

PRESENTATION

Dynamics 365 Commerce

Deliver unified, personalized, and seamless buying experiences for customers



Introduction to Dynamics 365 Commerce

Microsoft Dynamics 365 Commerce provides a flexible, scalable commerce solution that is built on the Microsoft stack. It helps its customers offer omnichannel commerce, providing a seamless shopping experience across both physical and digital channels. It delivers an end-to-end solution that covers back office, call centers, retail stores, and e-commerce in a single platform.

Encompasses all retail processes, via all channels

Aims to provide unified selling experience regardless of channel and touchpoints used.

Includes e-commerce sales online

Optimize inventory management at warehouses

Improved collaboration between front-end sales and back-end fulfillment and accounting.

Minimize manual intervention in day-to-day operations

Enhance efficiency of warehouse personnel with optimized planning of work

Dynamics 365 Commerce Application

Dynamics 365 Commerce application encompasses all possible retail channels of sale and aims to provide a unified selling and buying experience to both sales personnel and the customer alike.

From optimizing inventory management via several new functionalities introduced to enhancing the efficiency of warehouse personnel in stocking and dispatch, it has also contributed heavily to improved collaboration between the front-end sales and back-end fulfillment including finance and accounts.



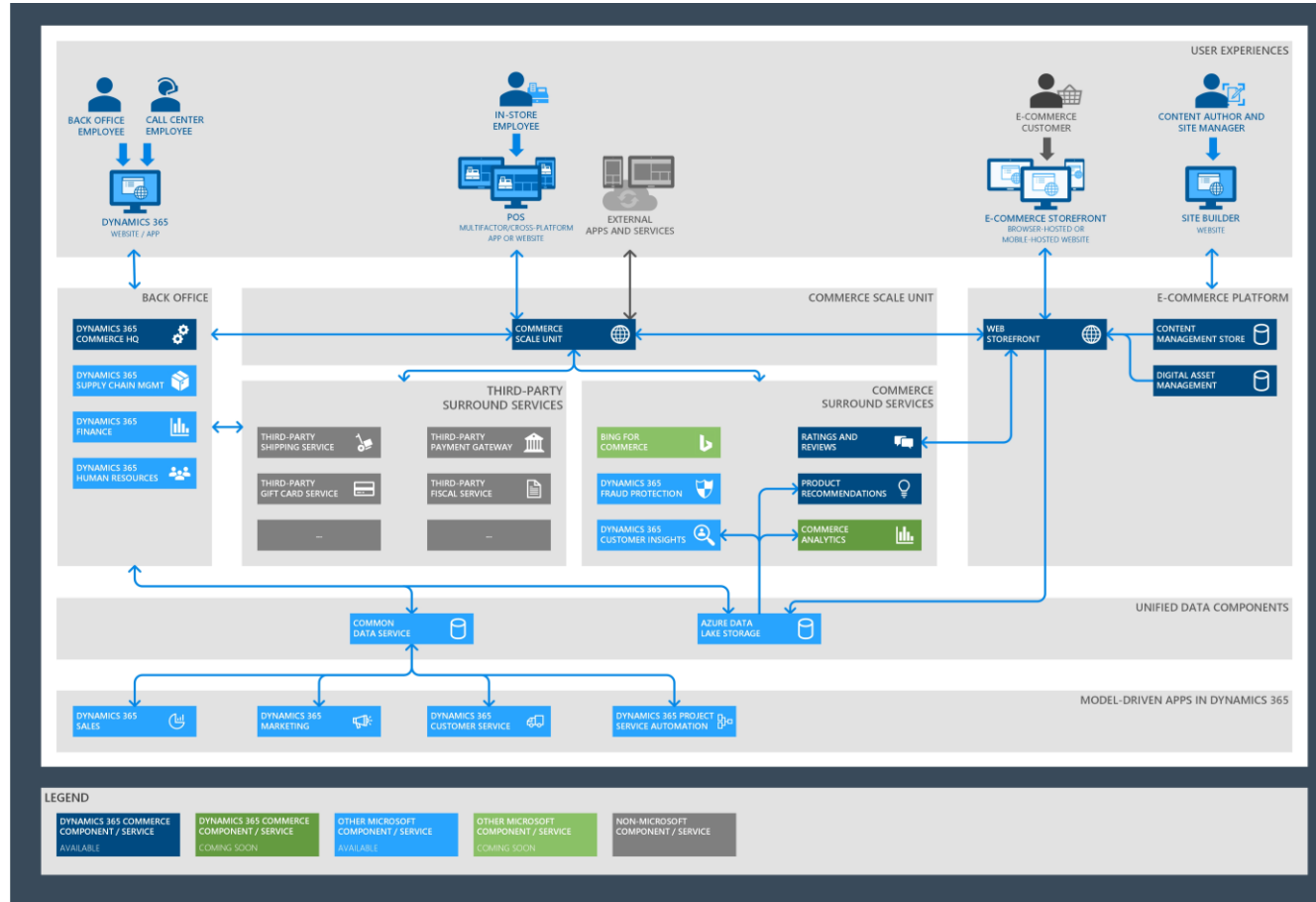


Dynamics 365 Commerce Component Overview

An overview of all components in the Microsoft Dynamics 365 Commerce ecosystem, including integration points to the suite of Dynamics 365 products.

Key Benefits:

- Omni-enables headless commerce engine
- Interconnected business processes
- Unified data
- Powered by AI and analytics



Benefits to Users of D365 Commerce



Foundational retail Management

- Understand customers
- Reduce time to manage marketing
- Increase marketing ROI
- Unify payment and deposit management
- Boost in-store staff productivity
- Improve business insights and drivers across all channels
- Use modern or cloud POS for clienteling, store management, inventory management, AI and machine learning demand forecasting and product recommendations, replenishment, and promotion management.



Contextual customer experience

- Unified theme for ERP apps
- Unified customer profiles across all channels
- Reduce customer churn using AI and machine learning
- Single view of customers, optimize engagement and discover insights that support personalized experiences.
- Assess and reduce transaction fraud risk



Intelligent platform for extension and automation

- Gain deeper customer insights with Power BI, and build custom apps with Power Apps
- Understanding customer shopping habits to improve their in-store experience and increase sales.
- Get secure fraud protection to trigger workflows based on customer actions
- Support customer engagement
- Transform your business by creating custom business apps with Power Apps.



Microsoft Dynamics 365 Commerce Assessment

During our comprehensive 2-day assessment our experts from D365 Commerce will analyze your company's needs and will provide you with recommendations of best-suited retail solutions and implementations path.

Assessment pre-requisites:

1. Overview of your existing business and current landscape
2. Improvement /digitalization areas

Agenda for Synoptek assessment

1. Understanding the Business processes and landscape
2. Analysis and showcase of D365 Commerce capabilities that suits your business needs

Deliverables:

1. Preliminary report of assessment which includes the possible solutions and roadmap
2. Recommendations and best practices for retail
3. Microsoft cloud for retail capabilities that suits your business's current and future needs
4. Information about our approach, timeline, and investments

Thank you!



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