Microsoft Dynamics 365 Practice @ Wipro and Dynamics 365 Intelligent Order Management
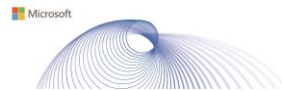
Microsoft Practice at Wipro

15,000+ Practice Headcount

60+ Countries

2022-23 Inner Circle Partner for Microsoft Dynamics / BizApps

Finalist, Big Data Analytics Awards 2018	2018 Consulting & SI Data & AI Innovation Partner of the Year	Elite partner for Microsoft on Azure IOT 2017	Microsoft BizApps Preferred Partner in Retail, CPG, BFSI and Latin America	Awarded Azure Growth Leadership – 2016

Microsoft Capabilities in a Snapshot

	Azure	.NET	SharePoint || Office 365	Microsoft Dynamics 365	Power BI	Xamarin
# Associates	18000+	C#, .NET 9500+ MVC 4500+	1200+	1000+	150+	200+
# Certified	3000+*	902	424	675	114	50
	200 Engagements	650+ Engagements	**130+** SharePoint **31** Office 365 **100+** BizTalk	**250+** Engagements	5 Joint engagements with Microsoft 6 Customers	**11** Engagements Xamarin Elite Consulting Partner

Note * - Certifications across Wipro for Developing, Implementing & Architecting on Azure

Our Capabilities

360˚ Partner
$2B

Better Together

Microsoft's Supplier
$ 115 M

Microsoft's Customer
$ 28 M

- 2020 - Partner of the year award , 2018 - Big Data Analytics Awards
- FY20 Top 4 Azure Partner in the globe
- **Dynamics AX2012 – Gold Certified & Managed Partner**
- **Dynamics AX2012 – Co-development of Frameworks for M365 integration & Field Service**

- FY20 joint Big bet: Azure, M365, Dynamics AX2012 - Delivered through LiVE Workspace, O365, EMS, Windows 10, All apps on Azure, SAP on Azure, Security services on Azure, IoT, AI, Blockchain on Azure
- 17K+ Azure trained engineers; Certifications – 1400+

- Live site partner in ECM, Outlook & EC Teams with high CSAT of (10/10)
- QE Services partner for Windows since Win2K
- Deep understanding of Windows domain, features & components, quality goals and path to meet them, workflow & release processes

Winner
Microsoft Partner of the Year
Application Innovation & Data Estate Modernization

- 92% Apps on Azure
- 85K+ desktops/laptops on Win 10 & growing
- 145K+ O365 users, 50k+ on Teams
- 170k mailboxes on O365
- 180TB data migrated to Cloud
- 86K+ users on Yammer, 7000+ groups & communities

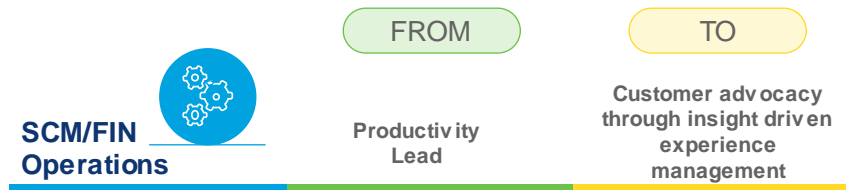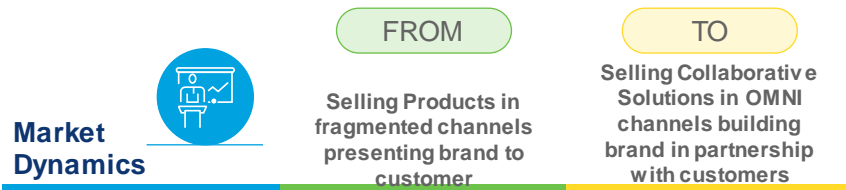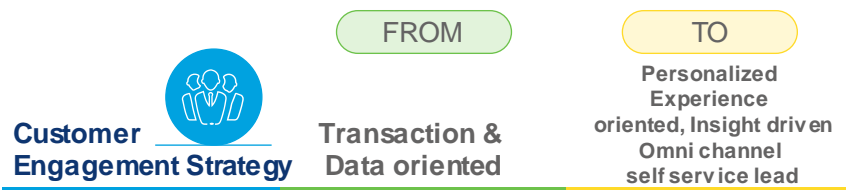| **Gold** Microsoft Partner	**1000+** Dynamics Consultants (75% Certified)	**1000+** Power platform consultants	**40+** Dynamics Point Solutions	**60+** CX/UX Designers	**10+** Solutions in MS AppSource

Migrate or Transform the ERP? Macro level drivers

Digital Disruption is changing how organizations compete in the Market, primarily driven by

- Digital Mindset - Consumers are demanding digital experiences
- Technological Advancements - Rapid advancements in technology innovation and adoption
- Distributed Eco-Systems – Emergence of a Hyper Connected Eco System & Collaboration
- Speed to Market & Competitive Landscape - Regulatory Imperatives & Emerging Business Models

> " With the macro changes, Organizations will need to re-configure themselves for a Digital Future and transform operations from a business & IT perspective "

Customer Engagement Strategy

FROM	TO
Transaction & Data oriented	Personalized Experience oriented, Insight driven Omni channel self service lead

IT Strategy

FROM	TO
Monolithic on-premise Application investments	Cloud based, Modular micro services , Agile deployments

Market Dynamics

FROM	TO
Selling Products in fragmented channels presenting brand to customer	Selling Collaborative Solutions in OMNI channels building brand in partnership with customers

SCM/FIN Operations

FROM	TO
Productivity Lead	Customer advocacy through insight driven experience management

Dynamics 365 Intelligent Order Management

Dynamics 365 Intelligent order management - Overview

Platform

- It is a scalable application builds on Power platform.
- It is designed as a Microsoft dataverse application and shares the common data model with other apps in the Dynamics 365 family.
- It works with both Dynamics 365 and non-Dynamics 365 business apps through the provider framework.
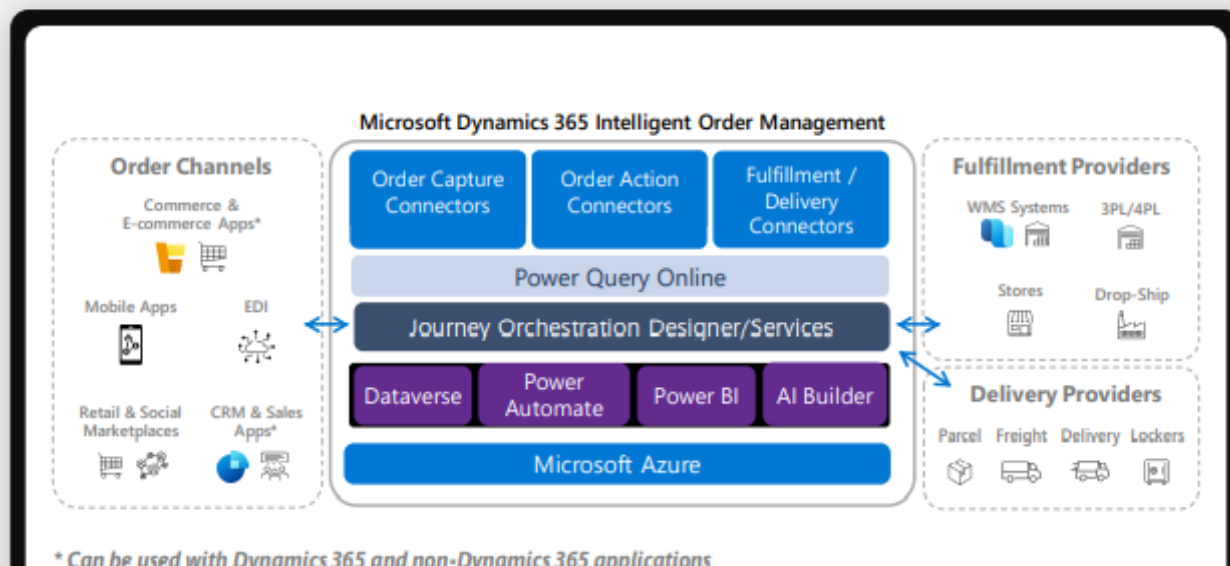
Design

- It is designed to operate in complex environments where there are many internal and external systems and partners that enable the supply chain processes.

Capabilities

- It offer organization to coordinate, standardize and optimize the systems through a single point of order orchestration.
- It optimize the speed of delivery while minimizing costs, resulting in improved customer satisfaction and higher gross margin to your organization.

Dynamics 365 Intelligent Order Management

Adapt quickly and fulfill efficiently

Microsoft Dynamics 365 Intelligent Order Management

Order Channels
- Commerce & E-commerce Apps*
- Mobile Apps
- EDI
- Retail & Social Marketplaces
- CRM & Sales Apps*

Order Capture Connectors | Order Action Connectors | Fulfillment / Delivery Connectors

Power Query Online

Journey Orchestration Designer/Services

Dataverse | Power Automate | Power BI | AI Builder

Microsoft Azure

Fulfillment Providers
- WMS Systems
- 3PL/4PL
- Stores
- Drop-Ship

Delivery Providers
- Parcel
- Freight
- Delivery
- Lockers

* Can be used with Dynamics 365 and non-Dynamics 365 applications

Modern Open Platform	**Intelligent Fulfillment**	**Real-time Visibility**
Pre-built platform connectors	Event driven orchestration	Actionable fulfillment insights
Existing enterprise system integration	AI & rules-based fulfillment	Omnichannel inventory data
No-limit cloud scalability	Streamlined return management	Cross-organization single order view

Dynamics 365 Intelligent order management – Data flow process
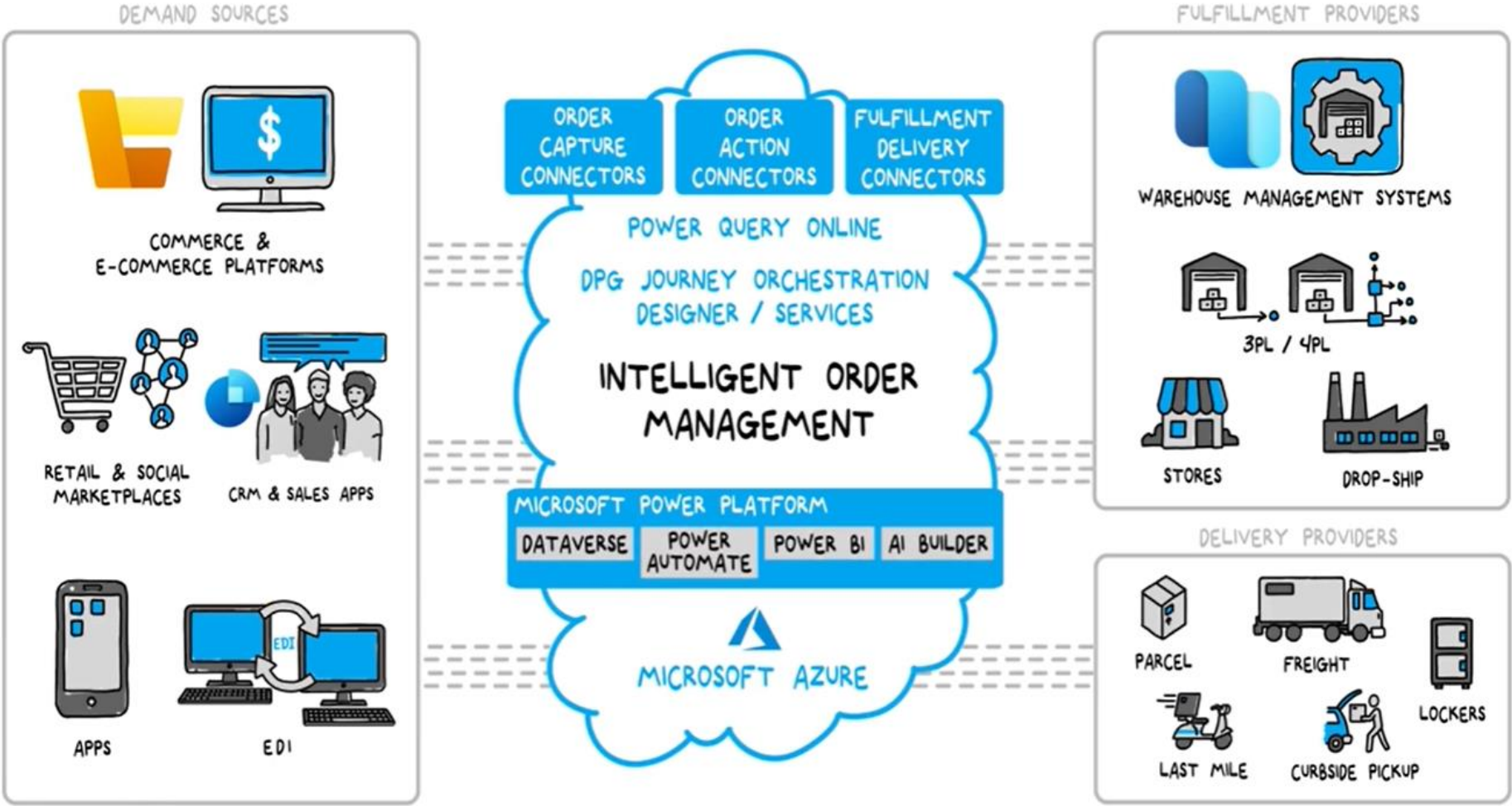
Dynamics 365 Intelligent order management - Capabilities

Automate and optimize fulfillment

Manage the entire order lifecycle

Adapt faster to changing business models

Get up and running quickly

Enhance your customers' experience

Automate and optimize fulfillment

- Optimize fulfillment through rules-based order orchestration
- Access real-time data through an intelligent fulfillment engine
- Model and automate responses to order-fulfillment constraints
- Increase revenue by reducing costs associated to returns
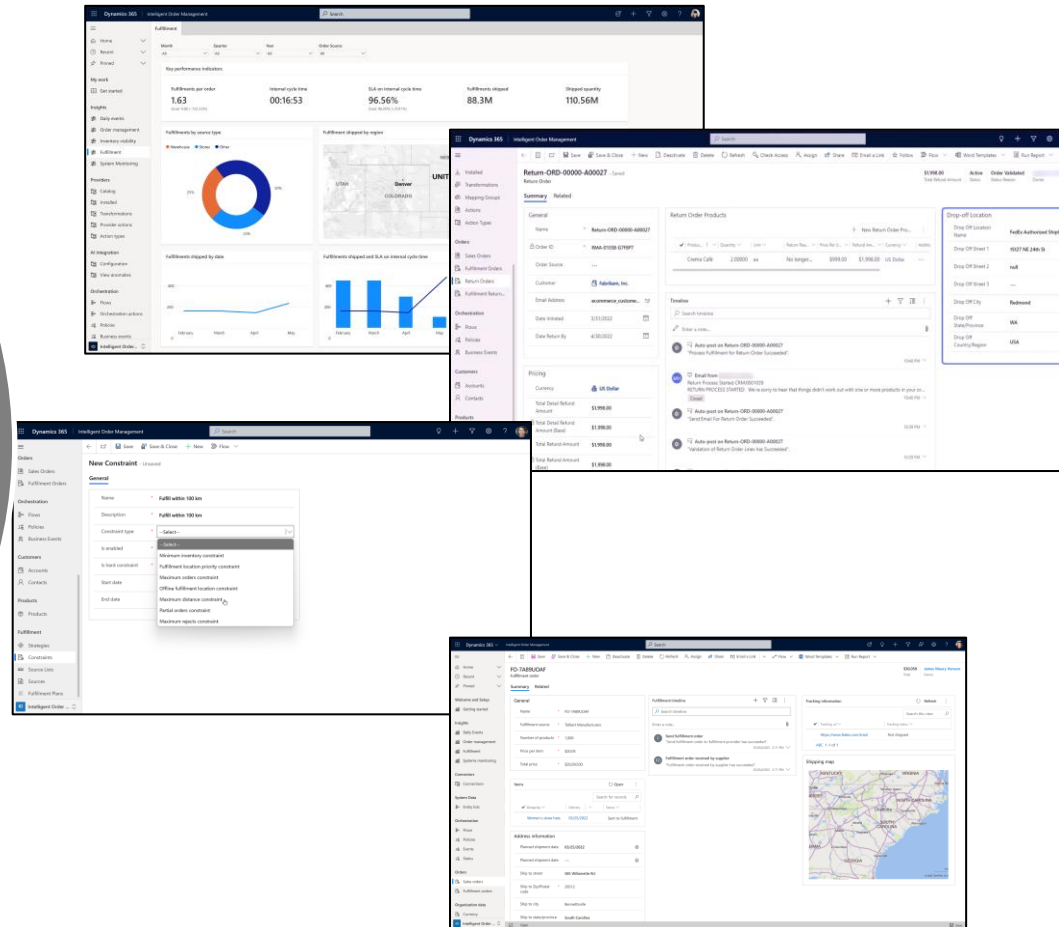
Manage the entire order lifecycle

- Use an intelligent solution to automate the entire lifecycle
- Proactively address constraints using actionable insights
- Optimize stock levels
- Streamline returns with ease
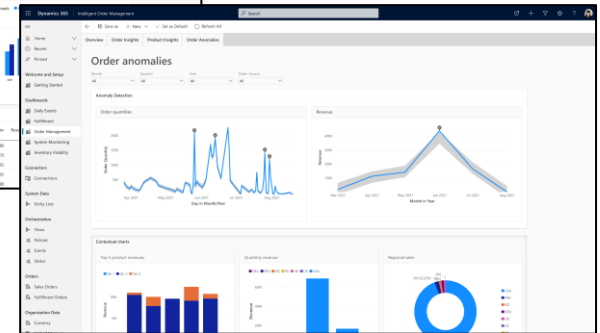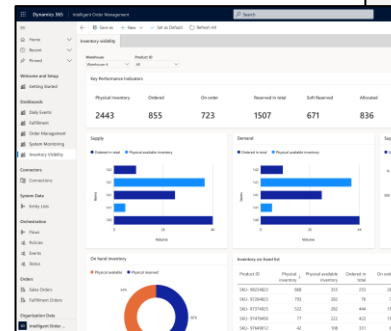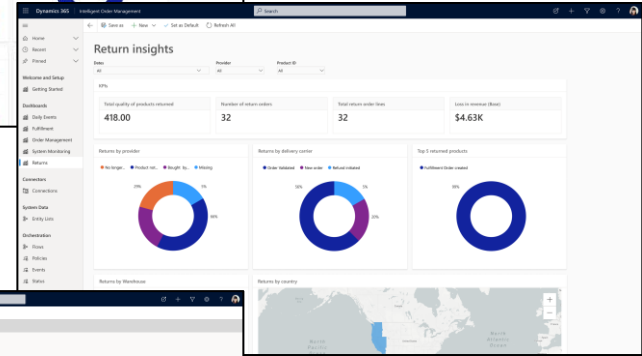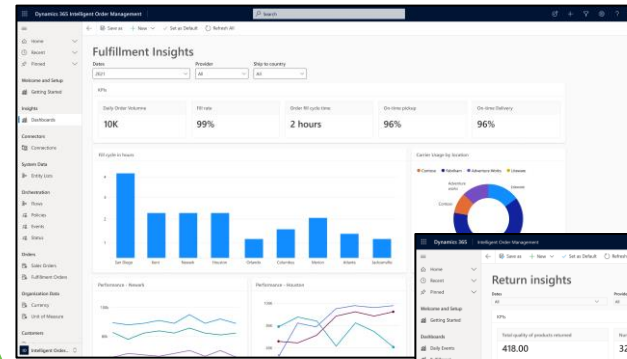
Adapt faster to changing business models

- Get a low-code/no-code easy-to-use interface
- Use collaboration to manage supply chain risks
- Proactively respond to disruptions and constraints
- Keep pace with the continuing evolution of e-commerce
- Rapidly design and build order flows

to Wipro

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Get up and running quickly

- Extend your business with out-of-the-box connectors
- Scale quickly for peak order volumes
- Maximize your existing investments
- Deploy without dependencies

to Wipro

Enhance your customers' experience

- Increase on-time and in-full order fulfillment
- Meet customers where they are with omnichannel fulfillment
- Enhance customers' loyalty sustainably
- Provide real-time inventory and order status

to Wipro
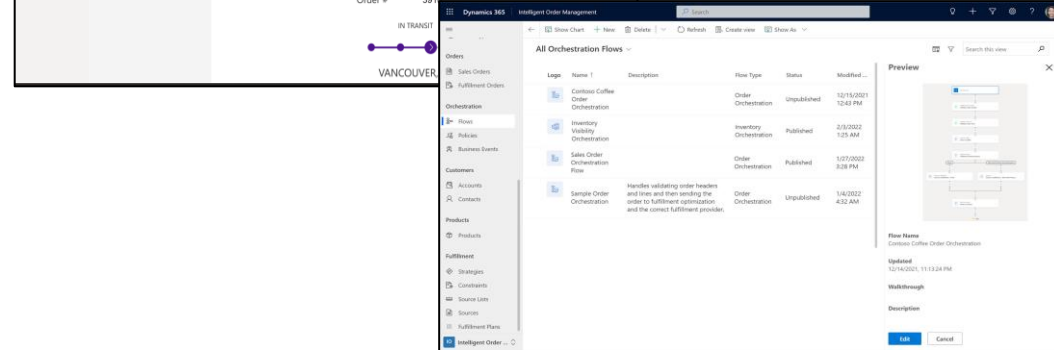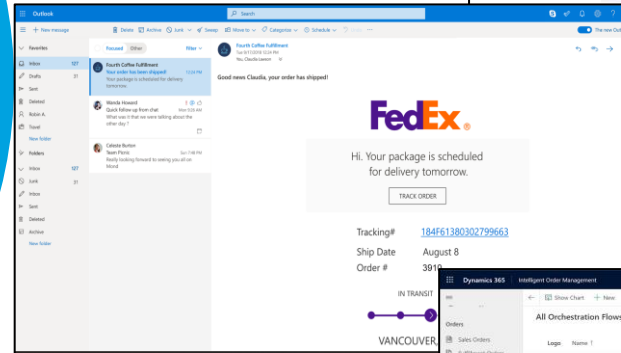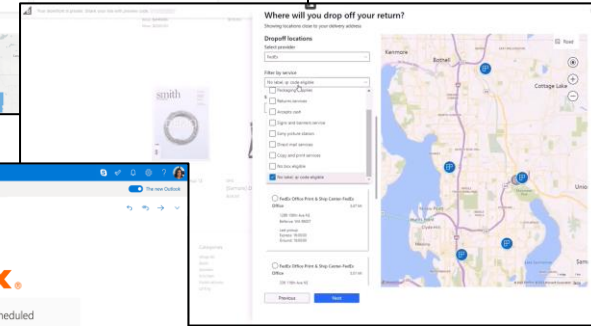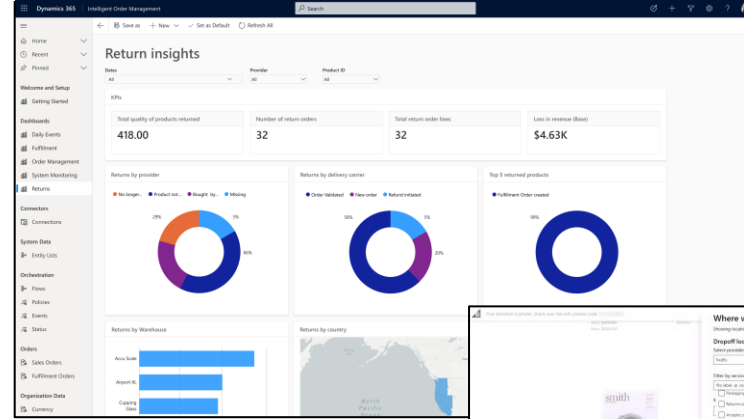
Dynamics 365 Intelligent Order Management - Architecture

Order Channels

- Commerce and E-commerce
- Retail and Social Marketplace
- CRM and Sales Apps
- Mobile Apps
- EDIs

Order Capture Provider

Microsoft Dynamics 365 Intelligent Order Management

- Power Apps
- Data Integration and Power query
- Orchestration Service and compiler
- Power BI / AI Builder
- Power Automate
- Dataverse
- Azure

Data Pipeline | **Orchestration Engine** | **Insights**

Fulfilment Connector

Delivery Connector

Fulfillment providers

- Warehouse Management
- 3PLs/4PLs
- Dropship
- Store

Delivery providers

- Parcel
- Freight
- Curbside
- Lockers

Modern Open Platform
- Pre[build platform connectors
- Existing enterprise system integrations
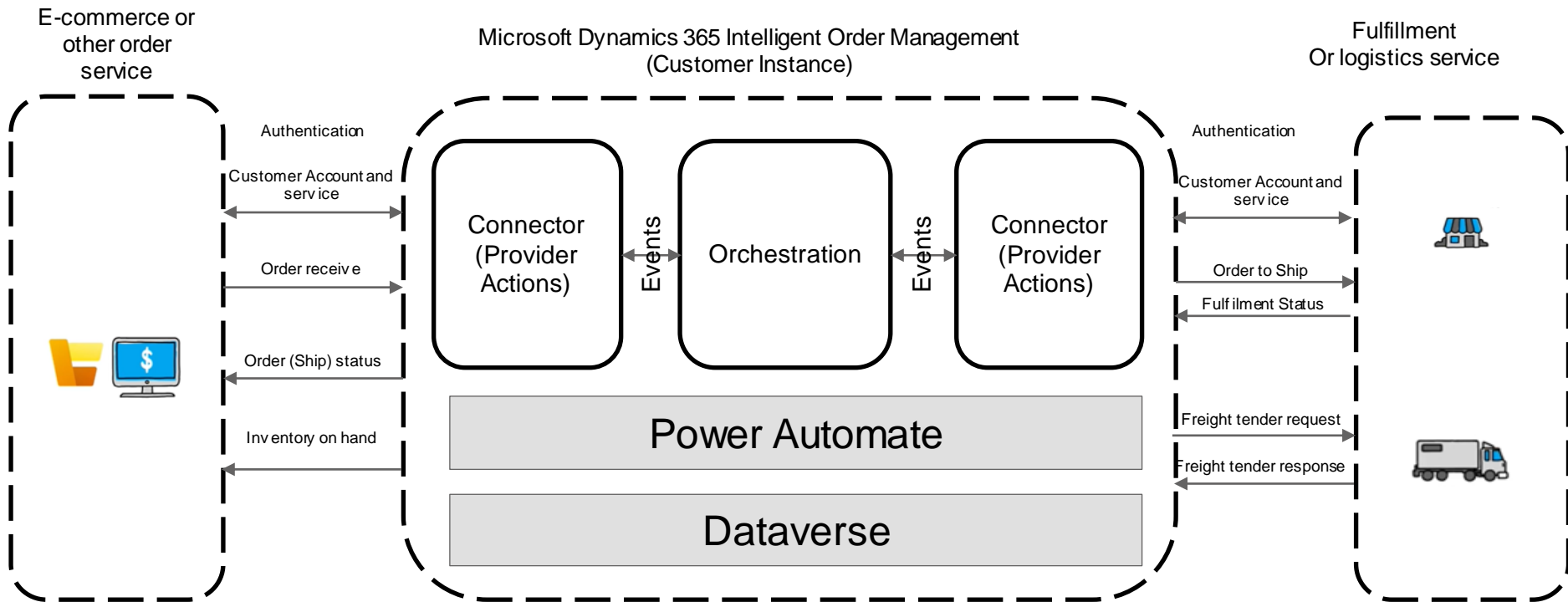- No-Limit cloud scalability

Intelligent Fulfilment
- Event driven orchestration
- AI & rules-based fulfilment
- Streamlined return management

Real-time Visibility
- Actionable fulfilment insights
- Omnichannel inventory data
- Cross-organization single order view

System Integration and Data Flow

E-commerce or other order service

Microsoft Dynamics 365 Intelligent Order Management
(Customer Instance)

Fulfillment
Or logistics service

Authentication

Customer Account and service

Order receive

Order (Ship) status

Inventory on hand

Connector (Provider Actions)

Events

Orchestration

Events

Connector (Provider Actions)

Power Automate

Dataverse

Authentication

Customer Account and service

Order to Ship

Fulfilment Status

Freight tender request

Freight tender response

Customer
- Deploys the IOM application
- Signs up for external service
- Configure IOM Provider/connectors in their application instance

IOM Application
- Events from message received from connectors raise events.
- Events are handled in IOM orchestration.
- Actions from Provider trigger events to send message to external service customer is using.

External Service
- HAs API framework that can be called like a REST API post/response
- Messages send via API will be translated in the IOM Provider/Connector mapping
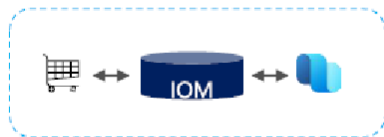
Intelligent Order Management – Application Models

1st and 3rd Party commerce

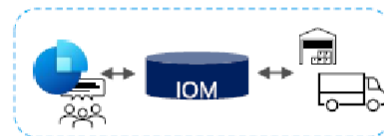Allow orders to flow to fulfillment systems B2C, B2B, D2C. models
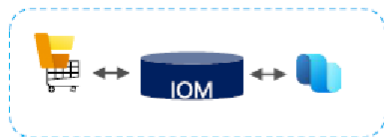
Retail and Social Marketplaces
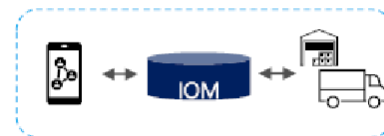
Allow orders to flow to fulfillment systems

1st and 3rd CRM-Sales applications
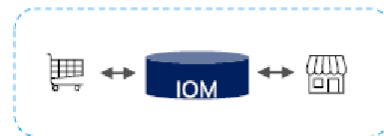
Allow orders to flow to fulfillment systems

Applications

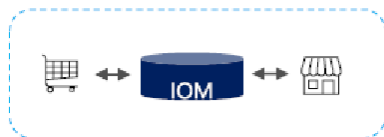Allow orders to flow to fulfillment systems

Store applications

Use 3rd party store systems as fulfillment locations
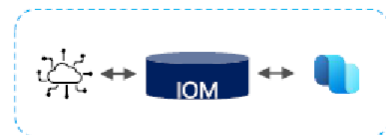

Drop ship-External sourcing

Pass orders through to supplier systems for drop, ship, purchase, manufacture, customer order

EDI

Support common retail, distribution channels that require order communication over EDI

External fulfillment

Allow orders to flow to fulfillment systems, 3PLs, deliver carriers (parcel, freight, delivery). Lockers
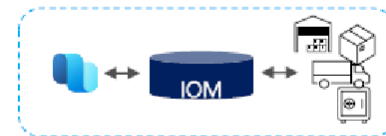
Hub and Spoke

Allow D365 to pass orders through to corporate ERP system.
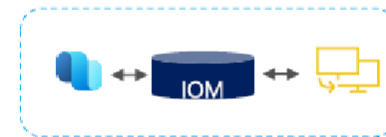
Multi-Instance

Allow companies that have instances of D365 to exchange intercompany orders e.g. corp in US manufacturing in China.

Legacy ERP fulfillment

Allow orders to be aggregated from legacy system to fulfillment

Small business applications

Communication to Microsoft and external small business applications.

Dynamics 365 Intelligent order management - Components

App
- The Intelligent Order Management app provides an interface to view orders and the fulfillment state. It provides a single place to view orders, regardless of the order source or how they were fulfilled.

Providers
- Providers enable the transfer of orders and fulfillment information between different platforms and apps.
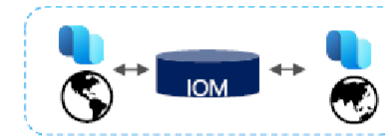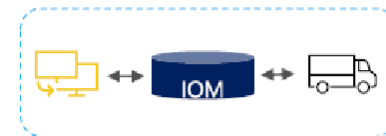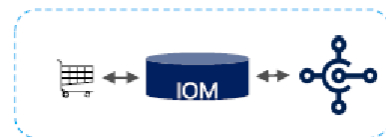
Inventory Visibility Service
- This service provides real-time visibility of inventory in the supply network so that decisions can be made through the order flow. Inventory can be communicated from source and target systems through the orchestration flows and providers.

Fulfillment optimization
- This is a service that can be leveraged through the orchestration flow. The service enables optimization decisions about where an order can be fulfilled, using concepts such as cost and closest in distance.

Insights
- Understanding order and fulfillment metrics is critical in decision-making. Dashboards provide visibility to key order data and fulfillment key performance indicators (KPIs).

Meet growing digital commerce needs

Deliver on your order promise.

- Automate and optimize fulfillment with a rule-based orchestration system leveraging AI. Effectively manage delivery capacity to support fulfillment strategies.

Real-time inventory visibility

- Enable smarter fulfilment orchestration and achieve optimal stock levels using real-time omni-channel inventory data.

Manage the entire order lifecycle.

- Gain real-time visibility into the order from intake to delivery with customizable integrated dashboards to track and improve operational efficiency.

Respond instantly to disruptions.

- Model and automate the response to order-fulfillment constraints and help ensure on-time delivery by using drag-and-drop tools to modify the order journey

Get up and running quickly.

- Integrate with your existing enterprise systems, and scale to support order intake, fulfillment, and delivery partners using pre-built connectors.
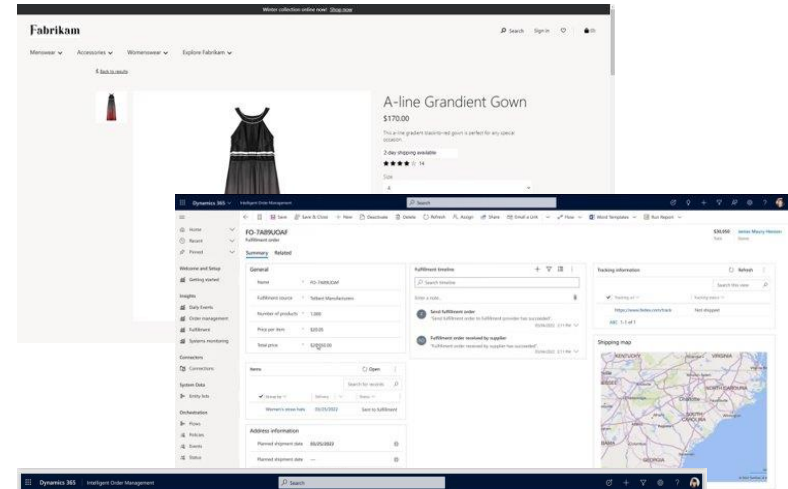
Dynamics 365 Intelligent Order Management - In action

Our POV for Future Proofing – Digital Experiences

Reference Platform Architecture for Enabling Unified Experiences

Enterprise Systems	Shopping Experiences	Management Applications	Commerce Extensions
PIM			Payment
ERP			Taxes
OMS			Social
POS			Email
DAM			A/B
…			…

Commerce Services and APIs

Scope System	Search	Products	Marketing	Customers	Orders
Inventory	Locations	Profiles	Fulfillment	Pricing	…

Commerce Orchestration (Microsoft Intelligent Order Management)

Inventory Visibility	Order Orchestration	Order Fulfillment	Provider Connection	Customer Updates

Azure Cloud (Dataverse)

Enabling Visibility & Automation – Our proposition

One Connection Eliminating Complexity
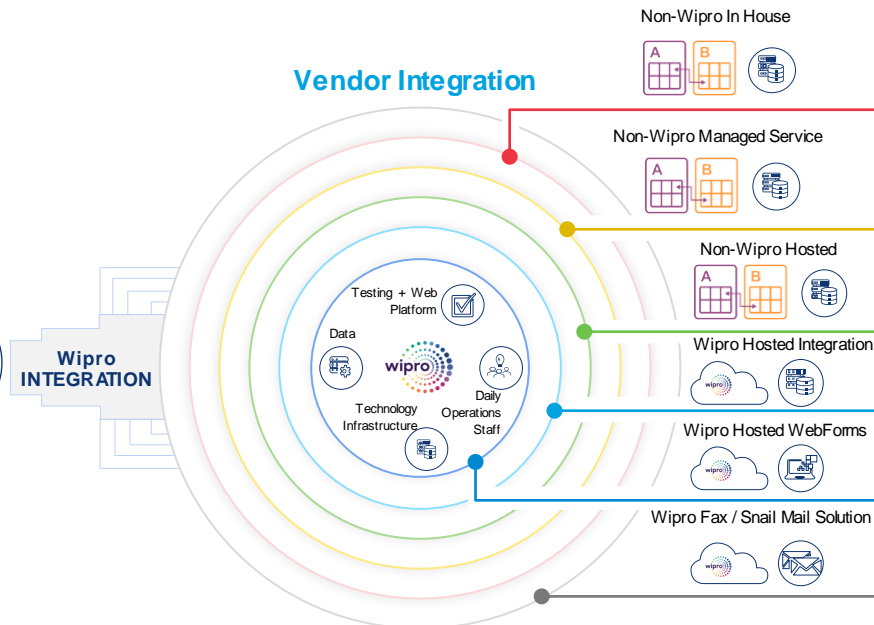

Customer & Seller Integration

- Marketplaces
- 3PLs
- Carriers
- Sourcing Companies
- Factories

Reusable Business Process · Data · Staff · Technology Infrastructure

Wipro INTEGRATION

Retailer HQ

Wipro INTEGRATION

Vendor Integration

Testing + Web Platform · Data · Technology Infrastructure · Daily Operations Staff

- Non-Wipro In House
- Non-Wipro Managed Service
- Non-Wipro Hosted
- Wipro Hosted Integration
- Wipro Hosted WebForms
- Wipro Fax / Snail Mail Solution

Value Props	
Insulation from customer complexities	Access to the Wipro Network
Universal Network Standards/Access	No Need for Infrastructure

Value Props	
Community Outreach and Onboarding	Visibility Reporting
Community Compliance Solutions Regardless of Technology	Community Support Center

to Wipro

Thank you !