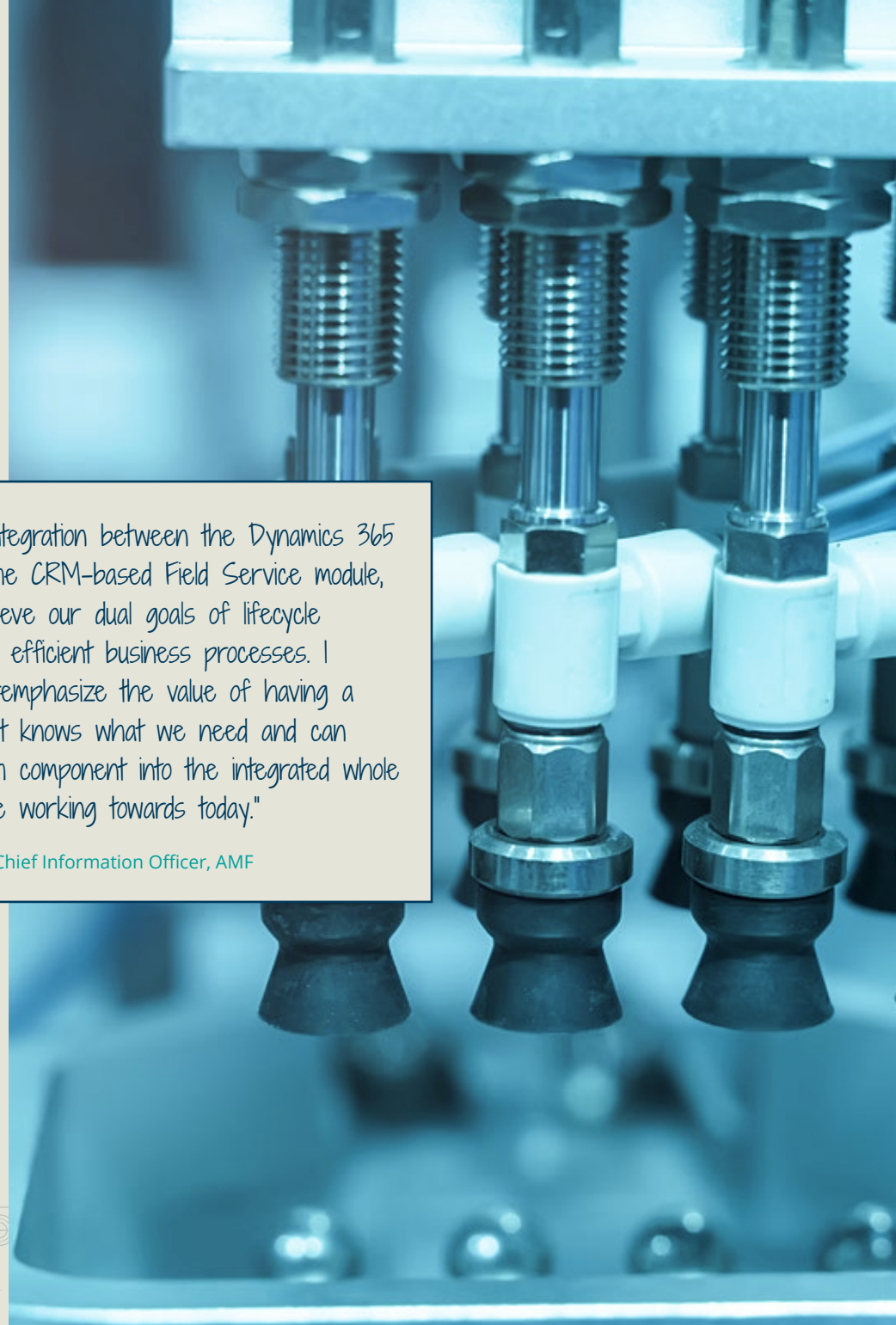
Sikich solutions for equipment manufacturing, ETO, and project-based manufacturing include:

- **Optimized Microsoft Dynamics 365 for Finance and Operations**. To ensure predictable, repeatable deployment success and a short time-to-benefits, we deliver the cloud ERP system with a preconfigured set of industry-best practices. These represent more than 800 operational parameters and over 500 business process model flow charts, all embedded into Microsoft Dynamics Lifecycle Services.

- **Sikich curated industry suite of connected solutions.** We close Equipment Manufacturers and general manufacturing functionality gaps and enable your employees to be effective immediately following the implementation.

  - **Extensions and apps created by Sikich** for Dynamics 365 for Finance and Operations and Dynamics 365 Business Central provide important usability enhancements built. These software tools incorporate standard Microsoft technologies like Power Automate, Power BI, and PowerApps.

  - **Standardized integrations** between Dynamics 365 for Finance and Operations and Dynamics 365 Customer Engagement technology enable connected, transparent industry workflows in managing your field services.

  - **An arsenal of proven ISV solutions** was thoroughly vetted by Sikich for their manageability, robustness, and flawless operation in the Dynamics 365 environment and for their fit with typical equipment manufacturing requirements. These products can help your employees perform such tasks as product lifecycle management, product configuration, pricing and quoting, visual planning, and rental and lease management, in a highly streamlined and productive manner.

- **Custom solution design and delivery.** When standardized solutions and templated deployment practices don't get you to where you need to be, Sikich equipment manufacturing and technology teams can turn around quickly to architect and deploy custom solutions that meet your unique needs and give you an edge.

- **Sikich HeadStart methodology** gets you up and running on an industry-optimized prototype of your new cloud-based business management system in as little as six weeks. Benefit from our years of experience with an implementation that emphasizes speed-to-value, risk mitigation, and complete visibility and control throughout the project.

When you are ready to move forward or want to have your questions answered:

Contact info@sikich.com.

Visit the Sikich manufacturing software page.

Connect with Sikich on Facebook, LinkedIn, Twitter, and YouTube.

"Sikich is an incredibly important contributor in our partner ecosystem. With their competency in the Microsoft platform and focus on this industry, they provide a compelling story for our Microsoft customers seeking real expert skill and expertise. And as Inner Circle partner, they are recognized as one of the top 1% of our Dynamics partners globally"

– Geoff Skidmore, Microsoft Partner Development Manager

MICROSOFT TECHNOLOGIES TO TRANSFORM EQUIPMENT MANUFACTURING

You are probably familiar with many Microsoft solutions, but you might not be aware of the full breadth and depth of what Microsoft has to offer. Sikich is deeply familiar with the technologies mentioned here, and has helped manufacturers implement, integrate, and optimize them for many years.

> "We see the value Dynamics 365 will provide to the current and ongoing success of our business. Microsoft and Sikich will continue to play key roles as we invest in the future of AMF."
>
> - Bruno Arnassan, Chief Financial Officer, AMF

Dynamics 365 for Finance and Operations – Transformative, comprehensive, cloud-based ERP system, augmented by its own universe of complementary industry and specialized solutions from Microsoft partners and all the resources available on the Azure cloud

Dynamics 365 Business Central – Right-sized cloud-based ERP solution for small to medium organizations with the functional coverage required for your growing equipment manufacturing business, complemented by the power of the entire Microsoft portfolio.

Dynamics 365 Customer Engagement - Field Service – Cloud-based field service management with IoT-based planning and dispatch, mixed reality and customer visibility to empower technicians, and proactive, customer-ready updates and portals

Dynamics 365 Customer Engagement - Sales – Sales management in the cloud anytime, anywhere for your key roles, with AI insights, performance management, advanced reporting and dashboards, and customer relationship management

Azure – One of todays leading cloud computing platforms, with a vast inventory of solutions and services for IoT, analytics, mixed reality, blockchain, machine learning, AI, cybersecurity, and lots more

HoloLens – Mixed-reality device with advanced capabilities and optimized solutions for engineering, product development, industrial collaboration, asset and facilities management, construction, employee training, medical research, and others

Microsoft 365 – Bundle of Office 365, Windows 10, and Enterprise Mobility + Security

Office 365 – Portfolio of leading, proven business productivity, communications, and collaboration solutions on the Azure cloud

Teams – Communications platform that supports chat, video meetings, file storage, and application integration, and which is most commonly deployed in integration with Office 365

AI – Powerful AI platform and solution set to drive digital innovation and transformation, for instance, by transitioning from automation to machine autonomy, performing insight-driven business management, or deepen customer engagements

Azure Machine Learning – Cloud-based environment for building, training, deploying, and automating machine learning models, including DevOps tools and a tool-agnostic Python software development kit

Power Platform – Microsoft toolset including Power BI, Power Apps, and Power Automate, incorporating the Microsoft Common Data Model and Common Data Service

Power BI – Business analytics solution designed for practically unlimited access to data sources to enable sharing and visualization of information and insight within and across organizations

Data Platform – Unified data management and processing with SQL Server, Azure data services, Power BI, Machine Learning Server, and Analytics Platform System, to help equipment manufacturing companies transform by translating cloud, on-premises, and edge data into insights and opportunities.

Sikich experts can help you determine the best solution fit for your equipment manufacturing operation and how best to deploy and integrate it for your users.

Proven, comprehensive, continuously updated platform for optimized equipment manufacturing operations and business management	Dynamics 365 for Finance and Operations
Supply chain visibility, transparency, and agility	AI Dynamics 365 for Finance and Operations Power BI
Forecasting using AI and machine learning	AI Azure Machine Learning Dynamics 365 for Finance and Operations
Connected field service using IoT	Dynamics 365 Field Service HoloLens
Enhanced customer engagement and social listening	Dynamics 365 Sales
IoT	AI Azure Dynamics 365 for Finance and Operations
Employee empowerment and collaboration	Microsoft 365 Office 365 Teams HoloLens
Augmented reality (AR)	HoloLens
Transformation of portfolios, products, and business models	AI Azure Data Platform

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ABOUT SIKICH

Sikich is a leading professional-services firm that is among the top 1 percent of all enterprise resource planning solution partners in the world and ranks as one of the United States' Top 30 CPA Firms. Sikich is also ranked as number 9 in the country's top 100 technology providers. To every project, Sikich ERP and CRM experts contribute more than 30 years of team experience and an outstanding track record with a success rate of 97 percent. Sikich is a Microsoft Gold and Microsoft Dynamics Inner Circle Partner focused on delivering technology solutions for tangible business improvement and organizational excellence.

To learn more about Sikich, go to **www.sikich.com/technology**
or contact **info@sikich.com**.

[1]See https://www.strategyand.pwc.com/trend/2018-manufacturing
[2]Available at http://reports.weforum.org/digital-transformation/wp-content/blogs.dir/94/mp/files/pages/files/dti-executive-summary-20180510.pdf
[3]Quoted at https://quidgest.com/en/articles/every-business-software-business/ and in many other sources
[4]See https://www.pwc.com/gx/en/ceo-survey/2019/report/pwc-22nd-annual-global-ceo-survey.pdf
[5]See https://www2.deloitte.com/us/en/pages/manufacturing/articles/future-of-manufacturing-skills-gap-study.html
[6]See https://www.pwc.com/gx/en/ceo-survey/2019/report/pwc-22nd-annual-global-ceo-survey.pdf
[7]See https://www2.deloitte.com/us/en/pages/manufacturing/articles/future-of-manufacturing-skills-gap-study.html
[8]Report available at https://www.strategyand.pwc.com/media/file/Industrial-Manufacturing-Trends-2018-19.pdf
[9]For more industry and market background, see http://www3.weforum.org/docs/DTI_Maximizing_Return_Digital_WP.pdf
[10]See https://www.strategyand.pwc.com/media/file/Industrial-Manufacturing-Trends-2018-19.pdf
[11]See https://www.strategyand.pwc.com/media/file/Industrial-Manufacturing-Trends-2018-19.pdf
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