thinkmax

Microsoft Dynamics 365 for Retail

Key Benefits

OPTIMIZE OPERATIONS
Microsoft Dynamics 365 provides a single, unified view of the business, across Finance, Procurement, Sales, Manufacturing, Service, Marketing and the Supply Chain.

REAL TIME VISIBILITY
Leverage end-to-end data visibility to gain real-time insights into the entire production process in order deliver maximum value & quality to customers and increase profitability and reduce errors and waste.

ENGAGE CUSTOMERS
Microsoft Dynamics 365 provides the platform to measure customer satisfaction metrics with specific products and will help determine growth demand in certain geographies and ensure that the supply chain is optimized to fulfill that demand.

TRANSFORM PRODUCTS
Microsoft Dynamics 365 offers the ability to maintain real-time quality control on the manufacturing lines as products are being produced and make changes on the fly if there are issues, resulting in a reduction in waste, and increased margins.

EMPOWER EMPLOYEES
Knowledge is power. Microsoft Dynamics 365 will empower your staff with the right tools to collaborate and share insights to create a more connected and effective organization, with tools such as predictive analytics to proactively manage operations effectively.

Industry Trends and Challenges

40%
of data analytics projects will relate to customer experience

33%
of US retail sales were transacted on Smartphones in 2018, $1 Trillion in sales

80%
of consumers are more likely to make a purchase when brands offer a personalized experience

78%
of Retail Executives report that supply chain efficiency improved company performance

Thinkmax and Microsoft Dynamics 365 can help companies maximize the productivity, profitability, and ensure a steady cash flow from production operations while managing change and controlling the risk.

With the continued rise of the digital era, retail has undergone a significant evolution. The internet has provided customers with access to seemingly endless options while mobile technologies have given us instantaneous access to endless information. We have now embarked on the transition into the second phase of this transformation. As the dust of disruption begins to settle, retailers are reinventing their operations to make them faster, smarter, and nimbler.

Solution Map for Retail

Customer Experience

- CRM
- Customer insight
- Pipeline & analytics
- Social engagement
- Content & document mgmt
- Market insights
- Portals
- Forecast
- Customer service
- Marketing

Finance & Accounting

- Credit & collections
- General ledger
- Accounts receivable
- Accounts payable
- Budgeting & forecast
- Fixed assets
- Revenue recognition
- Cost accounting
- Consolidations
- Financial reporting & analytics

Retail

- Retail Store Channel Mgt
- Cross-Channel Order Fulfillment
- Rules-Based Distributed Order Mgt
- Product, Price & Promo Mgt
- In-Store Inventory
- Assisted Selling with Intelligent Recommendations
- POS
- E-Commerce Channel Mgt
- In-Store Cash Mgt

Supply Chain Management

- Order mgt
- Inventory mgt
- PIM
- Warehouse mgt
- Supplier relationship management
- Capability & resource scheduling
- Mobile warehouse mgt
- Procurement & sourcing
- Time & attendance
- Transportation mgt

Human Resources

- Employee profile
- Organizational hierarchy
- Employee & manager self-service
- Payroll
- Benefits management
- Health & safety
- Leave & absence management
- Goals & skills management
- Training & certification
- Compensation plans

Thinkmax and Microsoft Dynamics 365 for the Retail Industry

Thinkmax has tailored a solution for the Retail industry. RetailREADY is a proven solution to accelerate implementation projects comprised of industry pre-configuration template, industry specificities and embedded best practices for the retail industry. Microsoft Dynamics 365 is a solid foundation for growth and scalability for any retail organization, coupled with Thinkmax' industry experience, your business will be able to achieve results quicker and more effectively.

Why Thinkmax?

We have expertise and a proven track record with significant Dynamics 365 implementation projects
We deliver - 100% implementation projects delivered.
We take ownership - 20% of Thinkmax' projects are "rescues" where we recovered failing implementations.
We innovate - Dynamics 365 configurations to accelerate deployment in a multi-company/division project.
We are recognized by Microsoft - Recipient of the Innovation Impact Award for Dynamics 365 F&O for the ability to "think outside the box"