

MICROSOFT DYNAMICS PRACTICE AT INFOSYS

Today's digital-led, rapidly evolving business scenarios pose unique challenges for both large enterprises and emerging companies. While we hear a lot about social, mobile, cloud, analytics, and Internet of Things, the reality is that these require robust foundation systems to operate successfully. Large enterprises need ERP and CRM solutions that address unique and localized requirements of their subsidiary offices and to enable integration with the corporate office. On the other hand, emerging companies require vertical-focused, cost-effective, and nimble ERP and CRM solutions.

Microsoft Dynamics Practice at Infosys caters to the business needs of both large enterprises and emerging companies by providing end-to-end services on Microsoft Dynamics™ AX, Microsoft Dynamics™ NAV, and Microsoft Dynamics™ CRM. These solutions lower the total cost of ownership (TCO) and ensure higher and quicker return on investment (ROI), thus enabling customers to use Microsoft Dynamics™ to maximize their business value and improve their competitiveness.

Our Microsoft Dynamics Practice is a horizontal competency, providing solutions aligned to the following Infosys verticals and an end-to-end spectrum of service offerings for both large enterprises and emerging companies across all verticals.



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| Vertical focus | | | | | |
| | Manufacturing | Energy, Utilities, Communication, and Services | Retail, Logistics, and CPG | Insurance, Healthcare, and Life Sciences | Financial Services, and Cards and Payments |
| Microsoft Dynamics Practice | | | | | |
| Service Offerings | Advisory Services | Implementation Services | Upgrade and Migration Services | Maintenance and Support Services | |
| | Dynamics consulting services for implementation-readiness assessment, package evaluation, process blueprinting, application rationalization, and IT roadmap definition. This also considers Cloud Advisory Services for cloud-readiness assessment, fit-gap analysis for cloud implementation, and integration and optimization services. | Implement, rollout, or perform rapid deployments that align with the business readiness and customer's corporate strategy by leveraging proven Infosys and Microsoft proprietary package implementation methodologies. These ensure a high emphasis on quality standards and processes. | Risk-free upgrade to recent product versions with the Dynamics Upgrade Offering based on proven methodology, migration framework, tools, and accelerators. This includes end-to-end services for migration from an existing on-premise to online deployment | Maintenance and Support Services for Dynamics implementation with an accelerated and seamless transition approach, flexible support model options, execution excellence, continuous improvement in productivity and service parameters, and an overall robust governance mechanism | |

Our value proposition



Take advantage of quick access for product support, new technologies, and consulting services, as Infosys is amongst the top Global System Integrators (GSI) of Microsoft in addition to being a Gold partner for Microsoft Dynamics competency.



Leverage our cross-technology expertise in Microsoft Technologies such as SharePoint, Azure, Office365, Yammer, PowerBI, AzureML, and Skype for Business, to implement integrated and cost-effective solutions.



Benefit from our extensive experience in implementing and supporting Microsoft Dynamics across verticals, geographies, and business processes with a pool of domain experts and Microsoft-certified consultants.



Increase ROI and derisk implementation with the cost-effective Infosys Global Delivery Model and rapid implementation approaches based on the extensive library of reusable tools and accelerators.

Focus on solutions in Microsoft Dynamics

| Solution footprint across verticals | Microsoft Dynamics ERP | Microsoft Dynamics CRM |
|--|---|--|
| Manufacturing, retail, logistics, and CPG | Asset maintenance solution | Loyalty management solution (LMS) |
| Energy, utilities, communication, and services | Oil field services (OFS) solution | Next-generation telco lab solution |
| Insurance, healthcare, and life sciences | Clinical trial supply management (CTSM) solution | Agency relationship management solution (ARMS) |
| | | Tele-medicine solution |
| Financial services, and cards and payments | — | Relationship-based solution (RBS) |
| Horizontal solution offerings | India-in-a-box solution Contract and project life cycle preconfigured solution Essence – Support ticket-tracking solution | Vendor management solution (VMS) |

For more information, contact askus@infosys.com



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