



Microsoft Dynamics 365

Intelligent Business Applications

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State of the Market

2020

Customer Experience

By 2020, **customer experience will overtake price and product** as the key brand differentiator.

40%

Productivity

40% of a worker's productive time is lost when switching tasks. This costs the global economy \$450B per year.

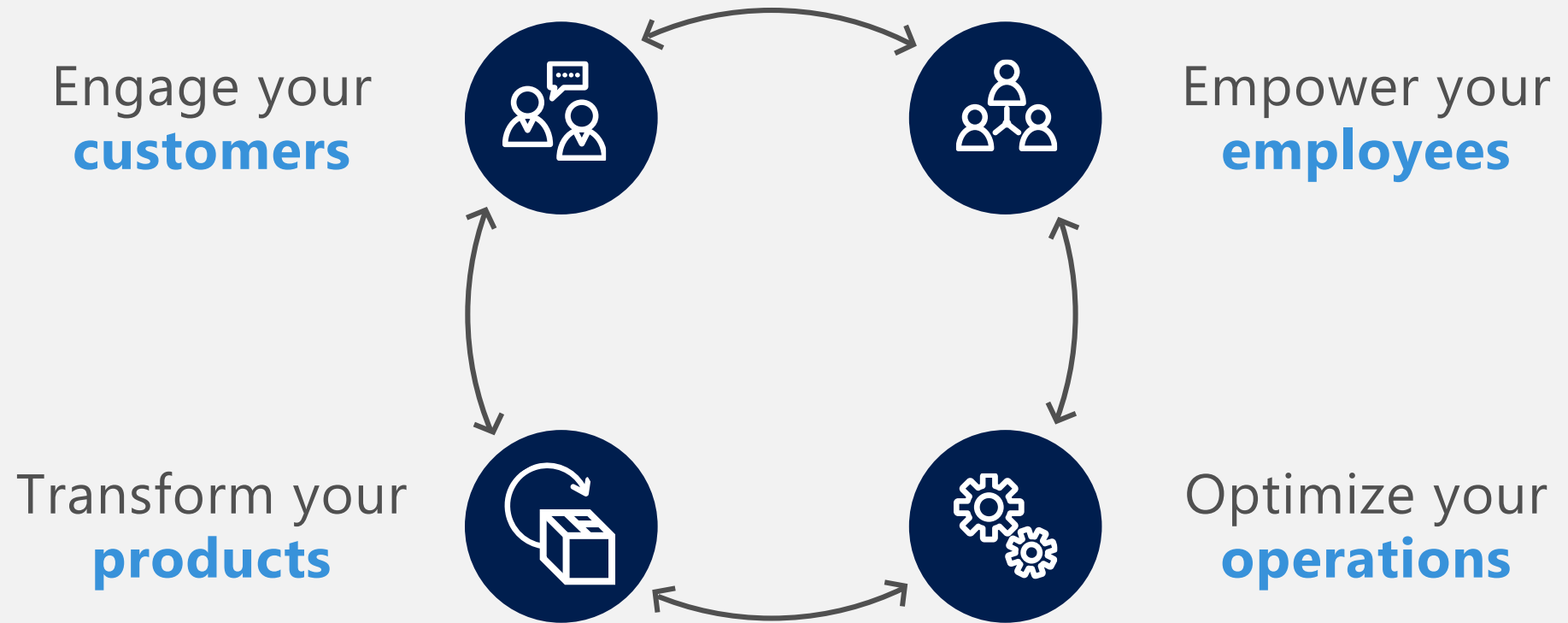
\$100M

Speed of Business

Organizations embracing digital transformation generate an average of **\$100M more income each year.**



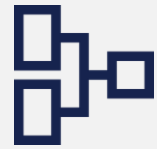
Digital Transformation



Next Generation Intelligent Business Applications



Next Generation Intelligent Business Applications



Project Service
Automation



Sales



Customer Service

Microsoft
Dynamics 365



Field Service

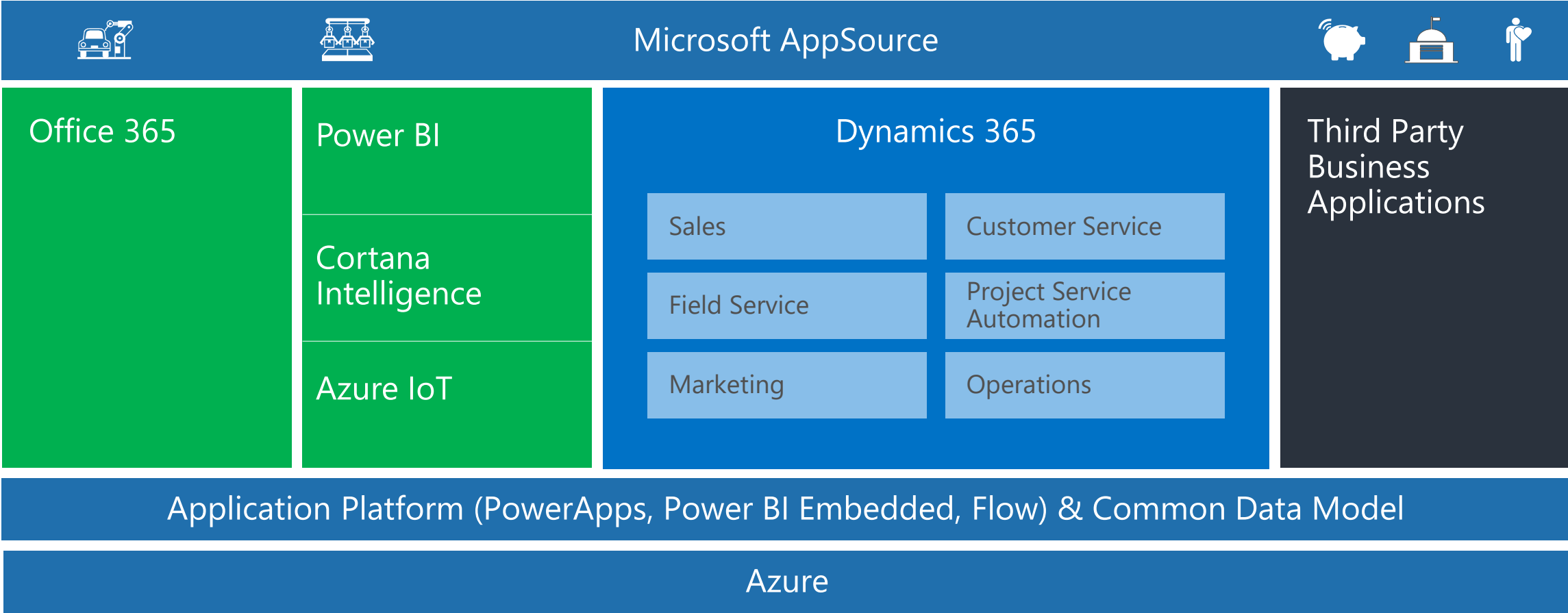


Operations

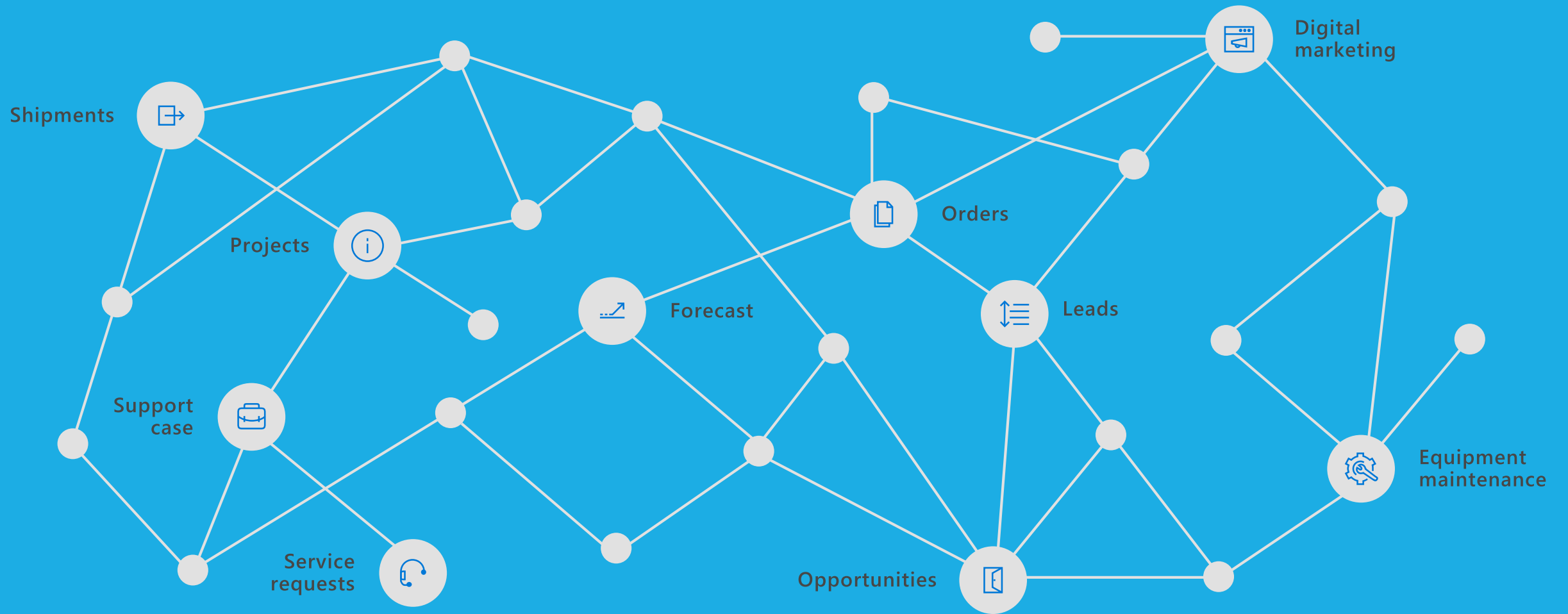


Marketing + Adobe

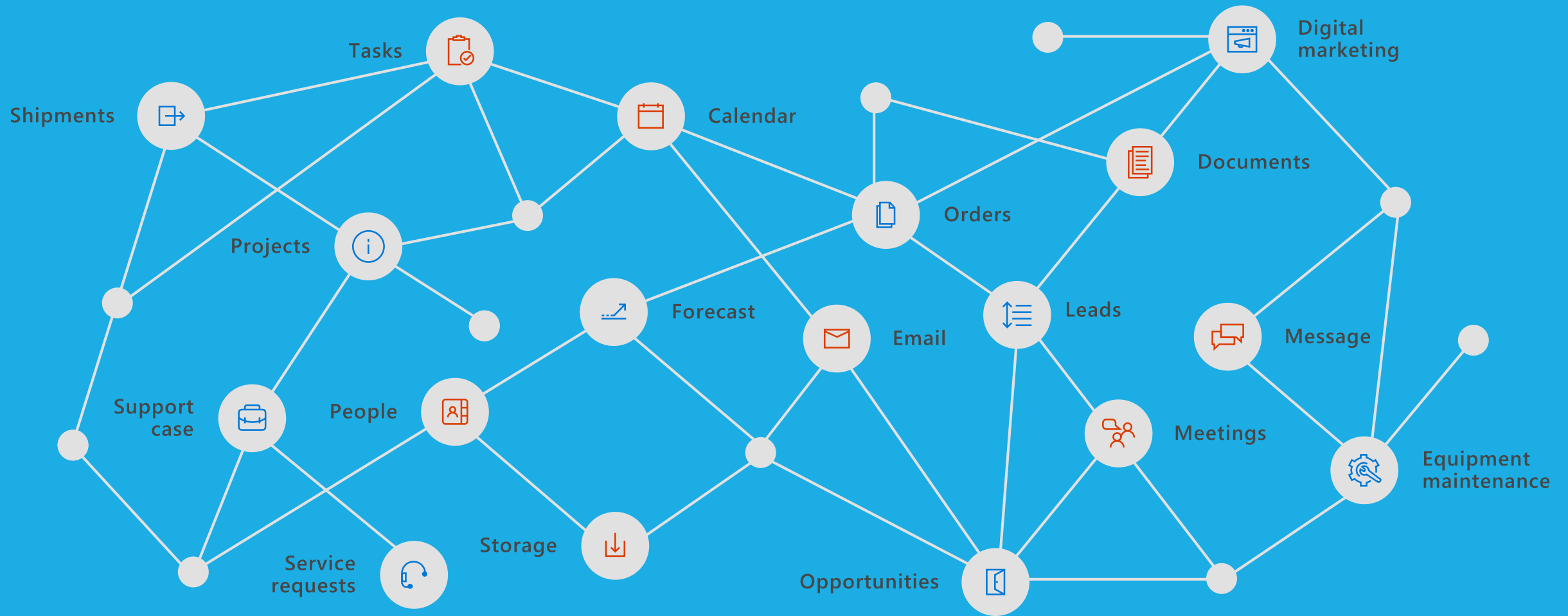
Only Microsoft has all the pieces to deliver an intelligent business cloud



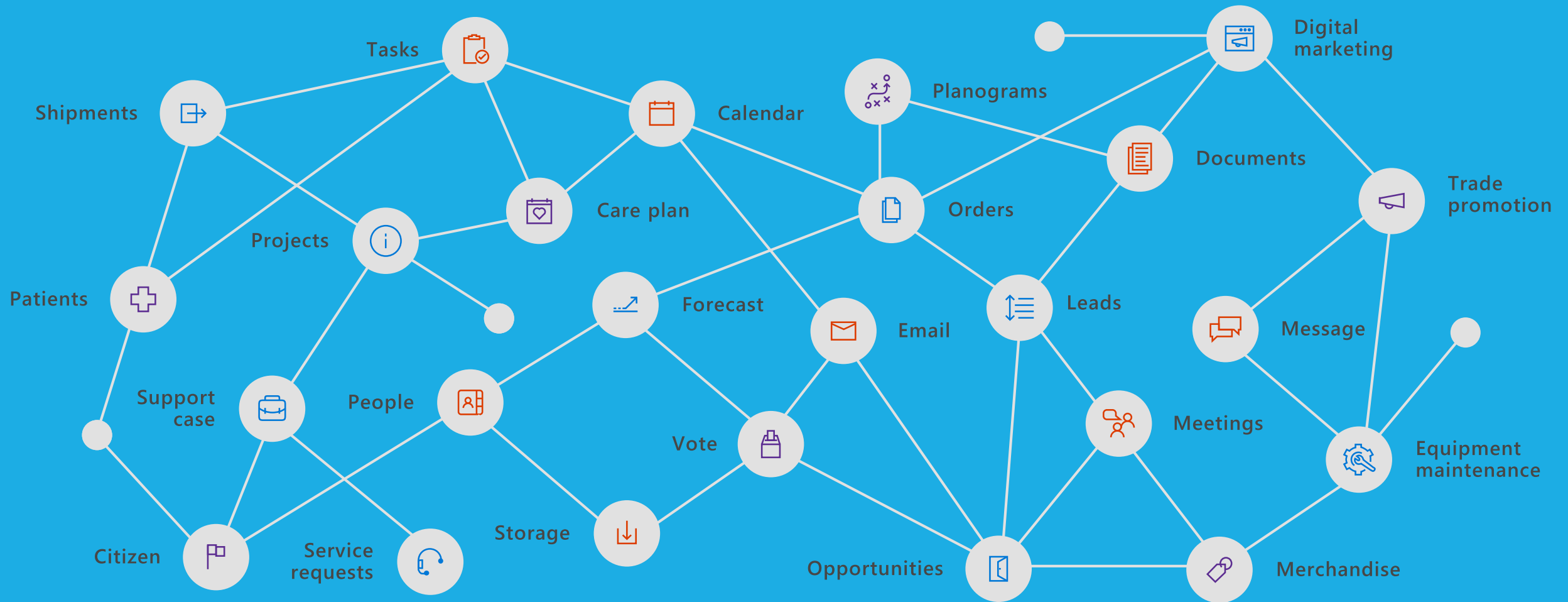
Common Data Model: Dynamics 365



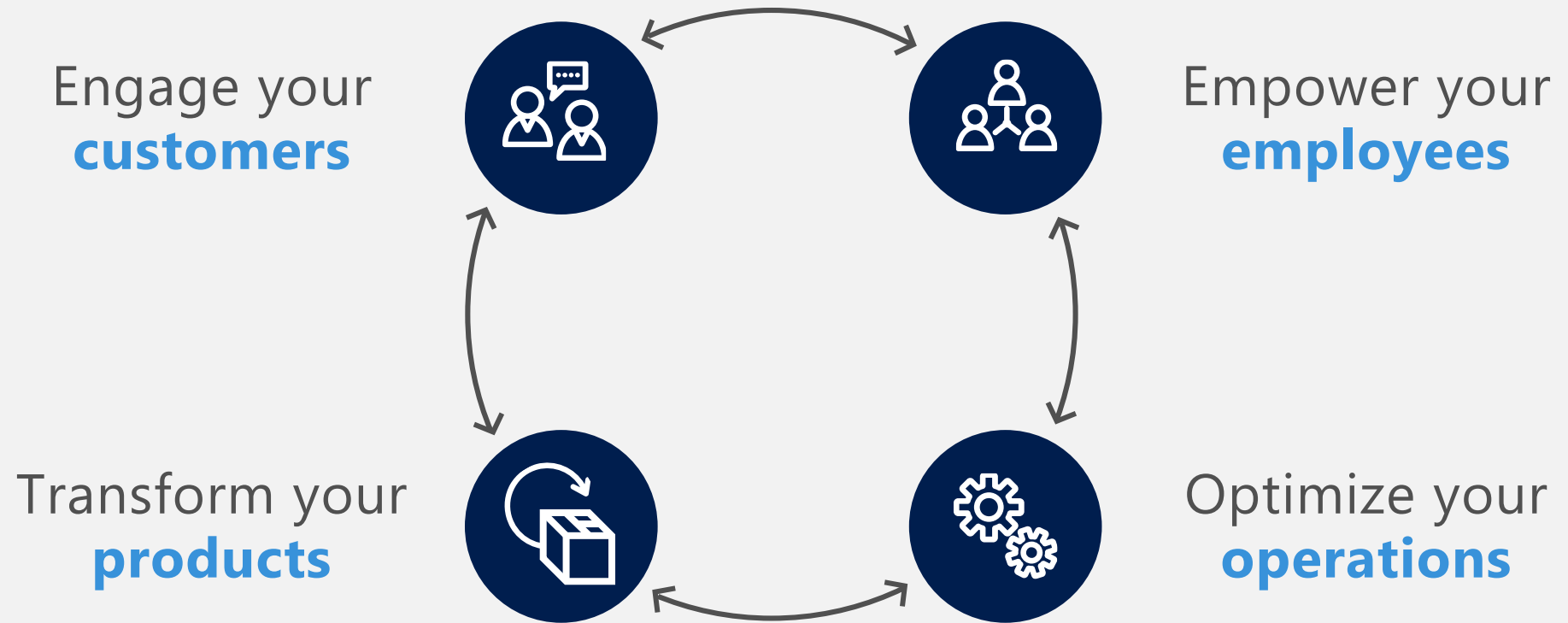
Common Data Model: Dynamics 365 + Office 365



Common Data Model: Dynamics 365 + Office 365 + Partner Industry Solutions



Digital Transformation





Engage your
customers

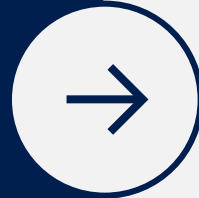


Personalized experiences,
across all channels

Smartly engage customers from
consideration to purchase to support



Empower your
employees



Familiar tools, in context
of business processes

Enable people to do their best work
with processes and productivity



Optimize your
operations

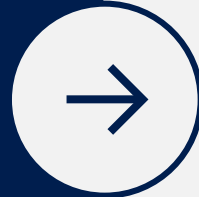


Intelligent processes,
predictive guidance

Anticipate and manage business from
manufacturing to finance to retail



Transform your
products



Extensible platform,
integrated applications

Innovate with new business models and
shift from reactive to proactive faster



Public Preview

NEW

Customer Insights

Customer 360°

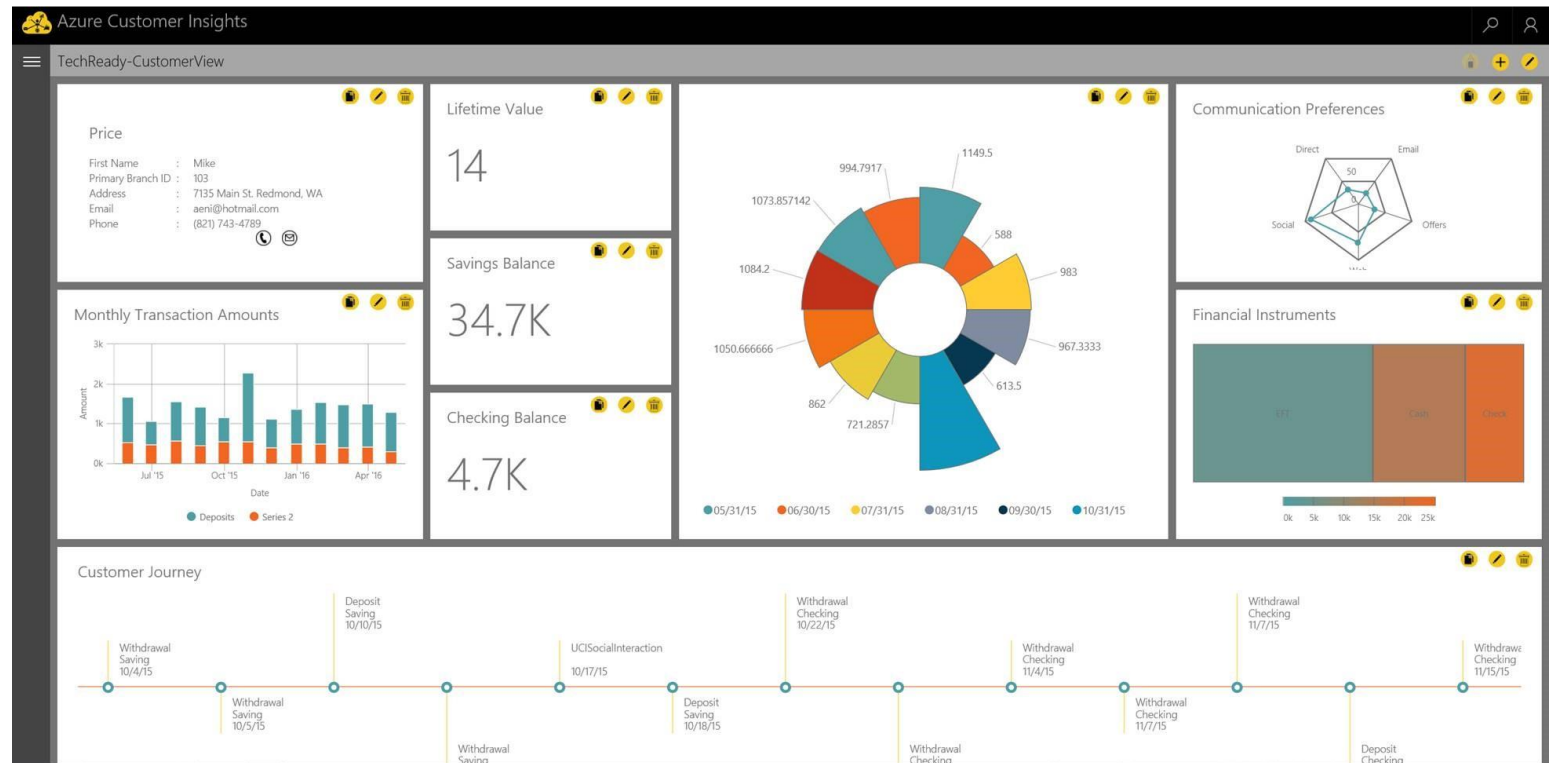
Customer knowledge & interactions

Pre-built integrations

Bring your own data

Build your own applications

Insights for each business role





Public Preview

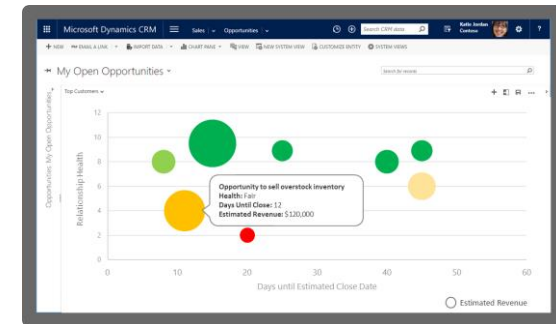
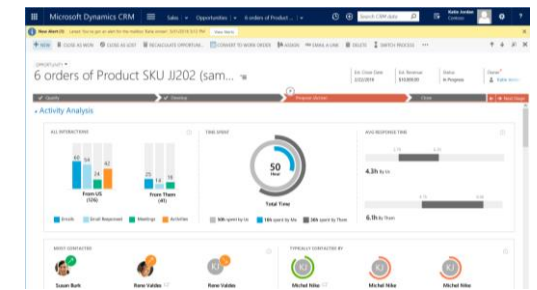
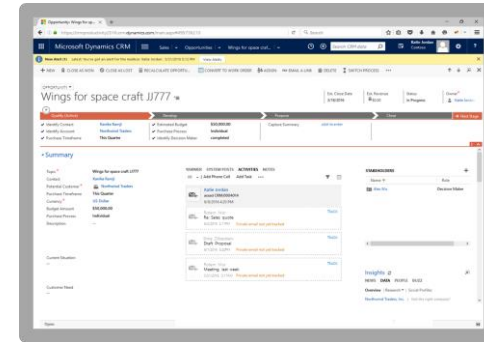
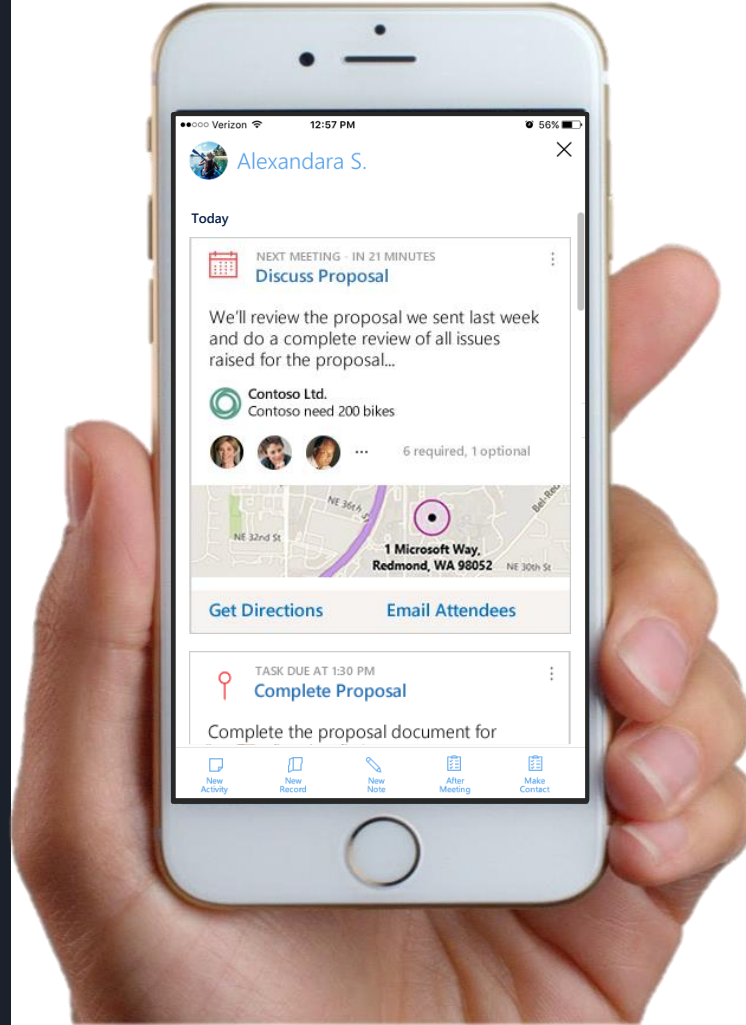
NEW

*Relationship Intelligence

Automaticity view all emails in CRM in the right context

Get actionable insights from the Relationship Assistant based on CRM and Exchange signals

Know what happens after you send an email by tracking email interaction

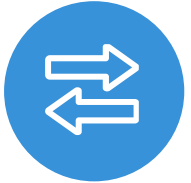


*exact name to be confirmed

Roadmap



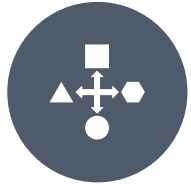
Fall and spring releases



Common user experience
and integrated navigation



Redefined business processes



Common application platform
with PowerApps



Common Data Model with
integration to existing schemas



