

M I C R O S O F T

# Dynamics 365 Manufacturing

*Boosting Industry Growth*

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Connecting Planning · Production · Procurement · Supply Chain · Sales · Service

Web Synergies | Microsoft Solutions Partner | Manufacturing Domain Experts



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Summary of how D365 drives manufacturing growth

# Why Manufacturing with Microsoft Dynamics 365?

*An essential aspect of the manufacturing business is the collaborative and profitable partnership with suppliers and customers. Dynamics 365 transforms and simplifies production, procurement, and supply chain functions into one connected process.*



## Production

Simplify every step from material planning and scheduling through to production reporting, costing and shop floor control.



## Procurement

Streamline purchase orders, policies, price discounts, product receipts, invoicing and service management.



## Supply Chain

Gain real-time visibility, business continuity, connected planning, [IoT integration](#) and integrated warehouse management.

Dynamics 365 enhances the manufacturing process by connecting all functions — planning, sourcing, production, distribution, strategy, staff training, sales and servicing — giving the organization real-time visibility of the entire operations.

# Production Process Simplified

*Dynamics 365 gives manufacturers complete control of the entire production lifecycle — from capacity and material planning through to shop floor control and production costing.*

## Production Process Features

- Capacity and Material Planning
- Production Scheduling
- Production Orders
- Production Reporting
- Production Costing
- Product Change Management
- Resource Management
- Shop Floor Control



### Capacity & Material Planning

MRP-driven planning ensures the right materials and machines are available for every production run, reducing idle time and shortages.



### Shop Floor Control

Real-time monitoring of work orders, machine status and operator performance keeps production on schedule and on spec.



### Production Costing

Track actual vs standard cost per production order with full variance analysis to protect margins.



### Product Change Management

Manage engineering change orders and version control so production always builds to the latest approved specifications.

# Procurement Process Simplified

*Dynamics 365 transforms procurement by connecting purchasing, pricing, vendor management and service operations into a single, automated workflow.*

## Procurement Process Features

- Purchase Orders
- Purchase Policies
- Price Discounts
- Product Receipts and Invoicing
- Production Control
- Service Management

## How It Flows in Dynamics 365

1

### Requisition & Approval

Auto-generate purchase requisitions from production demand or stock reorder points; route through configurable approval workflows.

2

### Vendor & Price Selection

Apply purchase policies and trade agreements to select the best vendor on price, lead time and quality history.

3

### Purchase Order

Raise POs with full compliance controls, blanket orders, and drop-shipment support in one click.

4

### Receipt & Invoice Match

Three-way matching of PO, goods receipt and vendor invoice eliminates discrepancies and speeds payment.

5

### Service Management

Link service orders and maintenance contracts to procurement, ensuring spare parts and resources are always available.

# Supply Chain Simplified

*From real-time visibility and connected planning to IoT integration and demand-driven warehousing — Dynamics 365 turns your supply chain into a competitive advantage.*



## Real-Time Visibility

Live inventory, shipment and production tracking across all sites and distribution centres.



## Business Continuity

Proactive risk management, alternate sourcing options and automated exception alerts.



## Connected Planning

Synchronise sales, supply and production plans enterprise-wide to eliminate planning silos.



## Connected Factory with IoT

Link shop floor machines and sensors to Dynamics 365 via Azure IoT for live operational data.



## Integrated Warehouse Mgmt

Directed put-away, RF/barcode scanning, bin tracking and optimised pick routes in one system.



## Inventory Management

Multi-site inventory with serial/lot tracking, FIFO/FEFO costing and automated cycle counting.



## Demand Planning

ML-powered demand forecasts reduce stockouts and excess inventory, improving fill rates.



## Warehousing & Distribution

Load planning, carrier integration, route optimisation and proof-of-delivery in a unified flow.

# Business Central — Manufacturing Features

*Dynamics 365 Business Central is a perfect way to integrate and streamline all manufacturing processes — planning, distribution, scheduling, inventory and fiscal management.*

## Manufacturing Features

- Supply Planning
- Capacity Planning
- Demand Forecasting
- Sales and Inventory Forecasting
- Production Orders
- Production Bill of Materials
- Agile Manufacturing

## What This Enables for Manufacturers

- Supply Planning:** Never run out of critical materials — auto-replenishment based on demand and lead times.
- Capacity Planning:** Avoid machine and labour bottlenecks before they disrupt production schedules.
- Demand Forecasting:** Predict future demand using historical sales data to optimise stock and production runs.
- Sales & Inventory Forecast:** Align sales pipeline with inventory so fulfilment and production move in lockstep.
- Production Bill of Materials:** Define precise material, component and routing requirements for every finished product.
- Agile Manufacturing:** Respond rapidly to changes in customer demand without disrupting the wider production plan.
- Production Orders:** Manage make-to-order, make-to-stock and configure-to-order scenarios from a single interface.

# Business Central — Fiscal Management

*Business Central can be customised to modify your business processes and add new ones specific to your requirements — including a full suite of financial management tools.*

## Fiscal Management Features

- Accounts Payable
- Accounts Receivable
- Cash Management
- E-Checks
- Intercompany Transactions
- General Ledger
- Collections

## Why Integrated Finance Matters



### Cash Visibility

Real-time cash flow forecasting keeps the business solvent and investment decisions well-informed.



### Audit Readiness

Full transaction audit trails and automated reconciliations ensure compliance at any time.



### Intercompany Flow

Automate intercompany postings and eliminate manual reconciliations across entities.



### Profitability Insight

Drill from P&L to production order costs and identify exactly where margin is made or lost.

# Business Central — Supply Chain Features

*Business Central delivers end-to-end [supply chain management](#) — from purchase order processing and inventory management to recurring orders and multi-location stock transfers.*

## Supply Chain Features

- Inventory Management
- Sales Management
- Sales Order Processing
- Purchase Order Processing
- Create Recurring Orders
- Transfer Inventory Between Locations
- Demand Planning

## Deeper Capability Explained

- Inventory Management:** Multi-location, multi-currency inventory with serial/batch tracking and automated replenishment.
- Sales Management:** Manage customer pricing, discounts, blanket orders and sales forecasts from a single workspace.
- Sales Order Processing:** Convert quotes to orders with automated fulfilment, shipment confirmation and invoicing.
- Purchase Order Processing:** From requisition to goods receipt and invoice matching — fully automated purchasing cycle.
- Recurring Orders:** Automate repeat purchase and sales orders so routine replenishment never needs manual effort.
- Transfer Between Locations:** Move stock between warehouses and branches with full traceability and cost tracking.
- Demand Planning:** Statistical forecasting combined with live sales data drives accurate production and procurement plans.

# Real-Time Analytics & Operational Visibility

*Dynamics 365 delivers real-time visibility of the entire operations — connecting every function so management can make faster, better-informed decisions.*

## Production OEE

Overall Equipment Effectiveness live tracking

## Inventory Turns

Real-time stock turn and carrying cost analysis

## Order Fill Rate

On-time, in-full delivery performance by customer

## Cost vs Budget

Production cost vs standard cost variance per order



### Embedded Power BI

Native dashboards inside Dynamics 365 with drill-through to transaction detail — no separate login required.



### Mobile & Anywhere Access

Live KPIs, approval workflows and operational alerts on any device, in the factory or in the boardroom.



### AI-Powered Forecasting

Machine learning models embedded in Business Central predict demand spikes, quality deviations and cash needs.



### Intelligent Alerts & Exceptions

Proactive notifications when stock falls below safety levels, production falls behind schedule or costs overrun.



### Multi-Entity Consolidation

Consolidated financial and operational views across plants, subsidiaries and geographies in real time.



### Custom Report Builder

Configurable reports across production, finance, sales and service — built by the business, no IT required.

# Staff Training, Sales & Customer Service

*Dynamics 365 for manufacturing enables companies to reduce manufacturing breakdowns, eliminate waste, and enhance business value — extending across the workforce, sales and customer service.*



## Workforce & Staff Training

- Role-based onboarding and skills matrix tracking
- Integrated training plans aligned to production roles
- Shift scheduling and attendance management
- Safety certification and compliance records
- Performance monitoring linked to production KPIs
- Payroll integration and leave management



## Sales & Order Management

- Configure-Price-Quote (CPQ) for complex products
- Customer pricing, contracts and discount management
- Sales order promising with live availability check
- Integration between sales pipeline and production plan
- Multi-channel order management (direct, partner, web)
- Credit and delivery risk management per customer



## Customer Service & After-Sales

- After-sales service and warranty claim management
- Field service scheduling and technician dispatch
- Spare parts inventory linked to service orders
- Customer portal for self-service and order tracking
- Service contract management and SLA monitoring
- 360° customer view across sales, orders and service

# Key Takeaways — Dynamics 365 for Manufacturing

*Dynamics 365 for manufacturing enables companies to reduce manufacturing breakdowns, eliminate waste, and enhance business value, thereby boosting their bottom line.*



## One Connected Platform

Production, procurement and supply chain unified under a single Dynamics 365 environment — no data silos, no rekeying, no guesswork.



## Real-Time Operational Insight

Every manager and team sees live data — inventory levels, production status, financials and customer orders — all in one place.



## Waste Reduction & Lean Ops

Agile manufacturing tools, demand-driven planning and IoT monitoring cut scrap, idle time and overproduction systematically.



## Quality & Compliance Built In

End-to-end traceability, quality orders and regulatory compliance tools are native to the platform — not bolted on.



## People & Process Aligned

From staff training to shop floor scheduling, Dynamics 365 aligns your workforce with the production and business plan.



## Supplier & Customer Partnerships

Collaborative planning, transparent ordering and CRM tools strengthen relationships on both sides of the value chain.