Microsoft Dynamics 365

Business Central

A comprehensive business management solution for small and medium-sized businesses.

"Because it integrates with Office 365, it works in my inbox. I can raise a quote or a sales order on my phone when I'm out and about. And as a small business, it's just vital to be able to increase productivity and actually respond to queries on the go and know that you've got it all there."

Helen Olsen Bedford
CEO & Publisher

UKAuthority

Key benefits

Connect your business
Bring people, processes, and data together to manage your business end to end. Work anywhere, on any device.
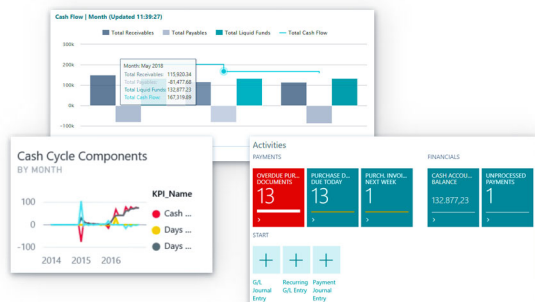
Make smarter decisions
Get a complete picture of your business with easy-to-create dashboards and built-in analytics that proactively inform and guide employees.
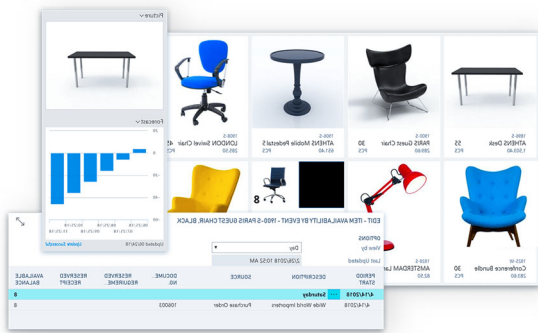
Start and grow easily
Get up and running quickly and meet your unique business needs by easily integrating add-on applications and industry-specific solutions.
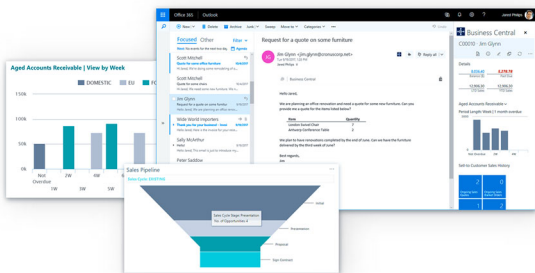
Key capabilities

Robust financial management
Connect data across accounting, sales, purchasing, inventory, and customer interactions to get an end-to-end view of your business. Chart financial performance in real time with built-in Power BI dashboards. Refine financial forecasts by modeling and analyzing data across multiple dimensions. Customize reports using seamless Microsoft Excel integration.
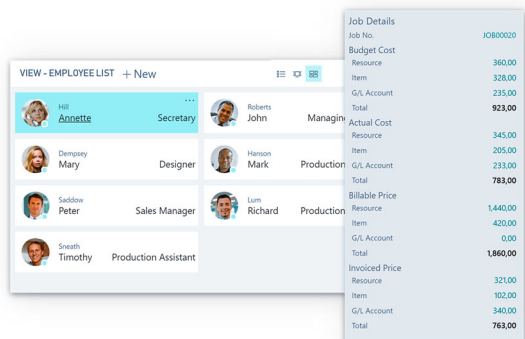
Supply chain automation

Use built-in intelligence to predict when and what to replenish. Purchase only what you need with dynamically updated inventory levels. Maintain the right amount of inventory by automatically calculating stock levels, lead times, and reorder points. Suggest substitutes when requested items are out of stock. Get recommendations on when to pay vendors to use vendor discounts or avoid overdue penalties. Prevent unnecessary or fraudulent purchases through approval workflows.
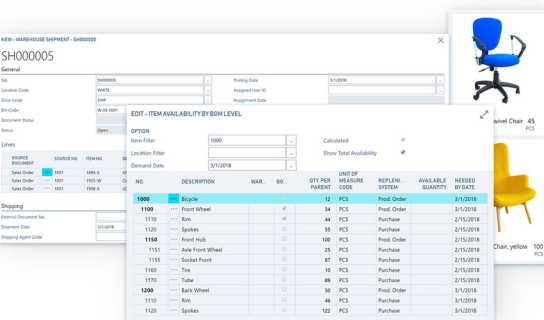
Intelligent customer service

Prioritize sales leads based on revenue potential. Keep track of all customer interactions and get guidance on best upsell, cross-sell, and renewal opportunities throughout your sales cycle. Accelerate the quote to cash process. Act quickly on sales-related inquiries, manage service requests, and process payments – all from within Outlook. Gain a comprehensive overview of your service tasks, workloads, and employee skills to effectively assign resources and accelerate case resolution.

Project management and planning

Create, manage, and track customer projects using timesheets along with advanced job costing and reporting capabilities. Develop, modify, and control budgets to ensure project profitability. Manage resource levels by planning capacity and sales. Track invoicing for customers against planned costs on orders and quotes. Make effective decisions with real-time insight on project status, profitability, and resource-usage metrics.

Optimized operations

Use sales forecasts and expected stock-outs to automatically generate production plans and create purchase orders. Get a holistic view of inventory for efficient order fulfilment. Track every item transaction and movement by setting up bins based on warehouse layout and storage unit dimensions. Calculate and optimize manufacturing capacity and resources to improve production schedules and meet customer demands.

For more information, visit: https://dynamics.microsoft.com/en-us/business-central/overview/