

# Introduction à Dynamics 365 Intelligent Order Management



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# Agenda

1. Vue d'ensemble
2. Déploiement
3. Démonstration
  1. Interface utilisateurs et Navigation
  2. Concept de Fournisseur
  3. Activation du fournisseur - BigCommerce
  4. Concept de flux d'orchestration
  5. Flux d'orchestration pour une commande BigCommerce
  6. Stratégies et règles d'exécution
  7. Exécution d'une commande BigCommerce

# Vue d'ensemble

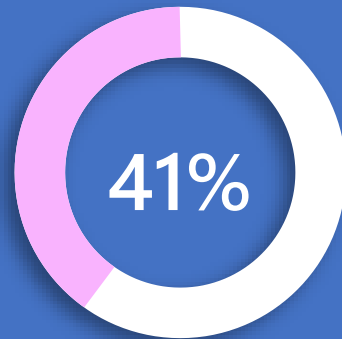


# Enjeux du marché

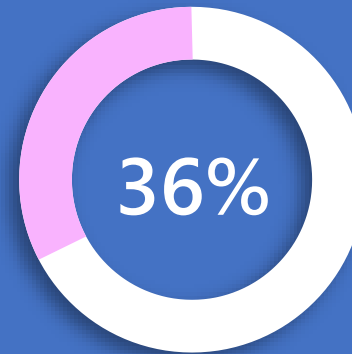
## Difficultés des professionnels de la supply chain

- > Une faible visibilité de l'inventaire
- > Une difficulté à obtenir des indicateurs exploitables
- > Une pression de l'augmentation des coûts

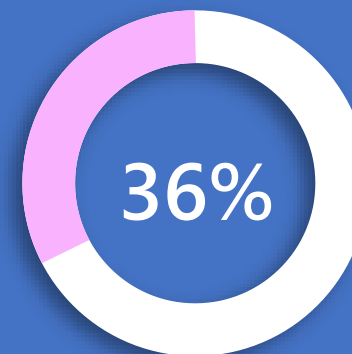
## Les retours sur investissement attendus



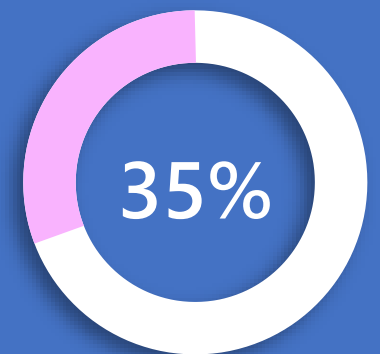
Une meilleure résilience des systèmes et des processus pour atténuer l'impact des perturbations futures



Des coûts opérationnels réduits et une augmentation des marges



Une expérience clients améliorée et des clients satisfaits



Une meilleure capacité à équilibrer l'offre et la demande

Source: A commissioned study conducted by Forrester Consulting on behalf of Microsoft. March 2022

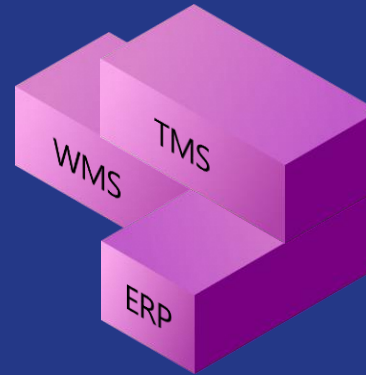


# Des systèmes différents et des données non connectées

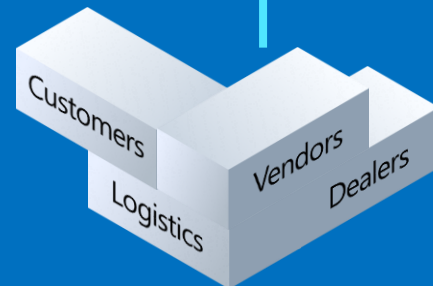
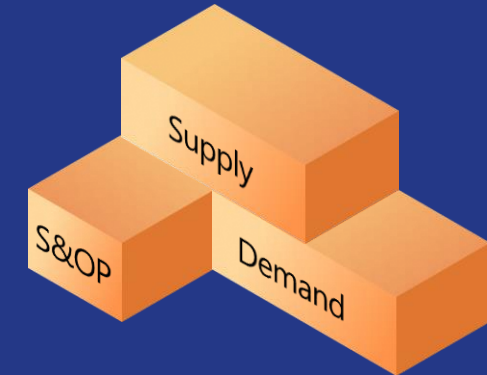
Systèmes de prise de commandes



Systèmes d'exécution



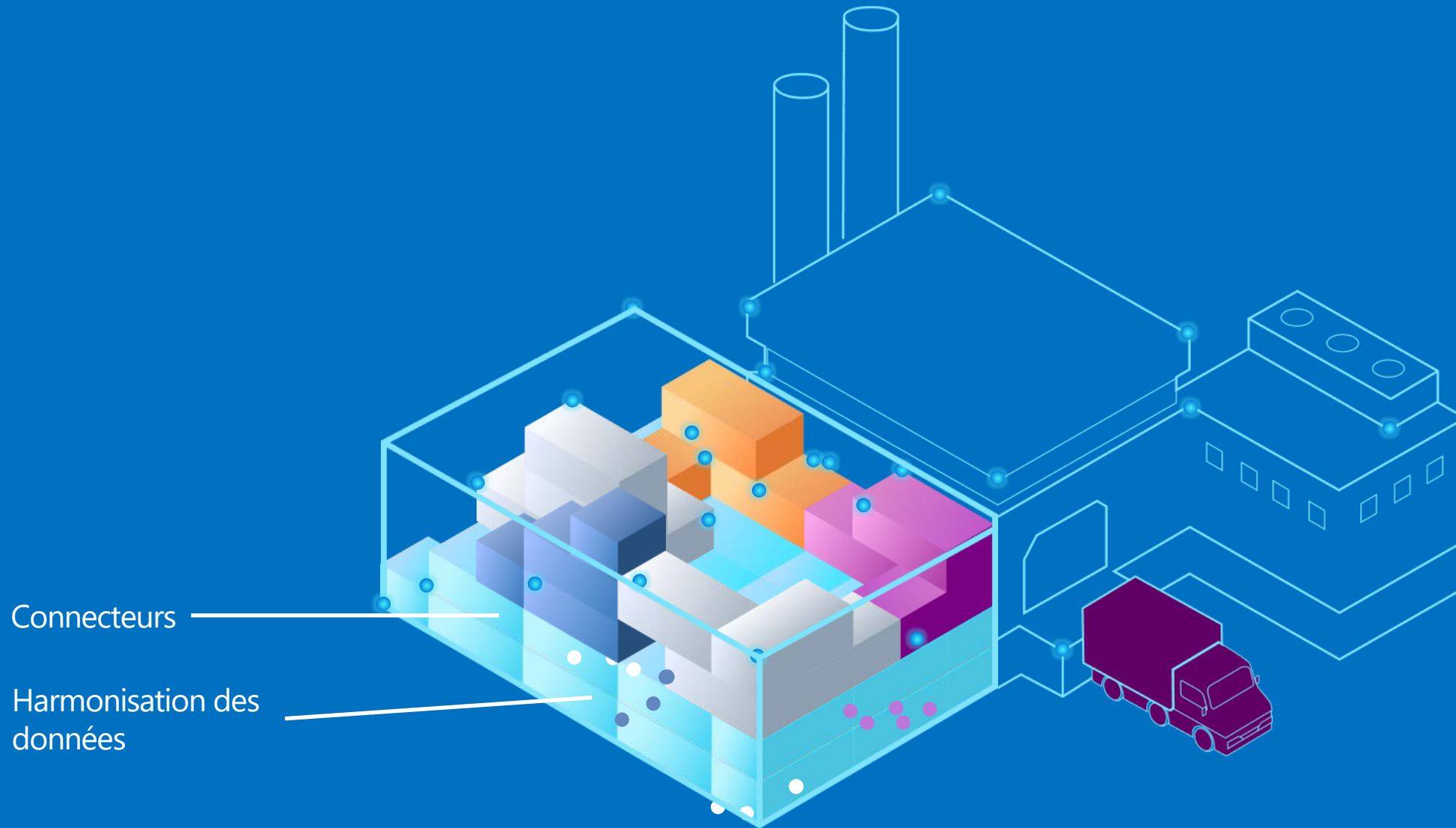
Systèmes de planification



Partenaires commerciaux

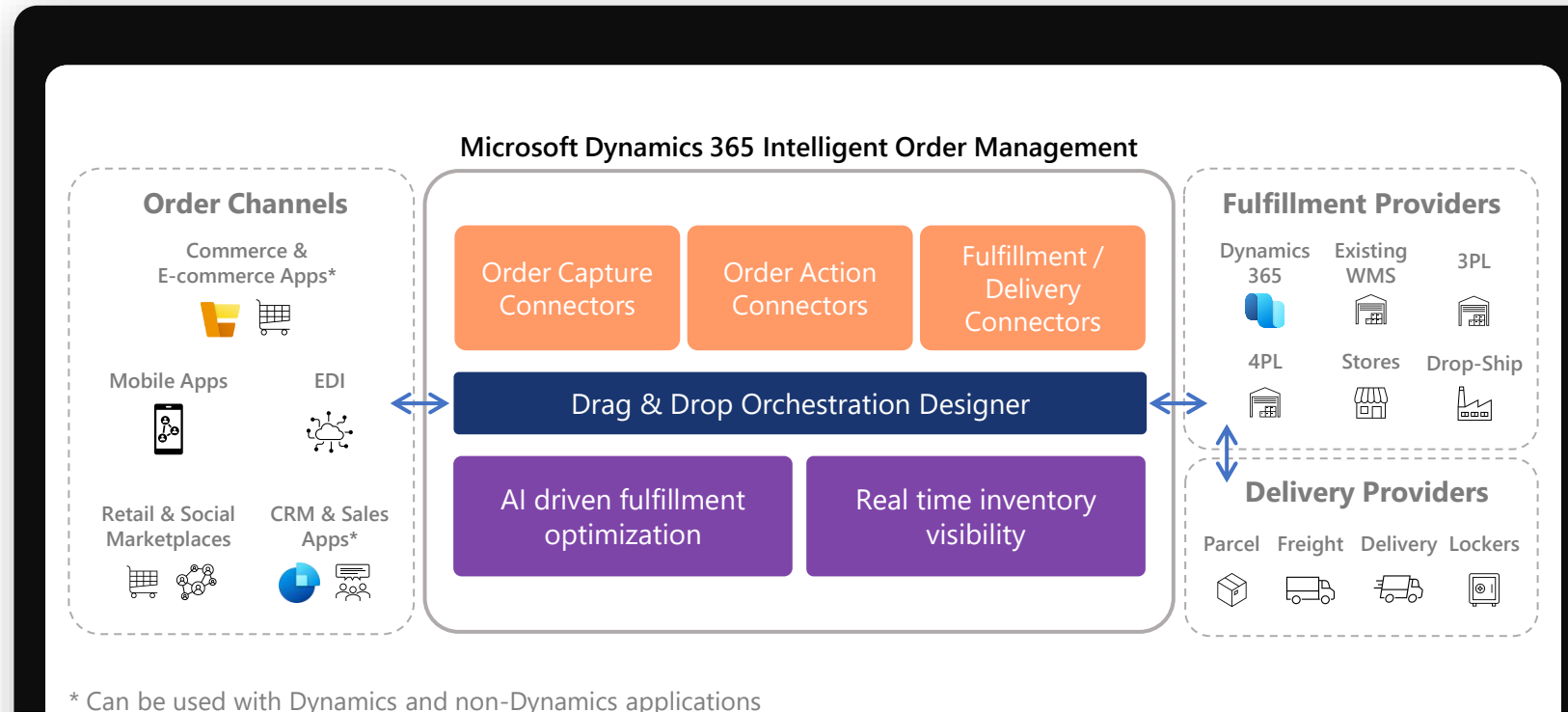


Signaux réels



**Intelligent Order Management**

# Dynamics 365 Intelligent Order Management



## Visibilité en temps réel

Des données exploitables

Une visibilité du stock unifiée

Une vue unique des commandes inter-organisations

## Plateforme moderne

Des connecteurs prédéfinis

Une intégration avec les systèmes existants

La flexibilité et la scalabilité du cloud

## Intelligence

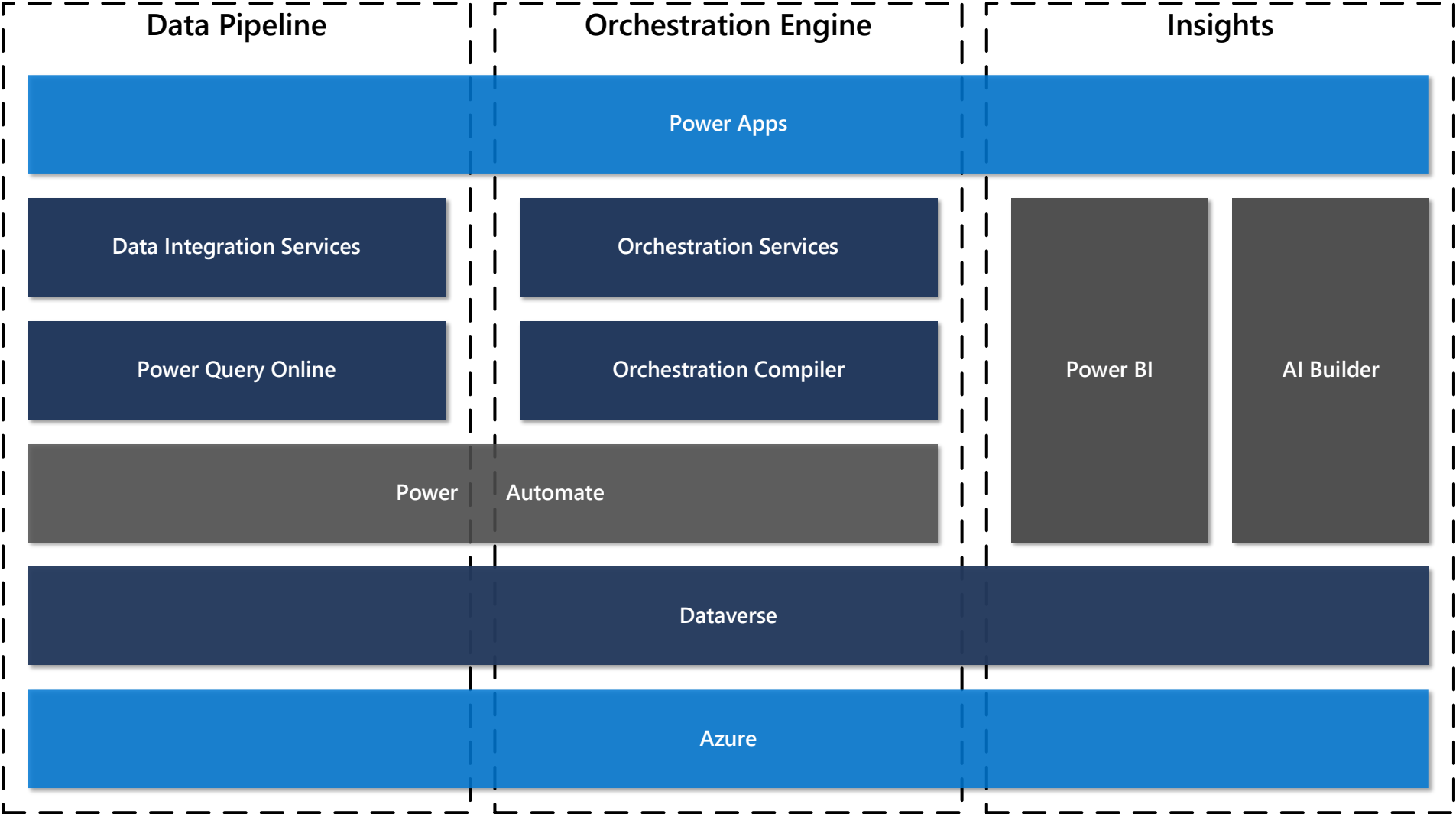
Une orchestration basée sur les événements

Une exécution des commandes basée sur l'IA  
et les règles métiers



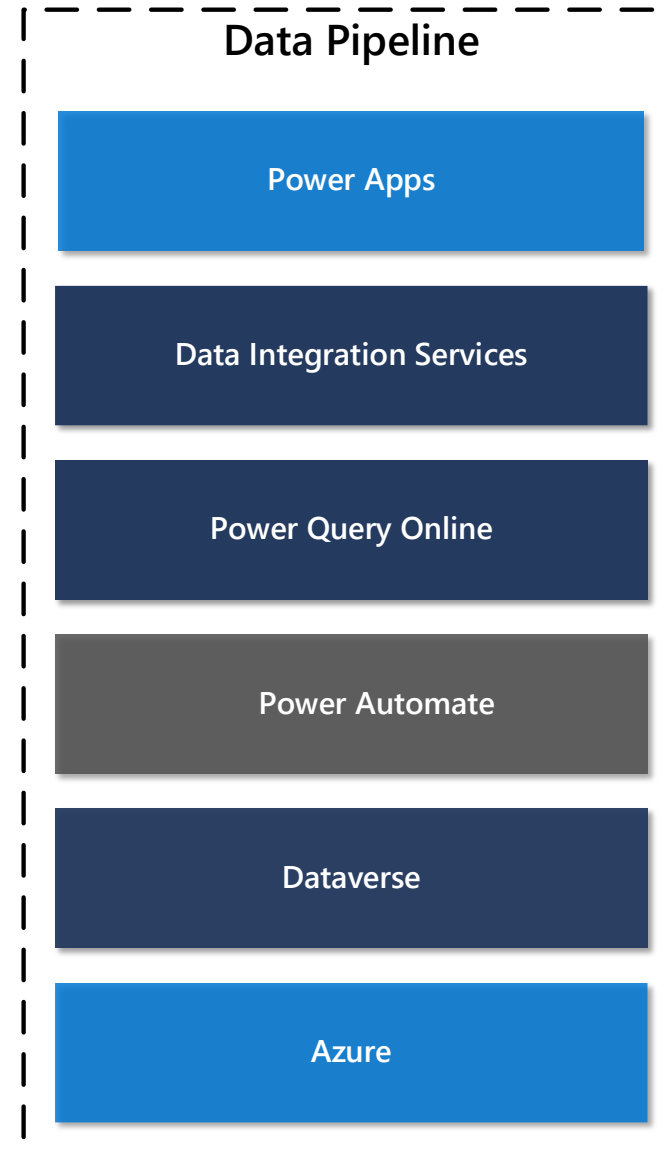
# Architecture

# Architecture



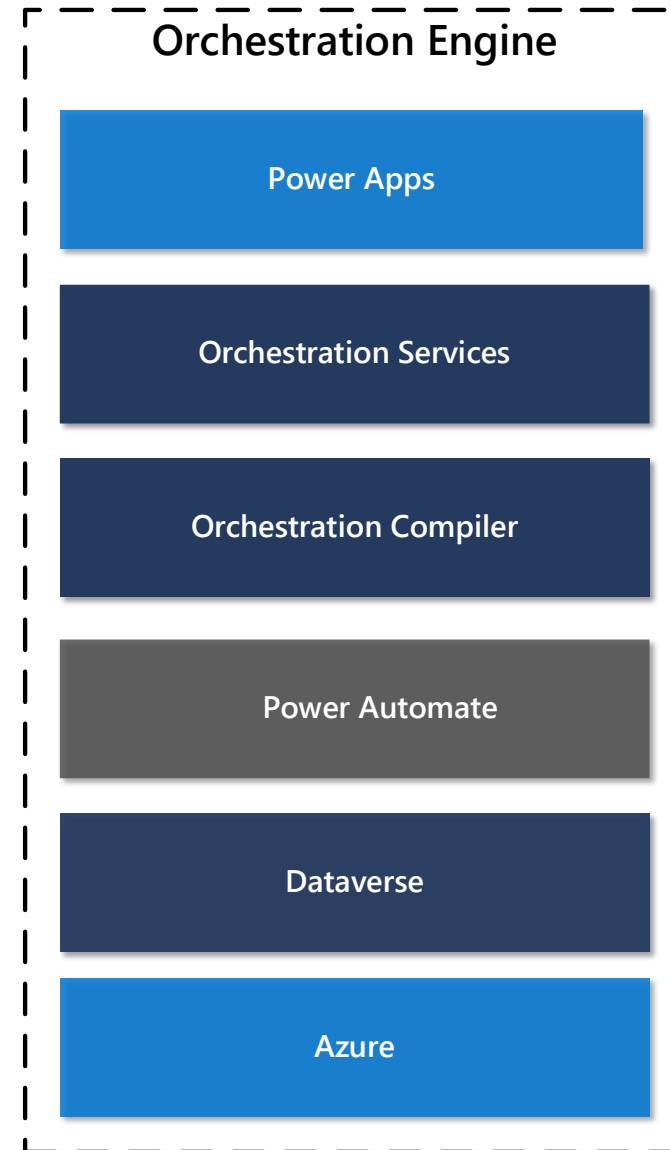
# Data pipeline

- Mouvement de données
- Mapping et transformation



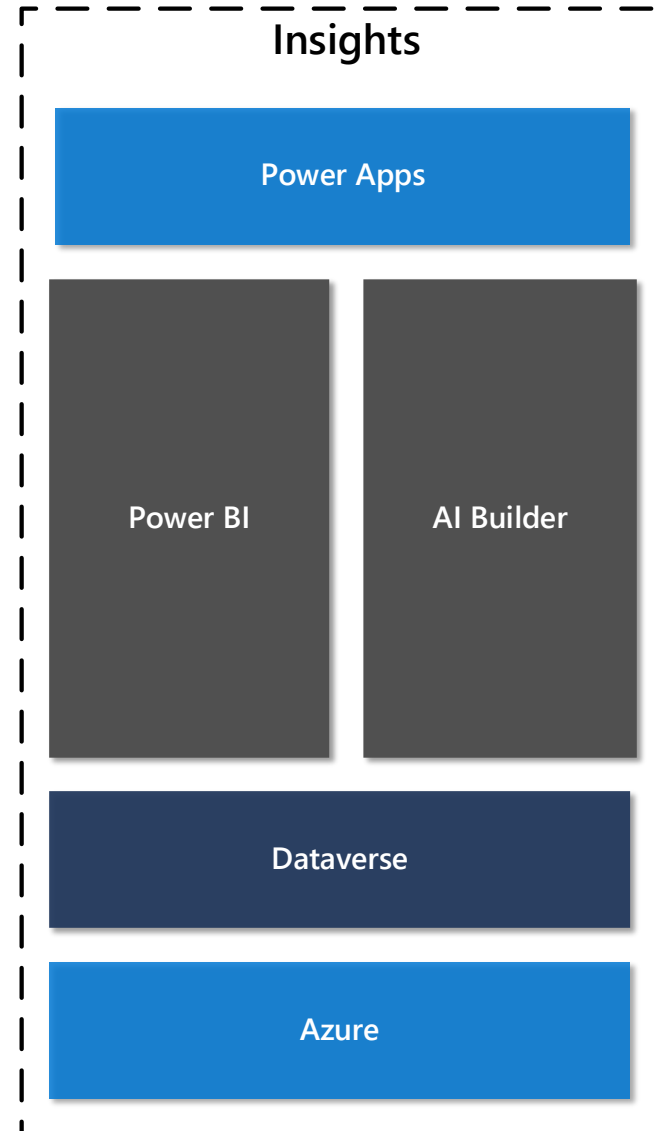
# Orchestration engine

- Définition de processus métiers
- Exécution et suivi

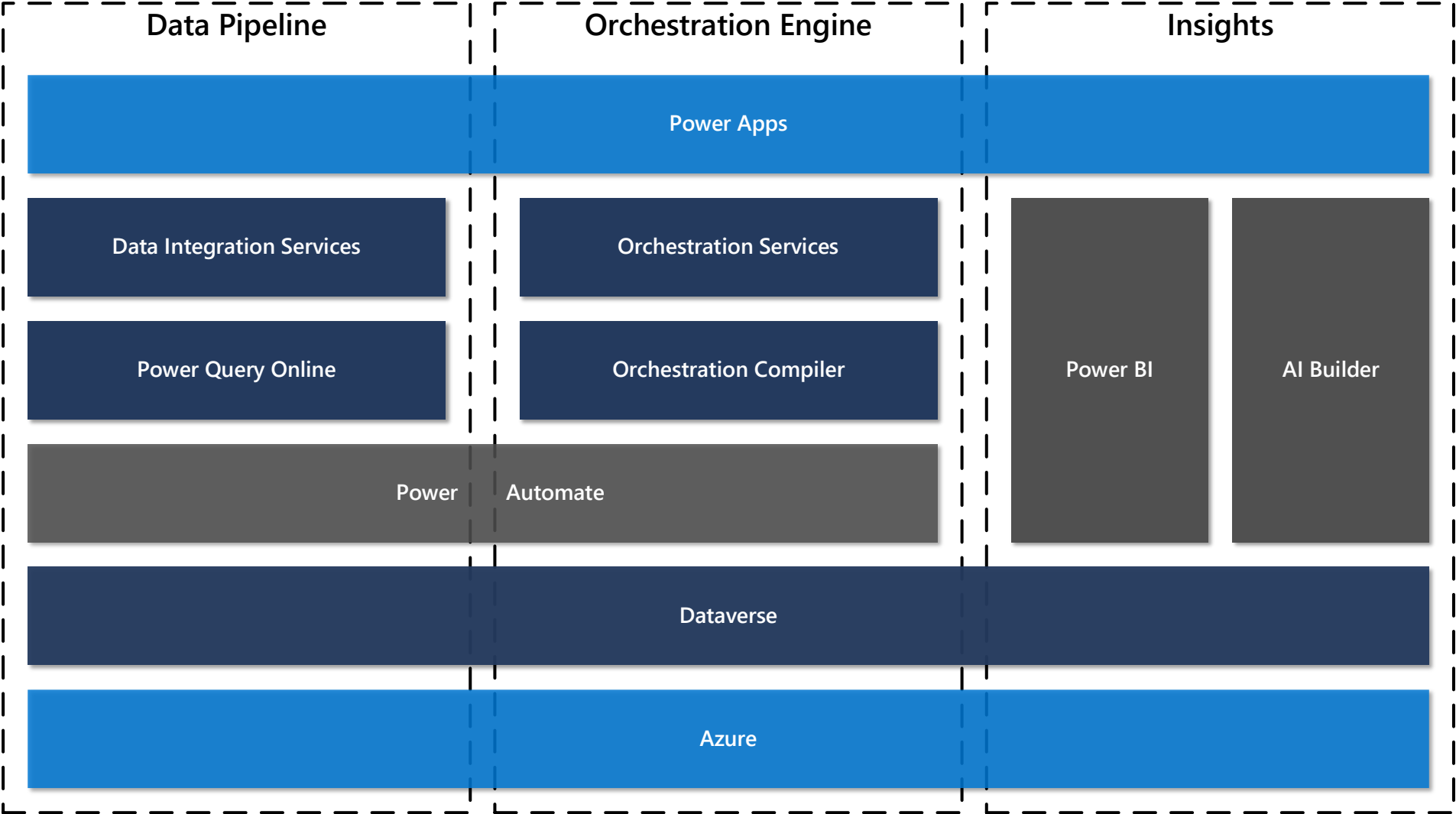


# Insights

- Indicateurs opérationnels
- Scénarii IA



# Architecture





# Déploiement



# Intelligent Order Management Paramétrage de base

# Démonstration



# Interface Utilisateurs et Navigation

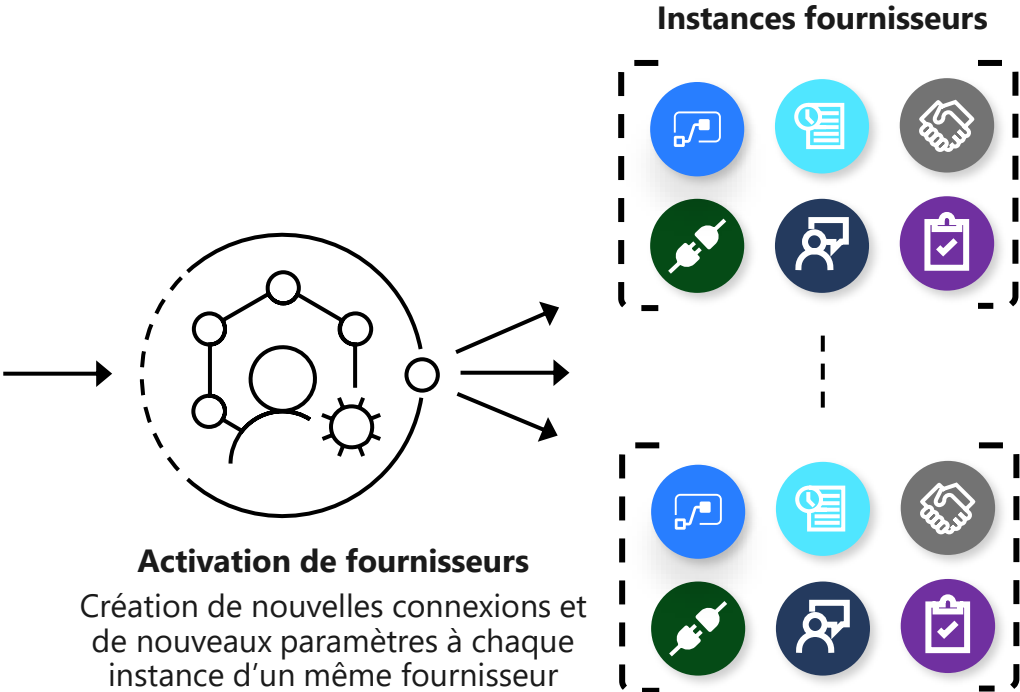
# **Interface Utilisateurs et Navigation**

# Concept de fournisseur



# Concept de fournisseur

## Définition du fournisseur

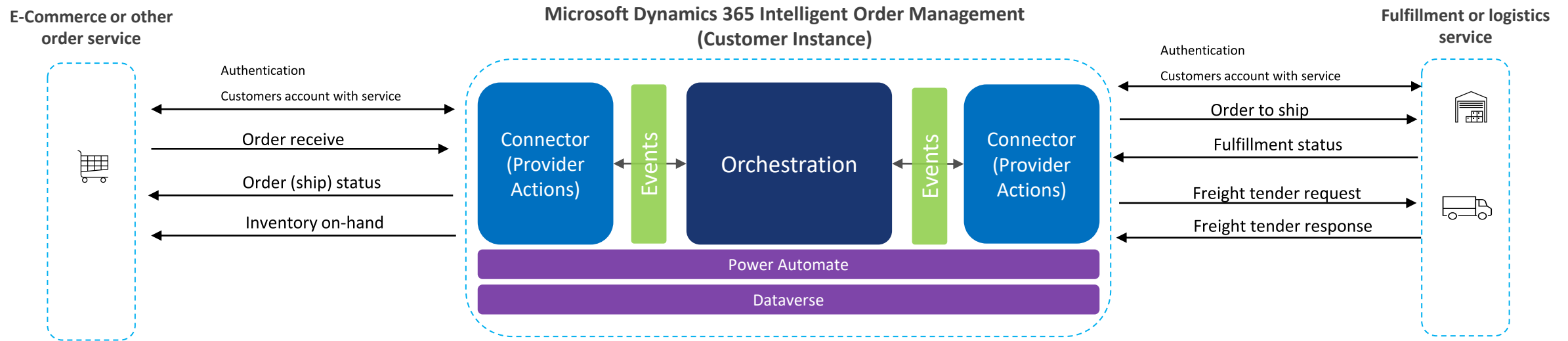


# Activation d'un fournisseur - BigCommerce



# Concept de flux d'orchestration

# Flux d'orchestration d'une commande de e-commerce



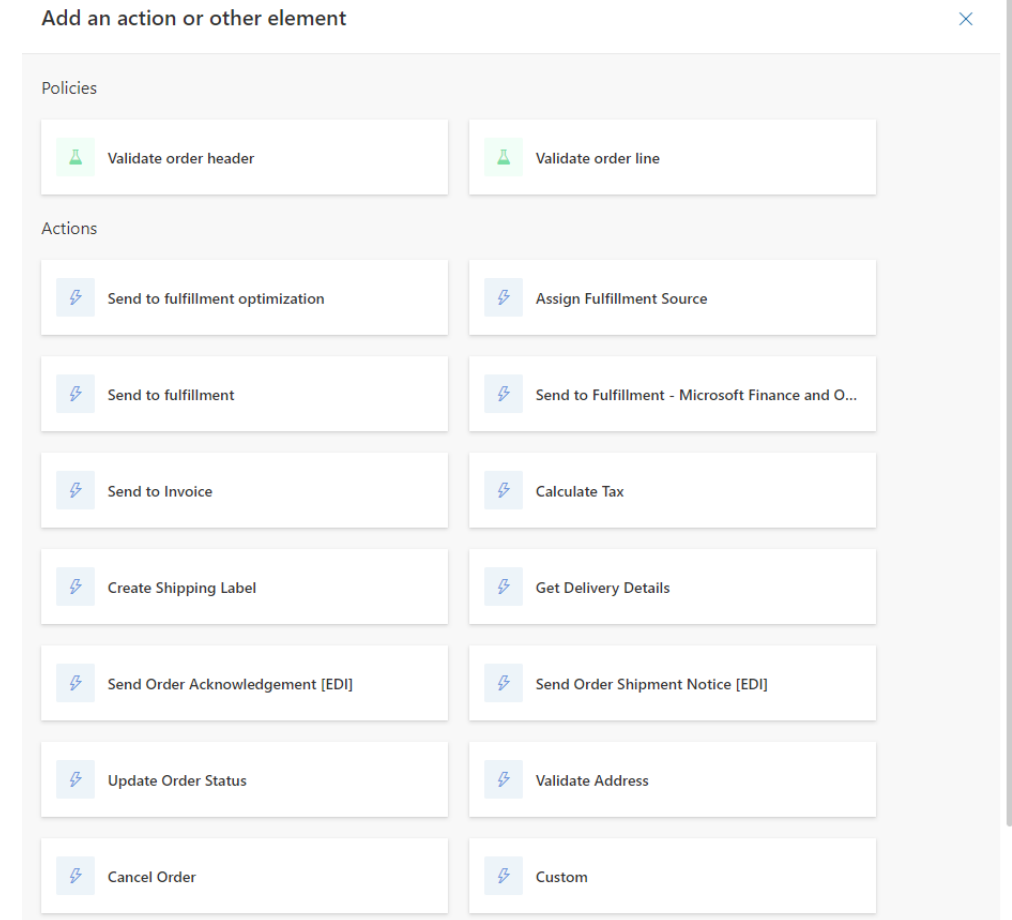
# Actions d'orchestration

## Actions

- Le flux d'orchestration fournit une visualisation du processus métier avec les différents événements et actions
- Les tuiles d'actions dans les flux d'orchestration définissent les conditions qui déclenchent les événements métiers
- Les fournisseurs peuvent apporter des fonctionnalités supplémentaires pour exécuter les commandes de systèmes externes
- Exemples d'actions:
  - L'exécution de commandes
  - La livraison de commandes
  - La validation d'une adresse
  - La validation de taxe etc.
- Les tuiles de type « condition » ou « séparateur » permettent de donner un format au flux d'orchestration
- Les propriétés des actions dans les tuiles de type « action » déterminent la façon dont une action répond à un événement

### « Bring your own actions »

- Les clients ou partenaires peuvent s'ils le souhaitent créer des actions personnalisées





# Flux d'orchestration pour une commande BigCommerce



# Stratégies et règles d'exécution

# Stratégies et règles

## Stratégies

- Les stratégies permettent de définir des conditions et de les assigner aux actions dans les flux d'orchestration
- Types de stratégies:
  - Stratégies d'exécution – Permettent de valider et mettre à jour des données dans le flux d'orchestration
  - Stratégies de filtre – Permettent de valider des conditions dans le flux d'orchestration
- État critique de la stratégie détermine si un flux doit s'arrêter ou continuer selon si les conditions sont remplies
  - Informations – continue
  - Critiques – arrêté
- Entité associée représente l'entité à laquelle la règle s'applique
- Une stratégie peut contenir plusieurs règles

## Règles

- Chaque règle est un ensemble de conditions appliquées aux attributs de l'entité sélectionnée
- Il est possible d'attribuer une valeur par défaut à un attribut d'une entité grâce à une règle

The screenshot displays the Dynamics 365 Intelligent Order Management (IOM) interface. The left sidebar shows the navigation menu with categories like System Monitoring, Licenses, Providers, Catalog, Installed, Transformations, Actions, Action Types, Orders, Sales Orders, Fulfillment Orders, Orchestration, Flows, Policies (selected), Business Events, and Customers.

The main content area is titled "Order header validation & Order source assignment - Saved" and "IOM Policy". It shows the "Policy details" tab with the following information:

Field	Value
Policy Name	Order header validation & Order source assignment
Policy Type	Execution Policy
Policy Criticality	Critical
Status	Published
Associated Entity	Order

Below the policy details is the "Evaluate Rules" section, which shows a list of rules. The rule "ValidateDestinationCountry" is selected and expanded, showing its "Condition Builder" tab. The rule is named "ValidateDestinationCountry" and is an "IOM Rule". The condition is defined as:

Rule Name: ValidateDestinationCountry

Rule definition: And

- Or
- Ship To Country/Region ... Equals ... US
- Ship To Country/Region ... Equals ... USA

The rule is associated with the policy "Order header validation & Order source assignment".

# Exécution d'une commande BigCommerce

# Ordres d'exécution



# Ressources

# Partner Resources

The screenshot displays the Dynamics 365 Intelligent Order Management partner resource page. The top navigation bar includes a 'Home' link and a breadcrumb trail: 'Home > Dynamics 365 Intelligent Order Management >'. The main heading is 'Dynamics 365 Intelligent Order Management'. Below this, a section titled 'Dynamics 365 Intelligent Order Management helps organizations:' lists three bullet points: '- Get up speed quickly by seamlessly integrating with existing systems and easily scale to support new order intake, fulfillment, and delivery partners with pre-built connectors.', '- Scale order management processes from intake to delivery without replacing their legacy ERP systems.', and '- Quickly adapt and meet future order and fulfillment complexities while supporting the latest omnichannel delivery methods such as such buy online or from an app and pick-up in store, in a partner location, curbside, or in a delivery window.' Below the list, a paragraph states: 'The worldwide order management market is estimated to reach \$3.8 billion by 2025.' Another paragraph follows: 'Intelligent Order Management provides customers a solution that has the breadth and depth to help them future proof their digital transformation journey and expand more with the Dynamics 365 Supply Chain modular solution.'

On the right side, a 'What's new' section lists four items, each with a circular icon and a lock symbol: 'The 2022 Technology Guide to Intelligent Omnichannel Retailing – Forrester Webinar (On-Demand)', 'Mastering The Art Of Omnichannel Retailing - The Omnichannel Commerce Playbook – Forrester Report', 'A Smart Approach to Supply Chain Resilience Using Intelligent Order Management – Forrester Webinar (On-Demand)', and 'Executive Guide 2022: Supply Chain – The Supply Chain Gets Smart – Forrester Report'.

The bottom section features a large image of the Dynamics 365 Intelligent Order Management interface. The interface shows a sidebar with navigation options: 'Home', 'Recent', 'Pinned', 'Welcome and Setup', 'Getting Started', 'Insights', 'Dashboards', 'Connectors', and 'Connections'. The main content area displays a 'Fulfillment' dashboard with a 'FULFILLMENT' header, 'Daily Insights', and a '10K Daily Order Volume' metric. A bar chart titled 'Fill Cycle in hours' shows a single bar at the value of 4. Below the image, the heading 'Introducing Dynamics 365 Intelligent Order Management' is followed by a paragraph: 'Learn how Dynamics 365 Intelligent Order Management helps retailers, distributors, and manage the growing digital commerce needs by automating and optimizing fulfillment and leveraging inventory. Proactively overcome disruptions by reconfiguring order flows and rapidly deploy at pre-built partner connectors. Watch the video.'

Visit the Dynamics 365 Partner Hub Intelligent Order Management page for:

- Pitch Decks
- Latest Blog Posts
- Readiness resources
- Go to Market resources
- FAQ Document

[aka.ms/Partner-intelligent-order-management](https://aka.ms/Partner-intelligent-order-management)

# Prepare your Pitch with Sales Plays

Sales Plays are streamlined go-to-market content that align the co-sell motion between Partners and Microsoft Field sellers.

For each Sales Play, we provide assets to enable you to activate this opportunity with your customers.

- To-Partner Assets: Resources to help you and your team understand the practice opportunity and skill your sales team
- Thru-Partner Assets: Resources to accelerate your time to market, including BDM and TDM pitch decks and prospecting resources

**Visit the Sales Play pages on the Dynamics 365 Partner Hub:**

- [Build a Resilient Supply Chain](#)
- [Connected Commerce](#)

## Partner Opportunity



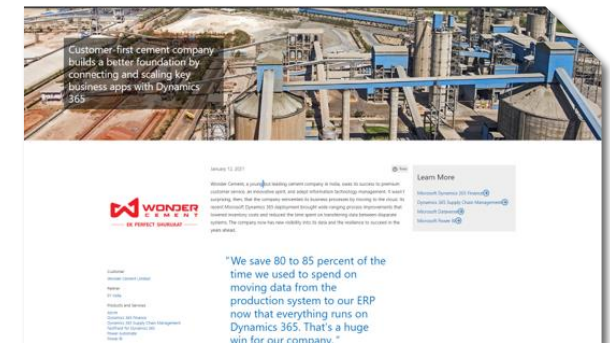
## Pitch Decks



## Sales Play Card



## Partner Evidence



# Partner Sandbox Environments

Learn, develop, test and demo end-to-end scenarios at a discounted price

## Grow your business with Dynamics 365 environments specifically designed for partners

- Take advantage of Microsoft-managed, **non-production environments** designed specifically for partners to purchase at a discount.
- Use these fully supported non-production environments to learn, test, and deliver **end-to-end customer demos of your solutions**.
- Leverage **tenant-based discounted SKUs** that are strictly meant for use only on the partners' tenant.

## Differentiate your practice with cost-effective access to the Dynamics 365 portfolio



### Learn

Improve your team's skills with hands-on learning within the Dynamics 365 products. Access to the sand box environments enables deeper knowledge of the products so your team can develop effective customizations and customer demos.



### Dev/Test

Build custom solutions and perform testing in a non-production sandbox environment. The SKUs allow you the flexibility to build just as you would for your customer and complete the necessary testing. All of this happens in your tenant.



### Customer Demos

Differentiate your services by creating and delivering end-to-end customer demos with your own solutions. You have the flexibility to determine which SKUs you need. You can add SKUs as you evolve your practice and the scenarios you serve.

## Partner as Partner Sandbox License Request

Enable SI/ISV partners to obtain non-production environments with Biz Apps products and sales plays demo data to learn, test, and deliver end to end customer demos with their own solutions. These offers are only to be used on partner tenants, never on a customer's tenant.

First Name \*

Email \*

Last Name \*

Job title

Organization \*

MPN ID

Comments

License [View SKU's](#)

Dynamics 365 Commerce Recommendations Partner Sandbox

Dynamics 365 Customer Insights Partner Sandbox

Dynamics 365 eCommerce and Cloud Scale Unit Partner Sandbox

Dynamics 365 Fraud Protection Partner Sandbox

Dynamics 365 Guides Partner Sandbox

Dynamics 365 Marketing Partner Sandbox

Dynamics 365 Operations Application Partner Sandbox (Tier 2)

Dynamics 365 Sales Insights Partner Sandbox

Dynamics 365 Sales, Field Service, and Customer Service Partner

Submit



View SKUs and complete your request:  
<https://experience.dynamics.com/requestlicense/>

Q&A

**Merci**