

ERP Reimagined

Avanade and Microsoft Dynamics 365 for Operations



EVERYTHING IS NEW

Introducing
Microsoft Dynamics 365
for Operations – the only thing
that’s changed is everything.

“This is not a lift and shift of Dynamics. This is a complete re-architecting of Dynamics to be a cloud-first Azure service.”

MIKE EHRENBERG, TECHNOLOGY FELLOW, MICROSOFT

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Game Changing ERP

Microsoft Dynamics 365 for Operations



With Dynamics 365 for Operations, Microsoft has completely changed the game in enterprise software. Reimagined for the cloud-first, mobile-first world, Dynamics 365 for Operations is the only enterprise resource planning solution born in the cloud and for the cloud. With its new touch enabled browser-based HTML user interface and next generation business productivity tools including Lifecycle Services and work spaces, Microsoft has raised the bar for ERP.

The implications are powerful.

"I have a background in ERP and I think the future is Microsoft Dynamics 365 for Operations."

ALAIN PONCIONI, COO, EMILE EGGER
Avanade Client Live on Dynamics 365 for Operations

Microsoft Dynamics 365 for Operations

Increase the Speed of Doing Business



The Power of Microsoft Cloud

Make decisions quicker
 Transform fast
 Grow at your pace



Partner with the Best

Powerhouse Team – Avanade and Microsoft



What can you achieve when you combine Microsoft Dynamics 365 for Operations – the leading ERP solution that is changing the landscape of enterprise software – and Avanade – the worldwide leader in Dynamics 365 for Operations implementations?

The potential is without limits.

The Best of Both Worlds

You will be equipped with the best ERP technology available and the best team to deliver and manage that technology – specific to your industry vertical and micro-vertical – on a global scale. With Avanade, you also get a team that is deeply experienced in the complete end-to-end Microsoft technology stack including Dynamics CRM and Office 365. That’s difficult to match and why countless companies are selecting both Microsoft and Avanade to transform their enterprise in the modern ERP era.

“Avanade and Microsoft were able to bring us from a paper-based company to a digital company.”

RAPHAEL TAGLIANI, CIO, EMILE EGGER
Avanade Client Live on Dynamics 365 for Operations

Avanade



Avanade is the IDC MarketScape Microsoft Enterprise Applications Services Worldwide Leader for 2015

With Avanade and Dynamics 365 for Operations, you can:

- Use the cloud your way – public cloud with private cloud capabilities or hybrid cloud
- Reinvent business productivity with intelligence and real-time operational insights on nearly any device, anywhere
- Run your business across mixed IT environments in a secure and trusted cloud
- Gain access to industry-specific ERP expertise built on 30 years of Accenture experience
- Use pre-built industry best practice models at the vertical and micro-vertical level from Avanade

Microsoft

Microsoft Dynamics 365 for Operations



Microsoft Dynamics 365 for Operations is a strong leader in the Nucleus Research ERP Value Matrix for 2H 2015

- Drive performance with next generation business intelligence technology from both Microsoft and Avanade
- Leverage innovative technology and add-on IP from Avanade
- Change the economics of deployment, operations and support
- Integrate with the complete end-to-end Microsoft technology stack including Dynamics CRM and Office 365
- Deploy globally anywhere in the world

Work Anywhere, Anytime on Any Device

A New User Interface – A Completely Different Experience

Empowering.

That's how we describe ERP that is user friendly, easy to use and dare we even say fun.

Integrate with Other Microsoft Applications

Touch enabled and accessible on multiple devices, Dynamics 365 for Operations offers a new user experience that looks and works like Microsoft Office and delivers deep integration that seamlessly shares information between Dynamics 365 for Operations, Dynamics CRM and Office 365. The redesigned Dynamics 365 for Operations offers a fully browser-based, new HTML5 client that gives you access to Dynamics 365 for Operations across platforms and devices and enables organizations to extend and build business-specific mobile applications.



“With Dynamics 365 for Operations – Microsoft offered users an interface that is so natural to use that they just use it without asking how to use it.”

RAPHAEL TAGLIANI, CIO, EMILE EGGER
Avanade Client Live on Dynamics 365 for Operations

Cross platform browser-based client enables you to work anywhere, anytime on any device



Benefits of Dynamics 365 for Operations User Interface and Experience:

- Accelerate adoption
- Raise productivity and user satisfaction
- Work anywhere and be effective with any device

Reinvent Business Productivity

With Avanade and Dynamics 365 for Operations

With Avanade and Dynamics 365 for Operations – you won't just increase productivity, you will be redefining productivity with next generation functionality.

Synergy of Microsoft Productivity Tools and Avanade Digital Solutions

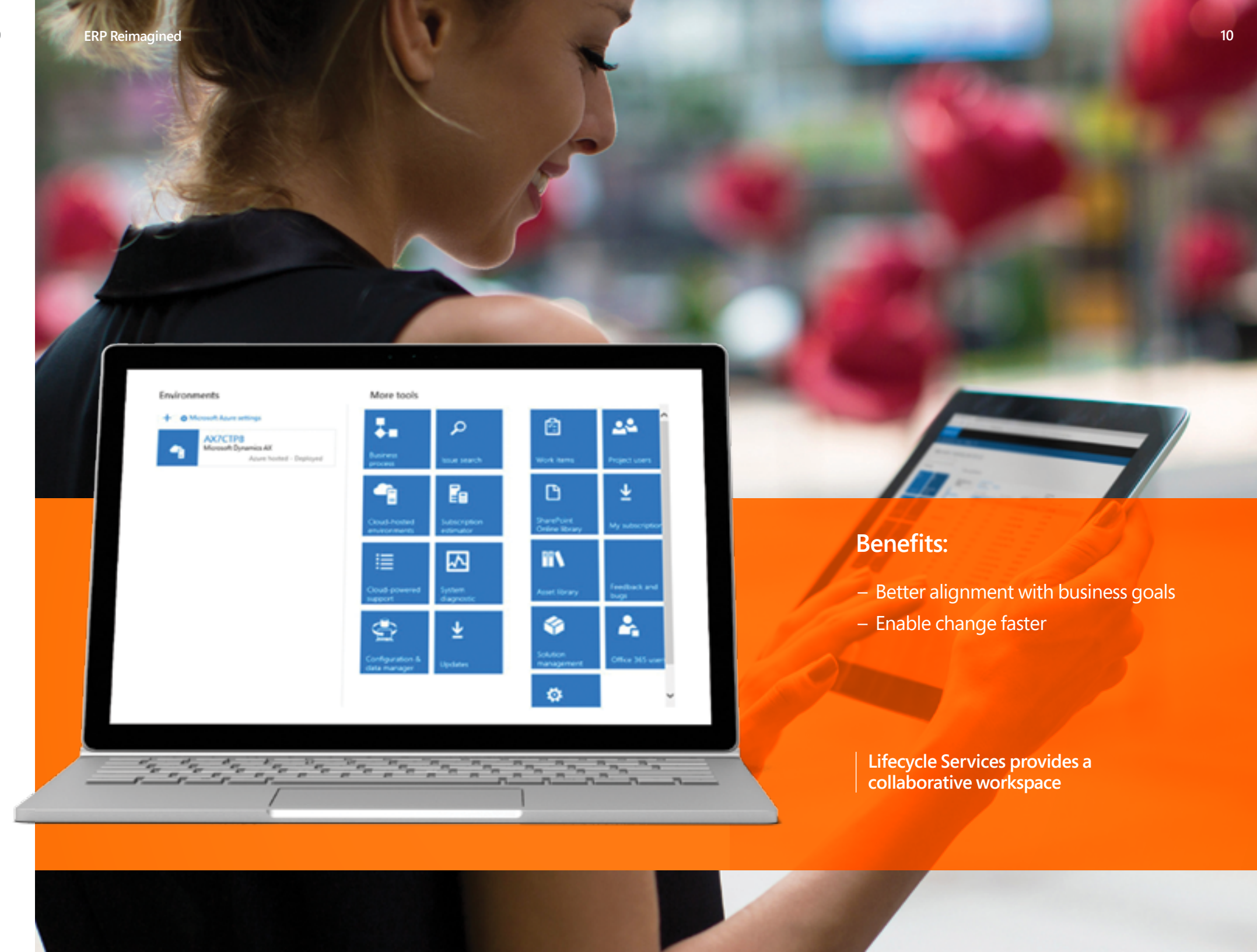
Lifecycle Services provides a cloud-based collaborative work space across Avanade, your company, Microsoft – that can be used to manage Dynamics 365 for Operations implementations. The work space allows information related to a project to always be present – and all stakeholders to have a single source of information. Task guides and the task recorder are used to record tasks for training.

Avanade digital workplace and digital customer solutions offer omni-channel commerce, in-store customer intelligence, mobile point of sale systems, unified communication applications, clienteling and next-generation interactive displays.

"I am looking at – at least a 20 percent increase in productivity within the first six months."

CEO OF INDIA, EMILE EGGER

Avanade Client Live on Dynamics 365 for Operations



Benefits:

- Better alignment with business goals
- Enable change faster

Lifecycle Services provides a collaborative workspace

Monitor the Pulse of Your Business

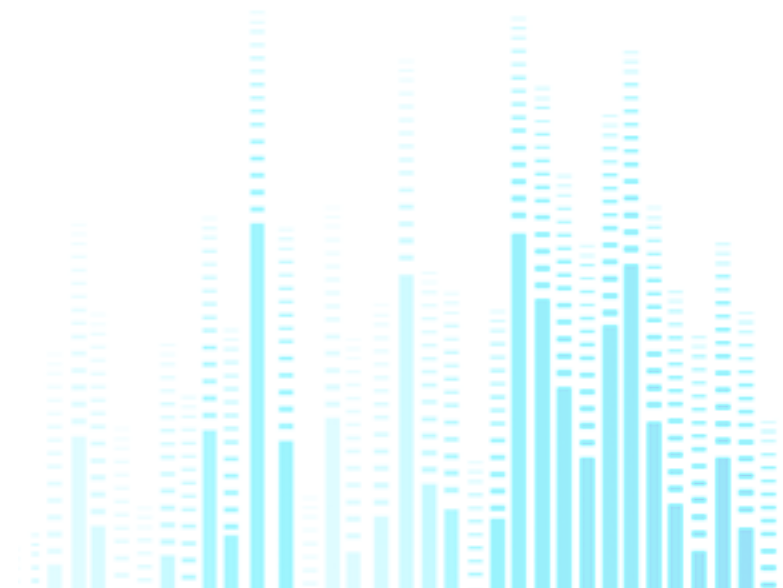
Powerful Analytics that Drive Corporate Strategy and Performance

What is your business doing right now? This very moment?

With Power BI built directly into the Dynamics 365 for Operations application, you gain access to powerful business intelligence – real-time on any device no matter where you are in the world – with rich visuals, charts and graphics.

Avanade Analytics Extends Functionality of Power BI

Avanade Analytics for Microsoft Dynamics 365 for Operations extends the functionality and reporting capabilities of Power BI, enabling better decisions.



Benefits of Power BI and Avanade Advanced Analytics:

- Get answers quickly with rich dashboards available on every device
- Create stunning interactive reports
- Tailor your own reports without relying on the IT department
- Turn insight into action and results
- Stay in the know, spot trends as they happen, push your business further
- Share reports in seconds with your organization using Power BI on the web

“The added value of this BI system was very clear immediately. There is an obvious inventory transparency across all locations now, which allows for increased efficiency and higher sales.”

ADRIAN JESINGHAUS, CIO, AZELIS

Empower the C-Suite

Intelligent Operations with Avanade and Dynamics 365 for Operations

Modern ERP is redefining the role of business leaders across the world.

Technology executives have the opportunity to be an ally and influencer of business change. Financial executives are no longer content with simply reducing costs but are looking at new ways to deliver insight and value to the rest of the business. Commerce executives have unprecedented ways of engaging with customers.

With Avanade and Microsoft Dynamics 365 for Operations, you can empower the C-suite with data insights and collaborative ways of working to make smarter decisions, drive business performance and deliver exceptional customer experiences.

“As a CIO, I want to move from being a technical partner to being a business partner. Instead of just looking at my servers, I want to bring management the tools they need to enhance productivity. This is what you get with Dynamics 365 for Operations.”

RAPHAEL TAGLIANI, CIO, EMILE EGGER

CIO

Chief Information Officer :

Transition from being a technical partner in the company to a business partner and bring management the tools they require to enhance productivity.

COO

Chief Operations Officer :

Leverage best-in-class business processes and next generation cloud-based ERP to empower your mobile workforce anytime, anywhere, on any device.

CFO

Chief Financial Officer :

Monitor the pulse of your business with real-time access to powerful business intelligence in a trusted cloud to drive corporate strategy and performance.

CEO

Chief Executive Officer :

Improve productivity, scalability, efficiency, customer experiences, profitability and business value.

CCO

Chief Commerce Officer :

Create amazing customer experiences and grow your business with intelligent operations.

Start with Deep Industry Expertise

At the Vertical and Micro Vertical Level

Laser focus. Dedicated vertical organizations. Immersed in your industry every day.

What are your industry's challenges? Avanade – with its history of years of Accenture experience steeped in 29 industries – understands the intricacies of your industry at a deep level. We offer insight and expertise for Microsoft Dynamics 365 for Operations at the vertical and micro-vertical level for the several industries.

“What is striking about Avanade consultants is their deep knowledge of your industry. These people don't work in your company but they fit in – in a matter of days.”

RAPHAEL TAGLIANI, CIO EMILE EGGER
Avanade Client Live on Dynamics 365 for Operations

Benefits

- Gain access to vertical and micro-vertical expertise in the context of Dynamics 365 for Operations
- Leverage mission critical business processes for your industry
- Improve productivity and gain market leadership with industry best practices

Insight and Expertise for Several Industries



Services

Project Management
 AEC
 Legal Services
 Media, Entertainment
 Publishing



Retail

Consumer Services
 Specialty Retail
 Hardware
 Food and Beverage
 Fashion
 Convenience and Gas



Manufacturing

Food and Beverage
 Plastics and Metals
 Automotive



Healthcare

Virtual Care
 Patient Personalization
 Mobile Access



Utilities

Heating and Cooling
 Electricity
 Gas
 Water



Wholesale Distribution

Electronics
 Food and Beverage
 Medical Related
 Miscellaneous Goods

Leverage Business Process Models

Pre-built for Your Industry

Get a jumpstart on time to value from your Dynamics 365 for Operations implementation with pre-built cross-industry and industry-specific business process models and best practices developed at the vertical and micro-vertical level.

RapidResults for Dynamics 365 for Operations

RapidResults from Avanade is a unique business-process driven implementation solution that reinvents the way you implement Dynamics 365 for Operations. RapidResults accelerates all project phases, delivers greater business value out-of-the-box and reduces total cost of ownership. RapidResults includes a model-based implementation, leading industry practices, business process templates, solution accelerators and embedded implementation tools.

“Avanade’s approach to enterprise solutions using its RapidResults capabilities was a major differentiator and will enable increased productivity and revenue for our organization as well as drive innovation through streamlined operations and insights.”

BRIAN SWENSON, SENIOR VICE PRESIDENT, HNTB

Avanade RapidResults includes pre-built cross-industry and industry-specific business process models

Avanade RapidResults and Lifecycle Services work together



Setup Retail Category Hierarchy

Setup Hierarchy Type



Define Hierarchy



Upload hierarchy from file?



✓ Yes, upload from file

✗ No, create hierarchy nodes



Retail Product



Supplemental Retail



Retail Vendor



Channel Navigation



Benefits of RapidResults:

- Deliver greater business value out-of-the-box
- Standardize more processes so you can differentiate others
- Increase implementation speed up to 25%
- Improve quality control and assurance
- Reduce implementation costs
- Reduce TCO by up to 25%
- Minimize the requirement for complex customization

Transform at Your Own Pace

Core Functionality and Flexible Enterprise Models

From full enterprise deployment to integrating with your corporate systems of record, Avanade offers a flexible deployment approach and expertise to support your unique operational and business requirements.

Integrate with Your Corporate Systems of Record

For full enterprise deployments, Microsoft Dynamics 365 for Operations offers core functionality that includes financial management, personnel management, projects, finance and accounting, supply chain, marketing and customer care. Many companies require deployment strategies that integrate legacy ERP systems to Microsoft Dynamics 365 for Operations to provide finance teams with 360-degree views of customers and the business any time and any place. If you have implemented SAP or Oracle as your corporate or financial system of record, Avanade can easily add subsidiary ERP or operational workloads that integrate with those systems.

We are Experts in all Deployment Models

Our flexible deployment approach and expertise supports deployments for specific workloads and subsidiaries to full ERP replacements

Microsoft Dynamics 365 for Operations Deployment Models

Enterprise

End-to-end solution that manages the financials and core operations for a company

2-Tier Subsidiary

Solution that manages the financials and operations for subsidiaries or business units and integrates with the headquarters ERP

Operational Workloads

Manages specific business functions/workloads of a business and integrates with corporate systems

Microsoft Dynamics 365 for Operations Core Functionality



Use the Cloud Your Way

The Best of Cloud and On-Premise with the Hybrid Cloud

Every journey to the cloud is different and Avanade and Microsoft want to support all of them. The notion of cloud first should be fully enabled across both cloud and on premise environments for a true hybrid cloud that leverages the best of both worlds.

Companies today are seeking ERP solutions that provide security and business continuity – and that can only be enabled by a hybrid cloud that gives you the ability to run business processes and store data across the cloud and your own data centers.

Promise of Cloud Your Way

Avanade and Microsoft are committed to delivering a solution that supports a 'cloud your way' strategy – for both companies that want a pure cloud ERP system – to those that want a hybrid cloud strategy where they run their ERP system in their own data centers complemented with cloud services.



To deliver on the 'cloud your way' promise, Microsoft is making key investments in Dynamics 365 for Operations including:

- Elastic scale so the largest customers can run their complete business in the cloud
- World-class privacy, security and compliance to give you peace of mind that your information and data are safe
- Unmatched service experience that enables you to focus on what matters most to your business

Cloud Your Way: Bringing Together the Best of All Worlds

The Microsoft-Managed Cloud – A Public Cloud with Private Cloud Capabilities

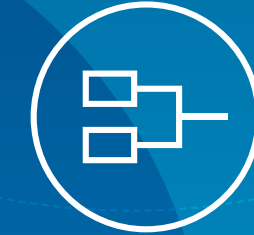
With the Microsoft-managed cloud you have a unique cloud offering – you get the best of public cloud for storage and elasticity and you get the best of private cloud with data sovereignty and security. Microsoft provides private cloud capabilities in a manner that is always Microsoft-managed.



Cloud

The Best of Public & Private Cloud

- Scale
- Self Serve
- Sovereignty
- Compliance
- Trust Center
- Microsoft Managed



Hybrid

The Best of Cloud & On-Premises

- Business Continuity
- Processing
- Data Residency
- Intelligence and IOT
- Big Audiences, Big Data
- Subject to Microsoft Roadmap confirmation

“Dynamics 365 for Operations being available in the cloud was key for us because it enabled us to start our project immediately. We didn’t have to worry about where to put our servers and other considerations.”

RAPHAEL TAGLIANI, CIO, EMILE EGGER
Avanade Client Live on Dynamics 365 for Operations

Stay Safe and Secure with the Trusted Cloud

Microsoft Azure—Reliable, Private and Compliant

Dynamics 365 for Operations is designed and built to leverage the power and trustworthiness of Azure. It provides world class, enterprise-grade data protection so you know that your data is secure and its privacy is protected.

Because you own your data, Dynamics 365 for Operations gives you control over how it is stored and how you access it. You can access your data at any time and for any reason without assistance from Microsoft. Dynamics 365 for Operations provides you with your own database to maximize the security and integrity of your data.

Dynamics 365 for Operations is based on the following trust principles:

- **Security**
We keep your data safe
- **Privacy**
You own and control your customer data
- **Compliance**
We conform to global standards
- **Transparency**
You know where your data is stored and how we determine the data location

The Microsoft Trust Center is the online web site that offers trust information on all cloud services. For more information, visit the [Microsoft Trust Center](#)



Reliability

99.5% Uptime, backed by SLA
Control over updates and planned maintenance
Pro-active monitoring



Availability

Redundancy and resilient design
Data and process isolation



Supported SLAs

SLAs achieved through software resiliency
Partner and customer support

Discover the Art of the Possible

Leverage Innovation from Both Avanade and Microsoft

At Avanade, our vision is to be the leading digital innovator, realizing results for our clients and their customers through the power of people and the Microsoft ecosystem.

We partner with you to help you foster innovative thinking and work with you to map your journey and make it a reality.

Avanade Innovation Days – iDays

At our Avanade Innovation Days, you'll discover what other companies are doing digitally both within and outside your industry. Our customized workshops bring your cross-department teams together with our world-leading experts to discuss trends, demonstrate solutions, develop ideas and realize your innovation on the Microsoft platform.

Avanade Innovation Centers

Avanade has innovation centers in Barcelona, Chicago, Bangalore, Beijing and New York focused on specific industries including healthcare, retail, banking, consumer goods and services, insurance and utilities.

Microsoft Technology Centers

Microsoft Technology Centers or MTCs are Microsoft-owned state-of-the-art collaborative environments that provide access to the latest hardware and software technologies with world-class technical and business expertise. Avanade is one of ten partners in the exclusive MTC partner ecosystem and the only systems integrator. No other systems integration partner in the world has access to the MTCs.



Avanade is one of ten partners in the exclusive MTC partner ecosystem and the only systems integrator. No other SI partner in the world has this kind of access to the MTCs.



HoloLens

Microsoft HoloLens is a holographic computer that empowers you to work with three dimensional data to unlock new possibilities for business and productivity.

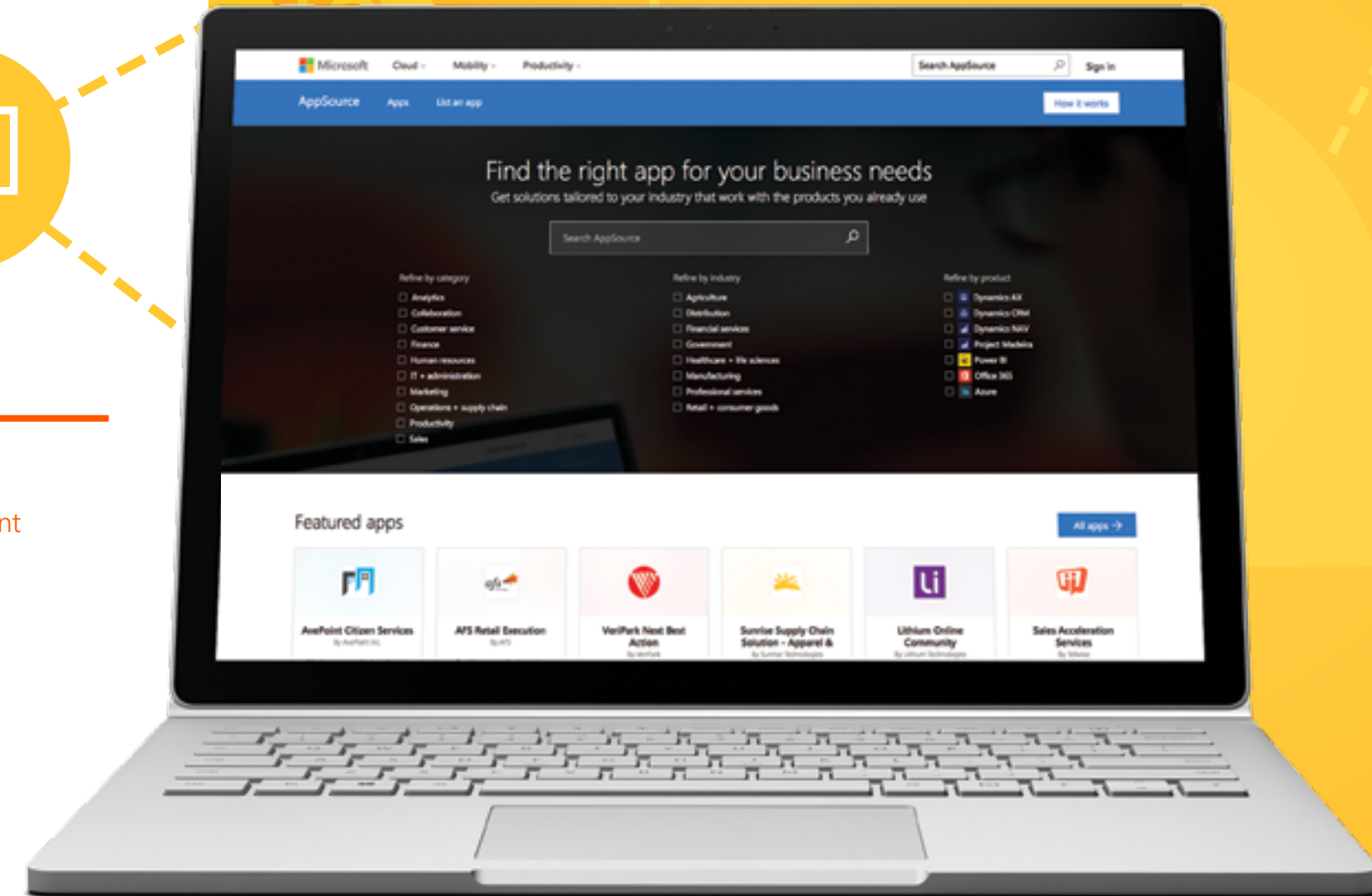
Extend the Functionality of Dynamics 365 for Operations

With Avanade Add-On Products from Microsoft AppSource

Many of our clients require functionality specific to their vertical or micro-vertical that may not be included with Dynamics 365 for Operations. At Avanade, our innovation includes the development of applications that extend the functionality of Dynamics 365 for Operations.

Avanade Add-On Products

- Advanced Store Replenishment
- Food and Beverage
- Automotive
- Plastics and Metals
- E-Banking
- Finance Pack
- Data Share



Microsoft AppSource

AppSource is the new Microsoft online store for certified software applications, developer services and data—pre-configured for Microsoft Azure. Avanade add-on products are available at AppSource for trial and download. Visit AppSource to learn more.

Visit Microsoft AppSource to download Avanade Add-On Products

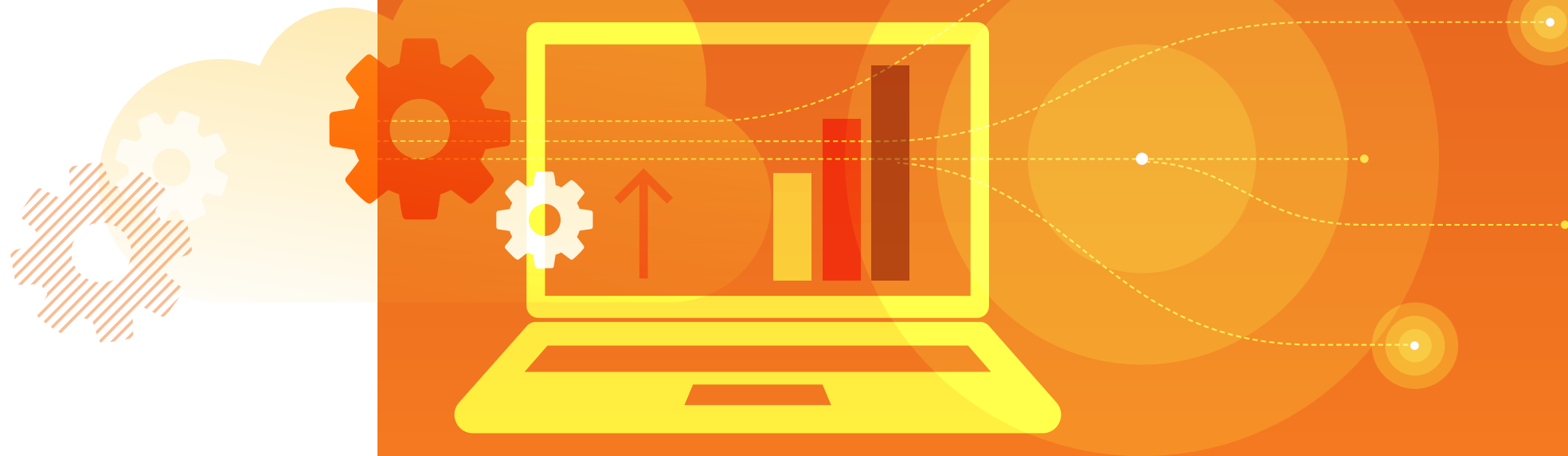
Integrate the Entire Microsoft Ecosystem

With End-To-End Holistic Offerings from Avanade

Many companies partner with Avanade for our unique ability to offer expertise in the complete Microsoft technology stack and ecosystem. From our digital customer and workplace solutions built with Dynamics 365 and Office 365 to our cloud and technology services with Azure, we offer unparalleled expertise on the Microsoft technology platform.

Avanade Offers Diverse Expertise in Microsoft Technology

Created in 2000 by Accenture and Microsoft, Avanade brings together the best of the companies, uniting Accenture’s consulting, business and industry acumen with Microsoft’s enterprise-class software. The alliance is the largest and most significant relationship of its kind for the three companies, bringing to bear the largest collection of Microsoft-skilled resources in the world. A global team of 29,000 professionals with a passion for technology and a strong focus on client-centric innovation differentiates Avanade in the marketplace.



“With Avanade we had a partner we were already working with, who we knew could deliver. The fact that there were synergies between the CRM platform that Avanade had already implemented and the ERP solution was a much valued bonus.”

ADRIAN DIXON, CHIEF INFORMATION OFFICER,
FIXED INCOME INVESTMENT GROUP – FIIG

- + 12-time winner of Microsoft Alliance Partner of the Year
- + 23 Microsoft Gold Competencies and 24,000+ Microsoft Certifications
- + 75,000+ Microsoft skilled resources worldwide
- + Accenture and Avanade have worked on more than 10,000 projects for 4,000+ customers
- + Deep expertise in Dynamics 365 for Operations combined with wide expertise in the complete Microsoft technology stack and ecosystem

+ BUSINESS APPLICATIONS **+ DIGITAL** **+ CLOUD** **+ TECHNOLOGY SERVICES**

Avanade Offerings

- ERP for Retail
- ERP for Financials
- ERP for Services
- ERP for Distribution
- ERP for Manufacturing
- ERP for Utilities
- ERP for Healthcare
- Digital Customer
- Digital Workplace
- IoT
- Cloud Transformation
- Unified Communication and Collaboration
- Cloud Advisory
- Custom Application Development
- Application Managed Services
- Collaboration Application Development
- Collaboration Managed Services
- Infrastructure Modernization and Migration
- Infrastructure Optimization

Microsoft Technology Stack and Ecosystem

- Azure
- Dynamics 365 for Operations
- ISV Ecosystem
- Dynamics 365
- Office 365
- Sitecore
- SharePoint
- Windows 10
- Azure
- Skype for Business
- Exchange
- Sharepoint
- Enterprise Mobility Suite
- Azure
- Office 365
- Windows 10

Deploy Anywhere in the World

Avanade Global Delivery Network

There is no other Microsoft Dynamics 365 for Operations partner better equipped to deploy your global implementation than **Avanade**. We have more than 1200 Dynamics 365 for Operations experts worldwide serving more than 300 Dynamics 365 for Operations clients.

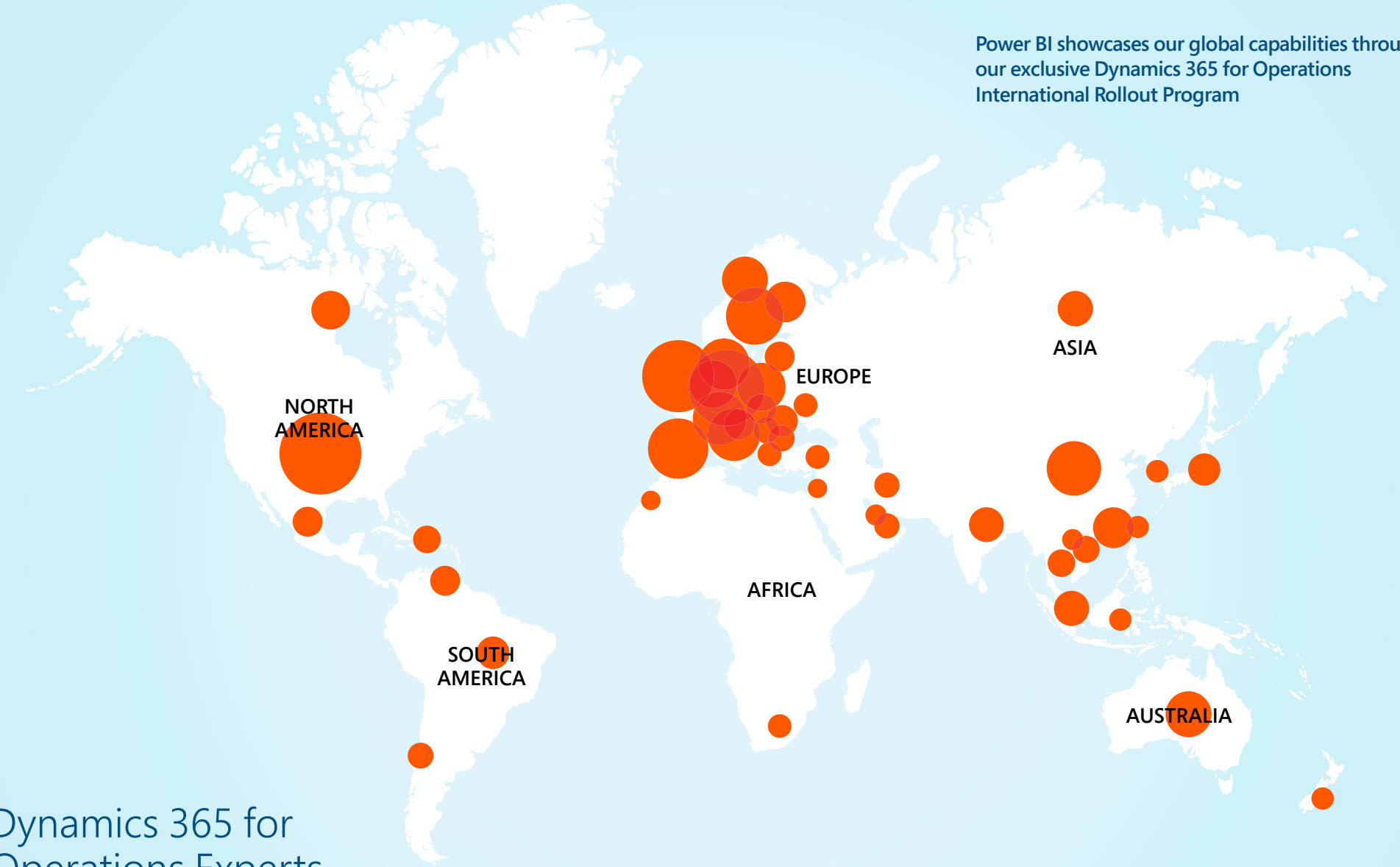
Avanade Dynamics 365 for Operations Global Delivery Centers

Avanade's Global Delivery Network combines the benefits and scale of a global workforce with the consistency and collaboration of a local team. This provides the agility, cost efficiency and diversity of skills that today's businesses demand. Avanade has several Dynamics 365 for Operations delivery centers that comprise onshore, nearshore and offshore sites – located in 10 countries across the world, from India and the Philippines to Argentina, Spain and beyond. This "follow-the-sun" approach means our support is always on, wherever and whenever you need us.

"Avanade has a lot of specialized knowledge about local markets. This meant, that despite a number of customizations to comply with local legal requirements, we were able to roll out the system quite quickly in all countries."

MARK DESMAELE, BUSINESS & DATA PROCESSES MANAGER, AZELIS

Power BI showcases our global capabilities through our exclusive Dynamics 365 for Operations International Rollout Program



Dynamics 365 for Operations Experts

- 500** Europe
- 150** North America
- 50** Asia-Pacific
- 500** Offshore IDC-CDC



Operate Efficiently and Innovate at Scale

With Avanade Managed Services

In an 'always-on' digital world, enterprises are challenged to capitalize on new technologies with limited resources and experience. Avanade Managed Services for Microsoft Dynamics 365 for Operations gives you the freedom to focus on growing your business while safe and secure in a trusted cloud.

Run Mission Critical Systems. Explore New Technologies.

Leaders in the digital world are learning how to operate efficiently while innovating at scale. With Avanade you can optimize your operations and run stable mission critical systems with new IT approaches while exploring and adapting to new technologies and innovating the business. Avanade's portfolio combines strategy, design, architecting, development, deployment, systems integration, and migration of IT and application technologies with 24 x 7 ongoing, proactive management and support.

"Avanade's quality management program keeps on improving our service management processes. This ensures that our ERP platform is constantly performing at peak level, helping us maintain our desired level of customer service."

SODEXO



Service Management

Service Desk
Release Planning and Management



Application Management

Product Support
Application Maintenance
Enhancements



Infrastructure Management

Dynamics 365 for Operations
Administration System Monitoring

Benefits

Continuous Improvement

Gradually introducing new functionality and optimizing the use of existing modules in order to harness the full power of your solution.

Controlled Cost

Without the expense in time and money of recruiting, training and retaining internal application support teams.

Lower Risk

As you are shielded from the increased complexity of release management, protected from rising maintenance costs and insulated from delays in implementing new functionality.

Rapid Response

Our staff is always on call and can scale your operations as needed as your business requires.

Operational Continuity

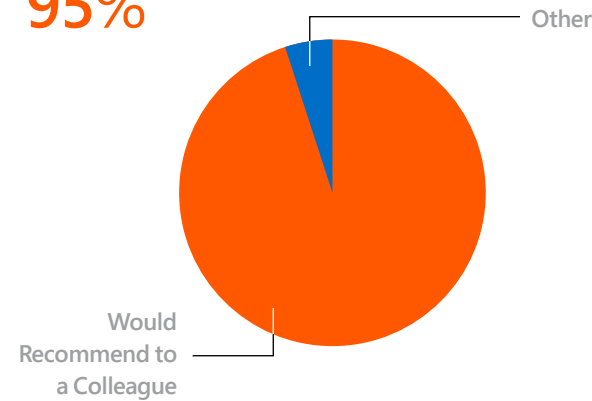
For your applications and infrastructure through unparalleled support, to meet required service levels.

Stay in Good Company

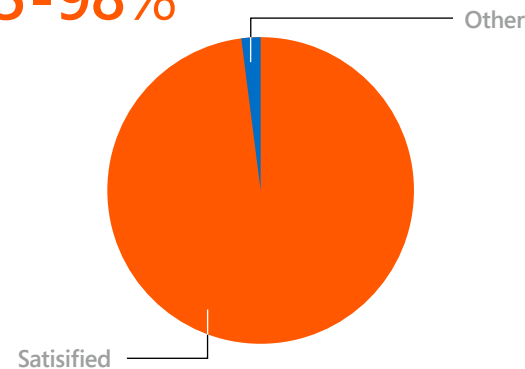
Avanade Delivers – with Proven Results

When you partner with Avanade for your Dynamics 365 for Operations implementation, you will join companies all over the world who are leveraging the global capabilities, industry experience and diverse Microsoft skillset of the worldwide leader in Dynamics 365 for Operations. Avanade has delivered results for over 300 Dynamics clients globally, with client satisfaction ratings ranging from 95% to 98%. Of those, 95% would recommend Avanade to a colleague.

Avanade ERP Recommend Ratings:
95%



Avanade Dynamics 365 for Operations Satisfaction Ratings:
95-98%



Partial List of Notable Clients:

Live with Dynamics 365 for Operations:



Dynamics AX Clients:

Services

- HNTB
- Sodexo
- Simmons & Simmons
- SPIE
- Tridel
- ECE
- Segex

Retail

- Microsoft
- Delta Airlines

Distribution

- Azelis
- Arrow Electronics
- Belgian Police
- Hitachi

Manufacturing

- Emile Egger & Cie SA
- BTD
- Pioneer Hybrid

Avanade and Dynamics 365 for Operations

ERP Reimagined for the Cloud-First, Mobile-First World

Avanade offers next generation ERP comprised of the best of all possible worlds: Microsoft Dynamics 365 for Operations – the preferred enterprise resource planning system built on the Azure platform – and the worldwide leader in Microsoft enterprise applications implementation services.

About Avanade

Avanade leads in providing innovative digital services, business solutions and design-led experiences for its clients, delivered through the power of people and the Microsoft ecosystem. Our professionals combine technology, business and industry expertise to build and deploy solutions to realize results for clients and their customers. Avanade has 28,000 digitally connected people across 23 countries, bringing clients the best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation.

The Big Picture: A List of our Offerings and Value Propositions

Cloud Leader	Dedicated practice for Azure Cloud technology	Business Intelligence	Microsoft Power BI built directly into the Dynamics 365 for Operations application offers real-time access to powerful business intelligence – Our exclusive Avanade Analytics for Dynamics 365 for Operations extends the functionality and reporting capabilities of Power BI
Flexible Platform and Deployment Options	Flexible platform options of public cloud with private cloud capabilities or hybrid cloud variations of cloud and on-premises and flexible deployment options including full enterprise deployment, two-tier deployment and operational and functional workloads	BPM Experience	Industry-specific business process modeling tools and RapidResults methodology integrated with Lifecycle Services
Industry Experience	Deep industry-specific ERP expertise at the vertical and micro-vertical level, built on a strong foundation of Accenture experience representing 30 years of insight and research	Add-On Products	Exclusive Dynamics 365 for Operations product add-ons that extend functionality with industry-specific and cross-industry capabilities
Microsoft Ecosystem	Deep expertise in Dynamics 365 for Operations with 1200+ experts and 300 clients worldwide combined with wide expertise in the complete Microsoft technology stack and ecosystem including Digital Customer, Digital Workplace, Dynamics CRM, Office 365 and Sitecore	Innovation	Leading digital innovator able to provide technology for the complete Microsoft ecosystem – Innovation Days, Innovation Centers, Microsoft Technology Adoption Program, Microsoft Technology Centers
User Experience	Touch-enabled modern user interface and completely different user experience – work anytime, anywhere on any device	Global Capabilities	Avanade Global Delivery Network and Dynamics 365 for Operations International Rollout Program combine the benefits and scale of a global workforce with the consistency and collaboration of a local team
Business Productivity	Business productivity from both the new Dynamics 365 for Operations and from the unique set of capabilities that Avanade and its partners enable – including Advanced Analytics, mobility and retail clienteling with our Digital Customer and Digital Workplace offerings	Managed Services	Managed services give you the freedom to focus on growing your business while safe and secure in a trusted cloud



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