

Microsoft Cloud for Financial Services In A Day Training Training Team



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Training Agenda

Time zone: PST



Day 1

08:00 AM – 08:15 AM | Kickoff and agenda

08:15 AM – 09:00 AM | Microsoft Cloud for Financial Services overview

09:00 AM – 9:45 AM | Architecture and Data Model

09:45 AM – 10:00 AM | Q&A

10:00 AM – 10:15 AM | Break

10:15 AM – 11:15 AM | Lab 01: Unified Customer Profile

11:15 PM – 12:00 PM | Feature demos – Customer Intelligence

Day 2

08:00 AM – 09:30 AM | Lab 02: Customer Onboarding

09:30 PM – 09:45 PM | Feature demos – Intelligent Appointment

09:45 AM – 10:00 AM | Break

10:00 AM – 11:30 AM | Lab 03: Collaboration Manager for Loans

11:30 AM – 11:55 AM | Microsoft Cloud Solution Center

11:55 AM – 12:00 AM | Conclusion and survey



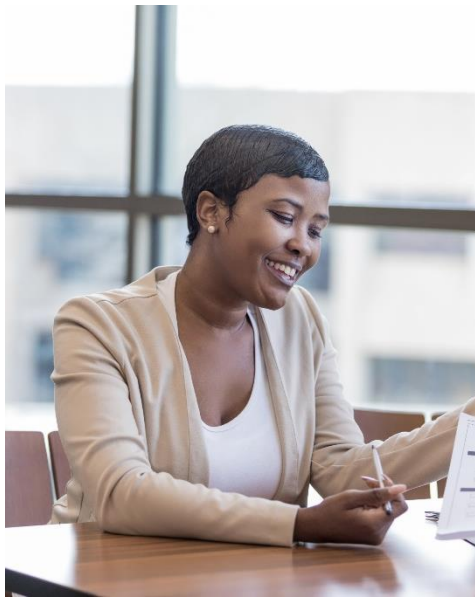
Module 2

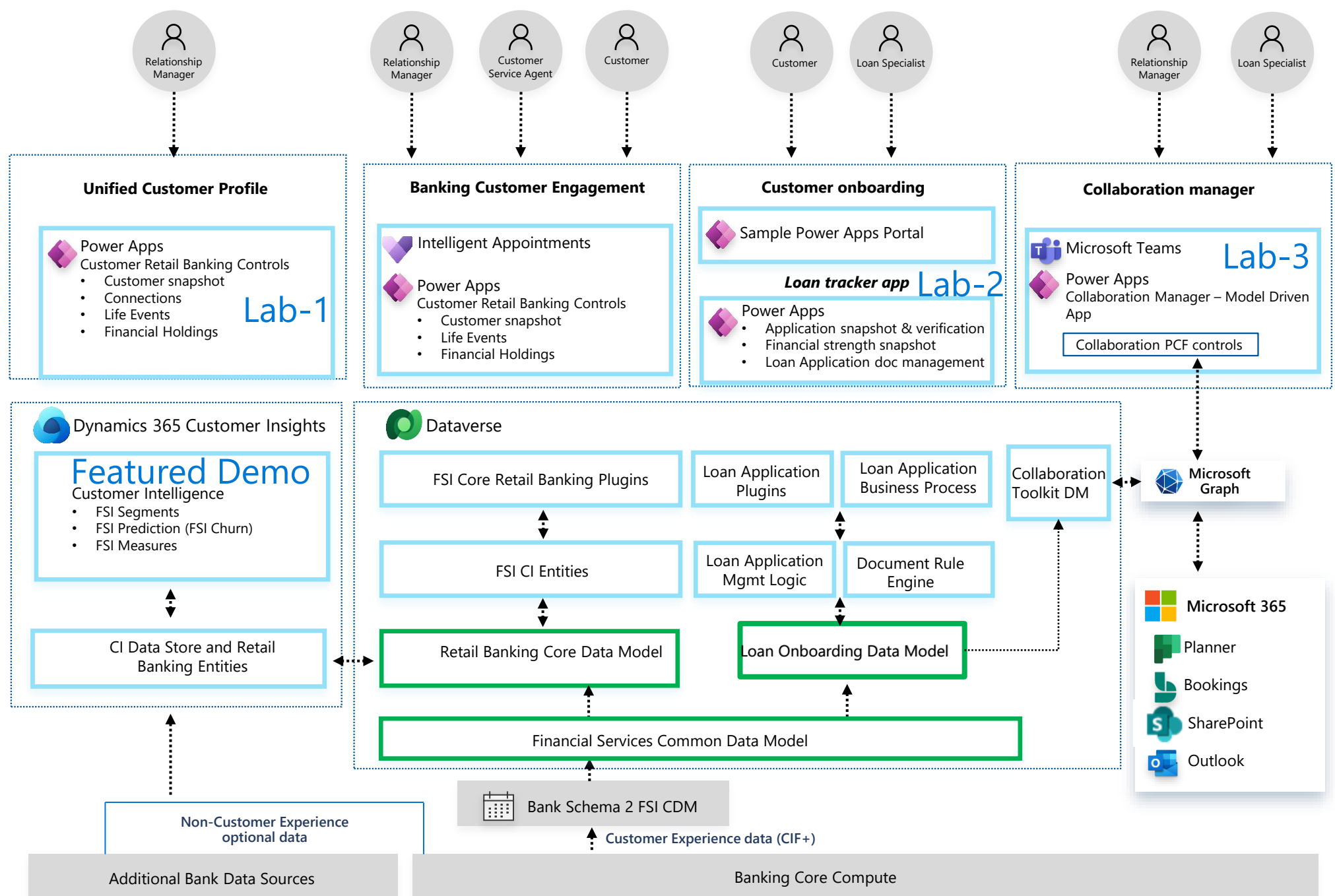
Architecture and Data Model



Know the Solution

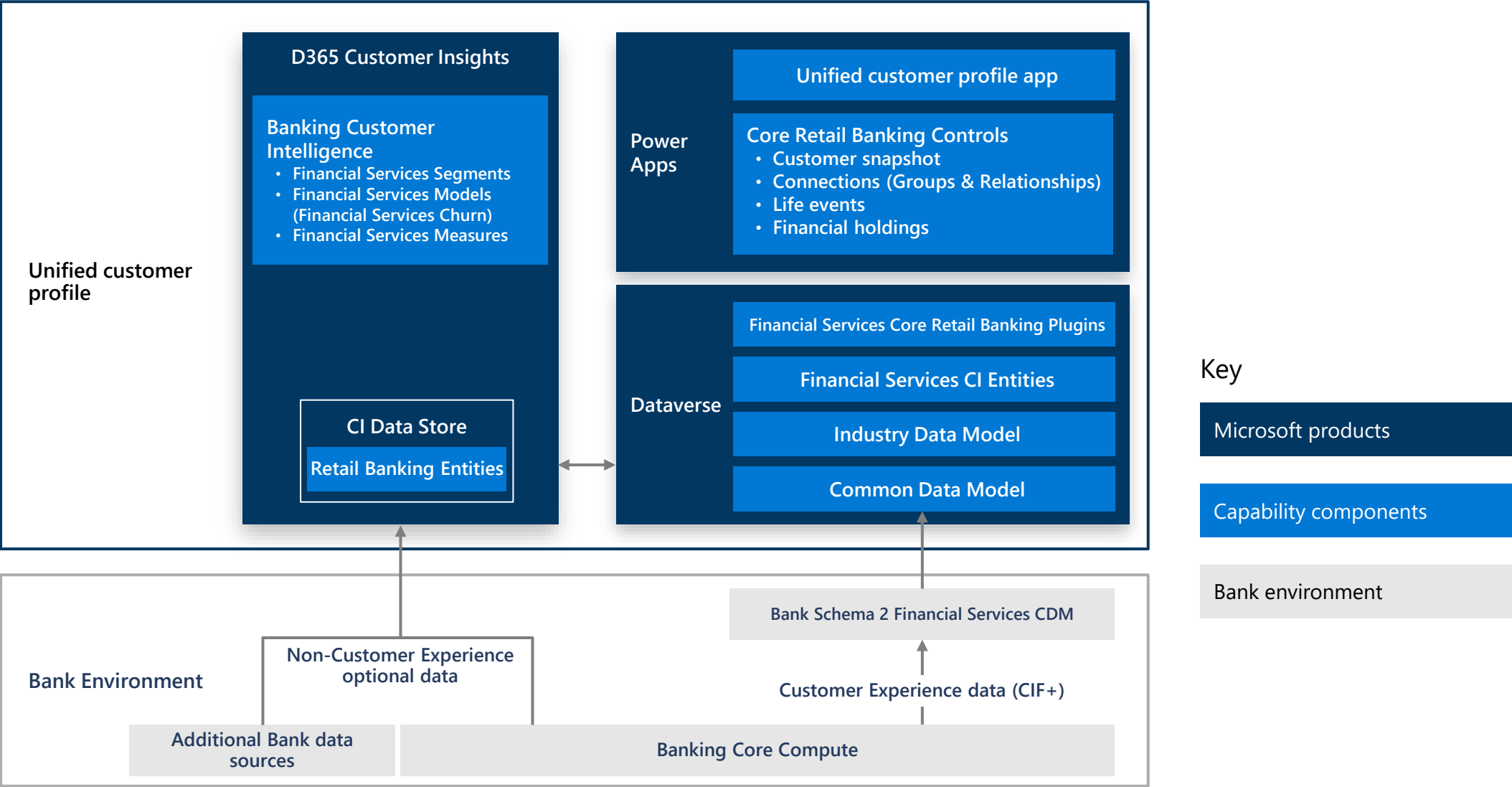
- Microsoft Cloud for Financial Services Architecture
- What is the Microsoft Common Data Model (CDM)
- GitHub view of the Financial Services CDM
- Deep dive into FSI Data Model layers
- Entity Relationship diagram
- Financial Services Data Model extensibility





Unified customer profile

Reference architecture



Customer onboarding

Reference architecture

Key

Microsoft products

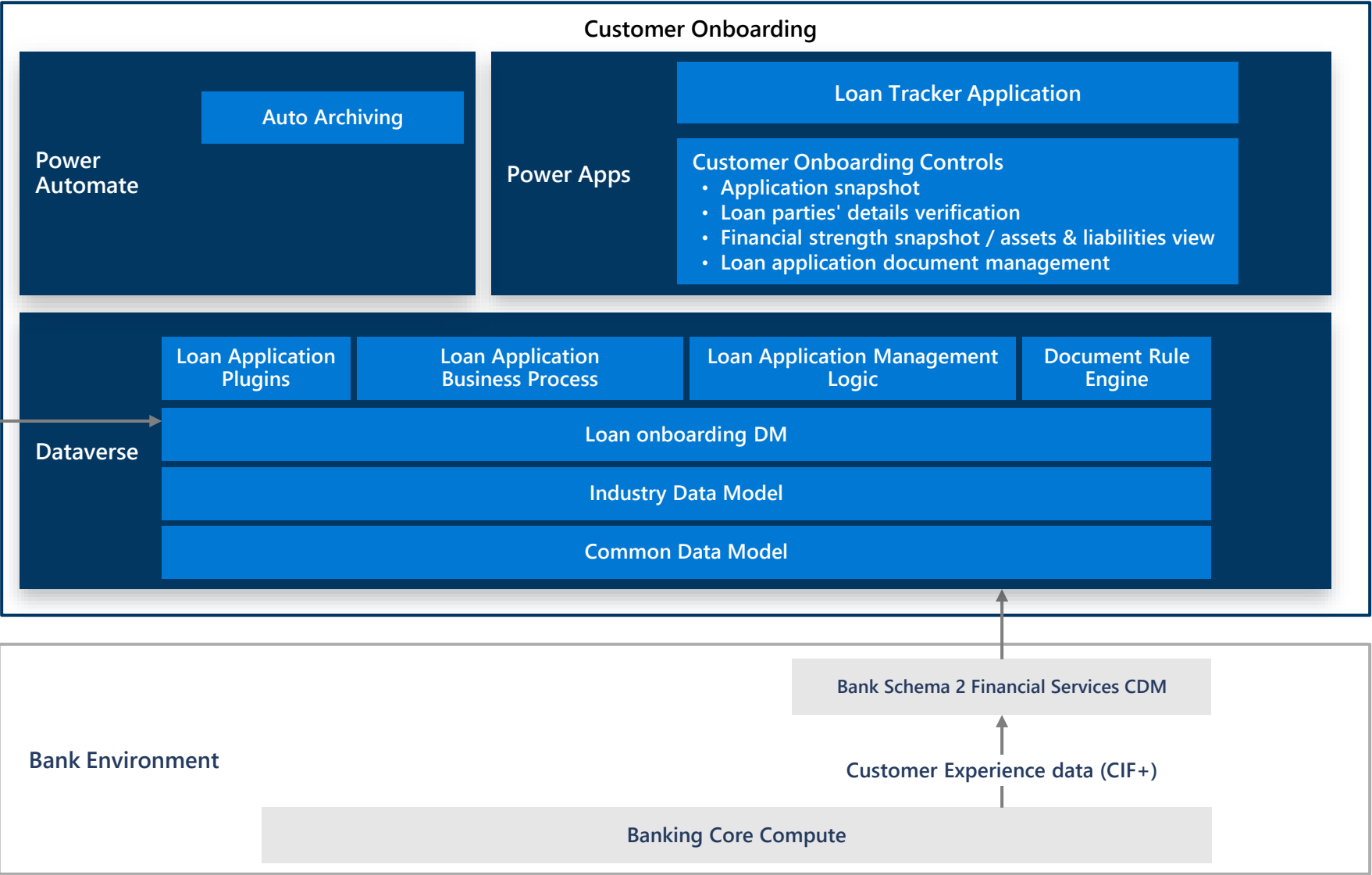
Capability components

Bank environment



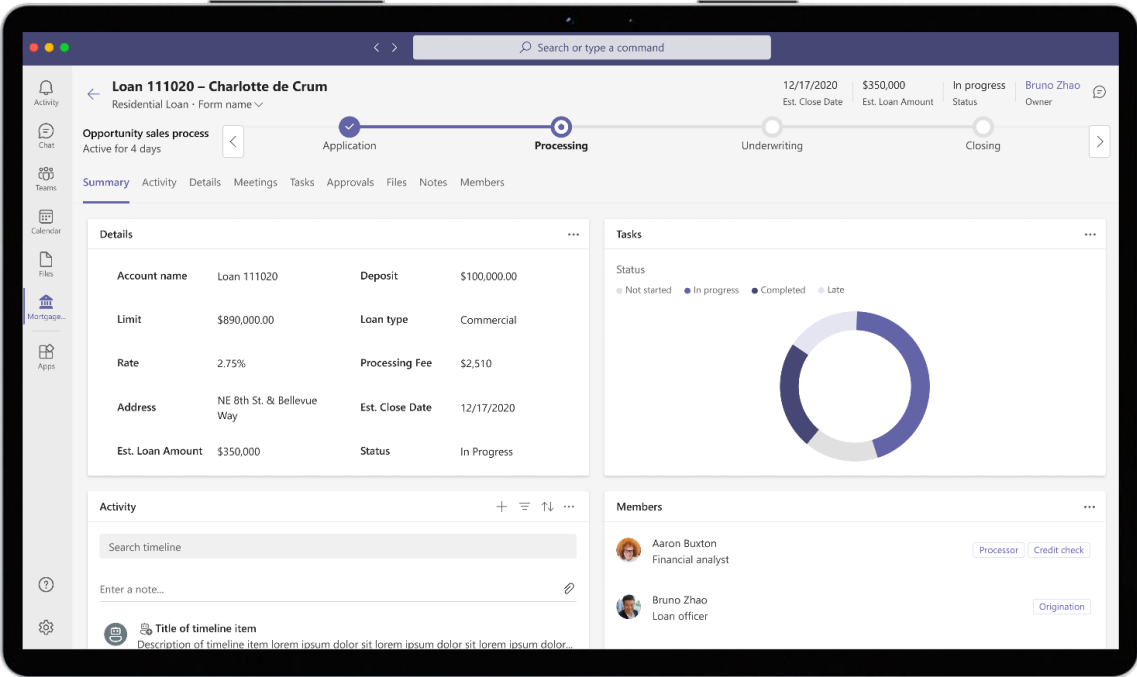
Customer

Note: Customer onboarding includes an optional sample portal powered by Power Portal to showcase how customers can interact with the system

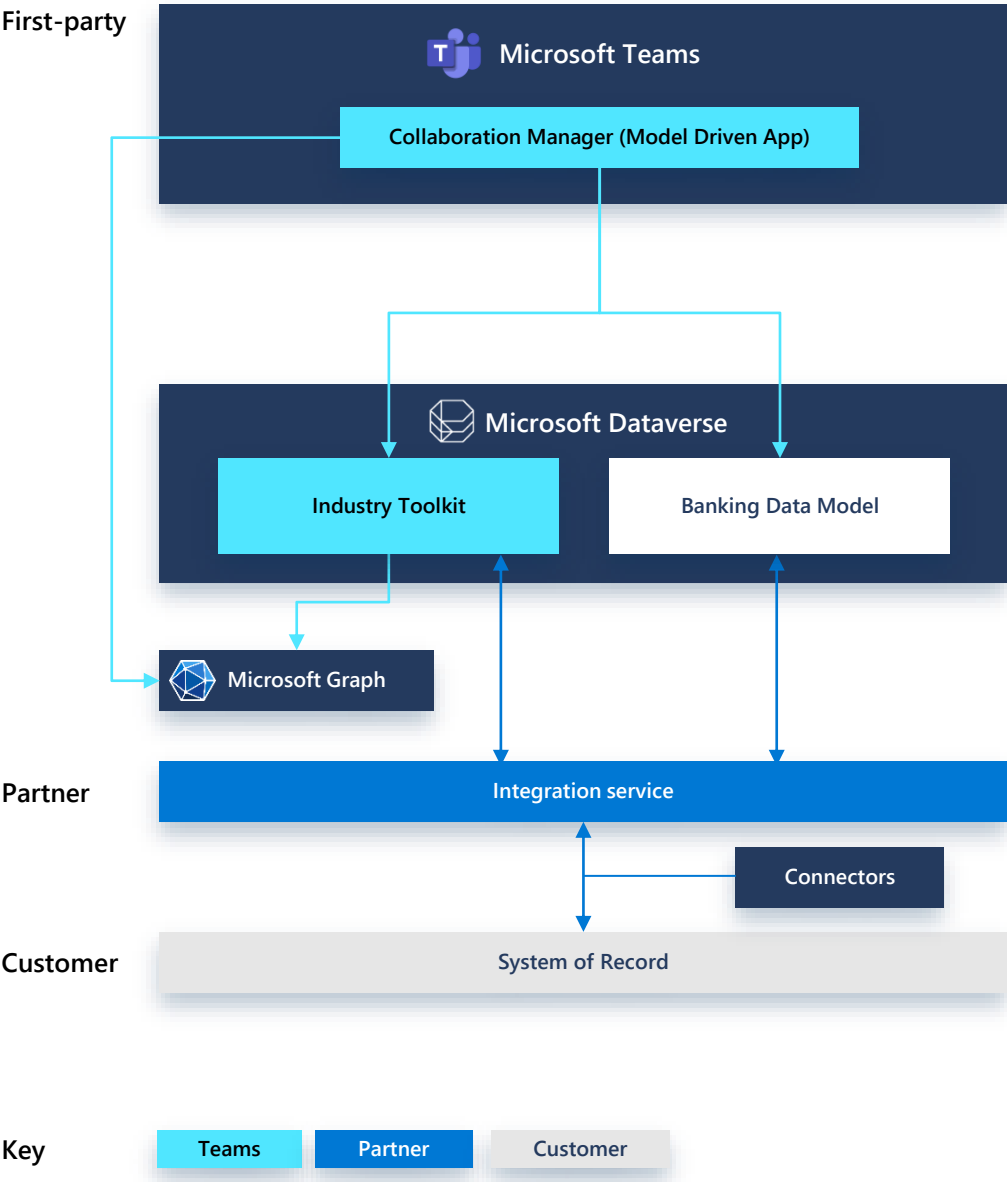


Collaboration manager for Loans

Reference architecture



Public preview edition

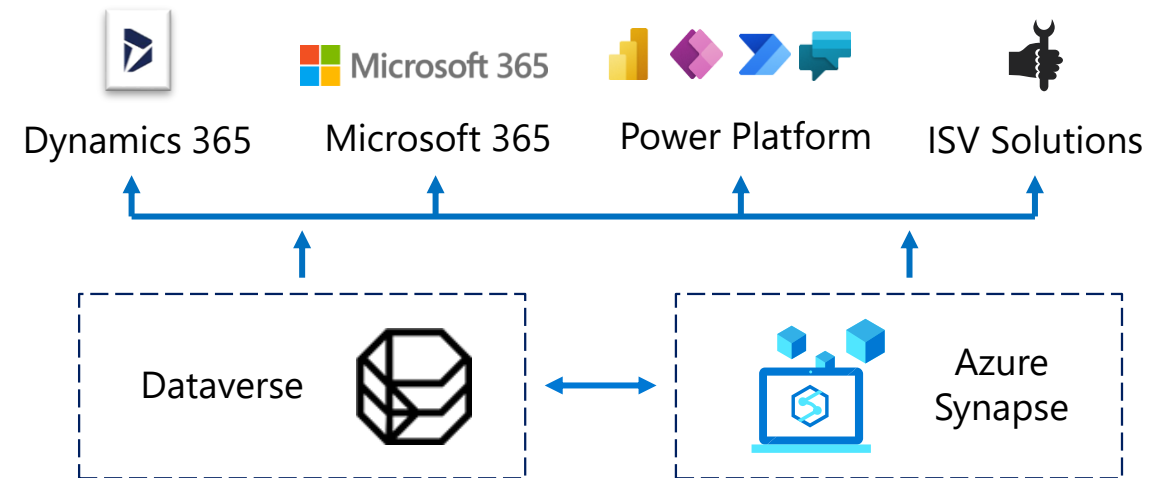


Microsoft Common Data Model



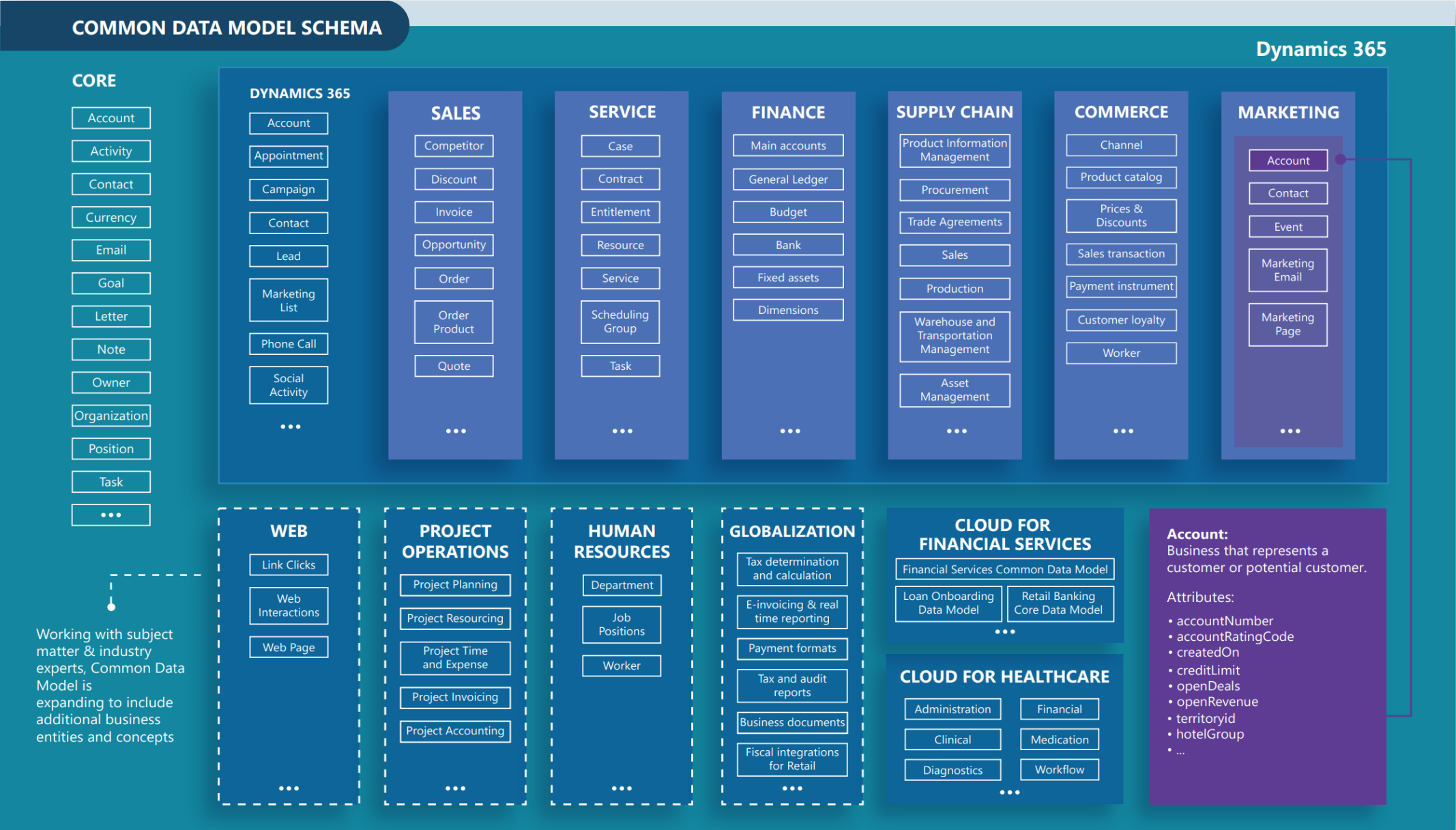
Ease interoperability and unify data to help accelerate insights and business workflows

A **common machine-understandable way** to **describe data** with **semantic consistency** across business, transactional, analytical and industry domains that **drives interoperability** across apps and services from the Microsoft ecosystem, and customers to **create insights**



Common Data Model

Common Data Model schema



Microsoft Cloud for Financial Services Data model



Ease interoperability and unify data to help accelerate insights and business workflows

Industry specificity

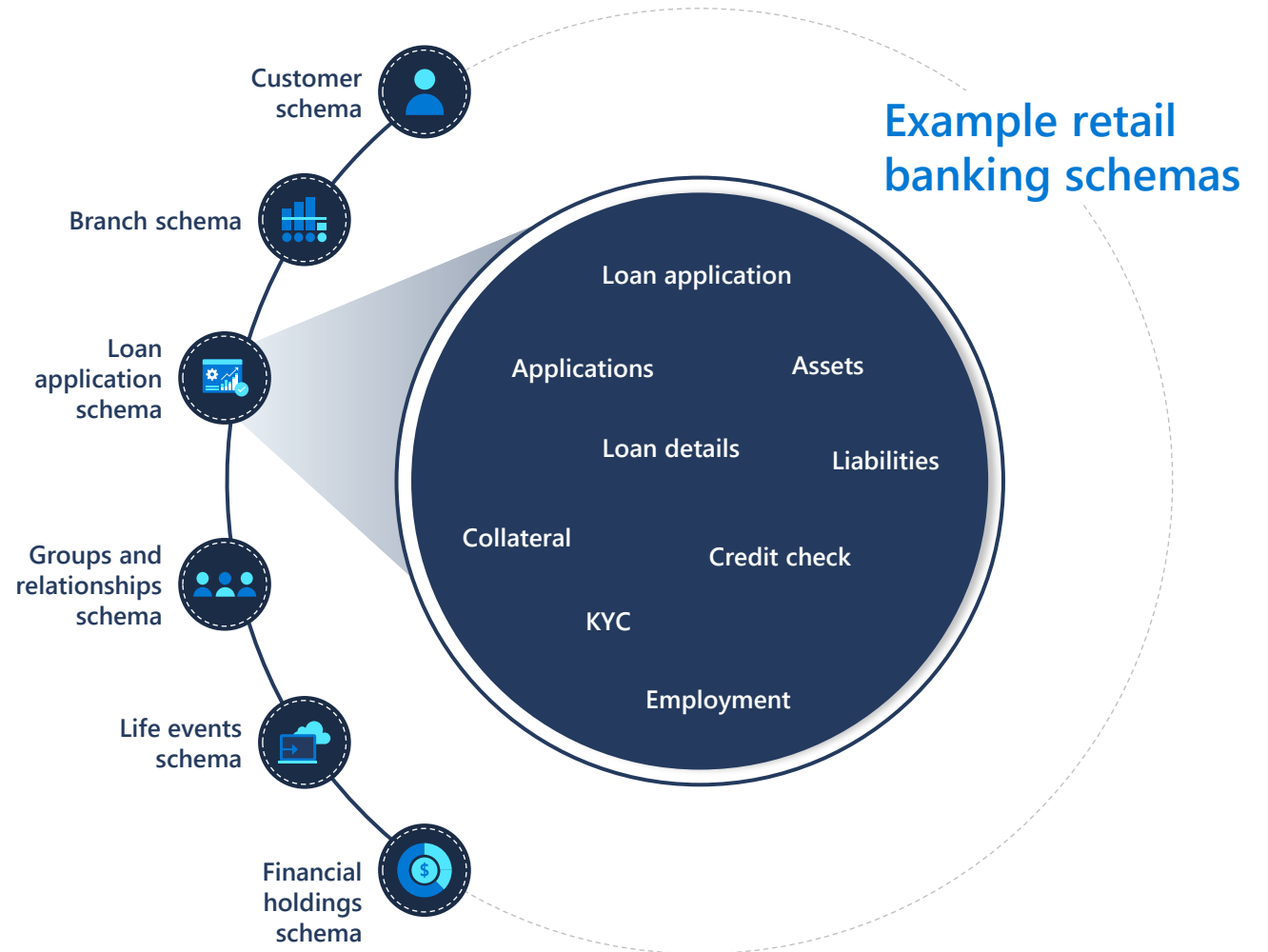
Leverage a common data model with financial services-specific semantics

Interoperability

Data model allows to ingest, enrich, and unify data to break down data silos and ease interoperability through industry specific pre-built connectors

Faster innovation

Extend the value of the platform with additional solutions, analytics, and predictions



Entity reference

The entity reference for the Dynamics 365 solutions in Microsoft Cloud for Financial Services is available in the Common Data Model documentation:

- [Overview of Microsoft Cloud for Financial Services entities](#)
- [Overview of Financial Services Common Data Model](#)
- [Overview of Retail banking data model](#)
- [Overview of Loan onboarding data model](#)

[Overview of Microsoft Cloud for Financial Services entities](#)

[Deploy the Retail banking data model \(optional\)](#)

[Deploy the property and casualty insurance data model \(Preview\)](#)

[Deploy the wealth management data model \(Preview\)](#)

[Deploy the Small business extension data model \(Preview\)](#)

[What is Microsoft Dataverse?](#)





[Self-service data prep with dataflows](#)

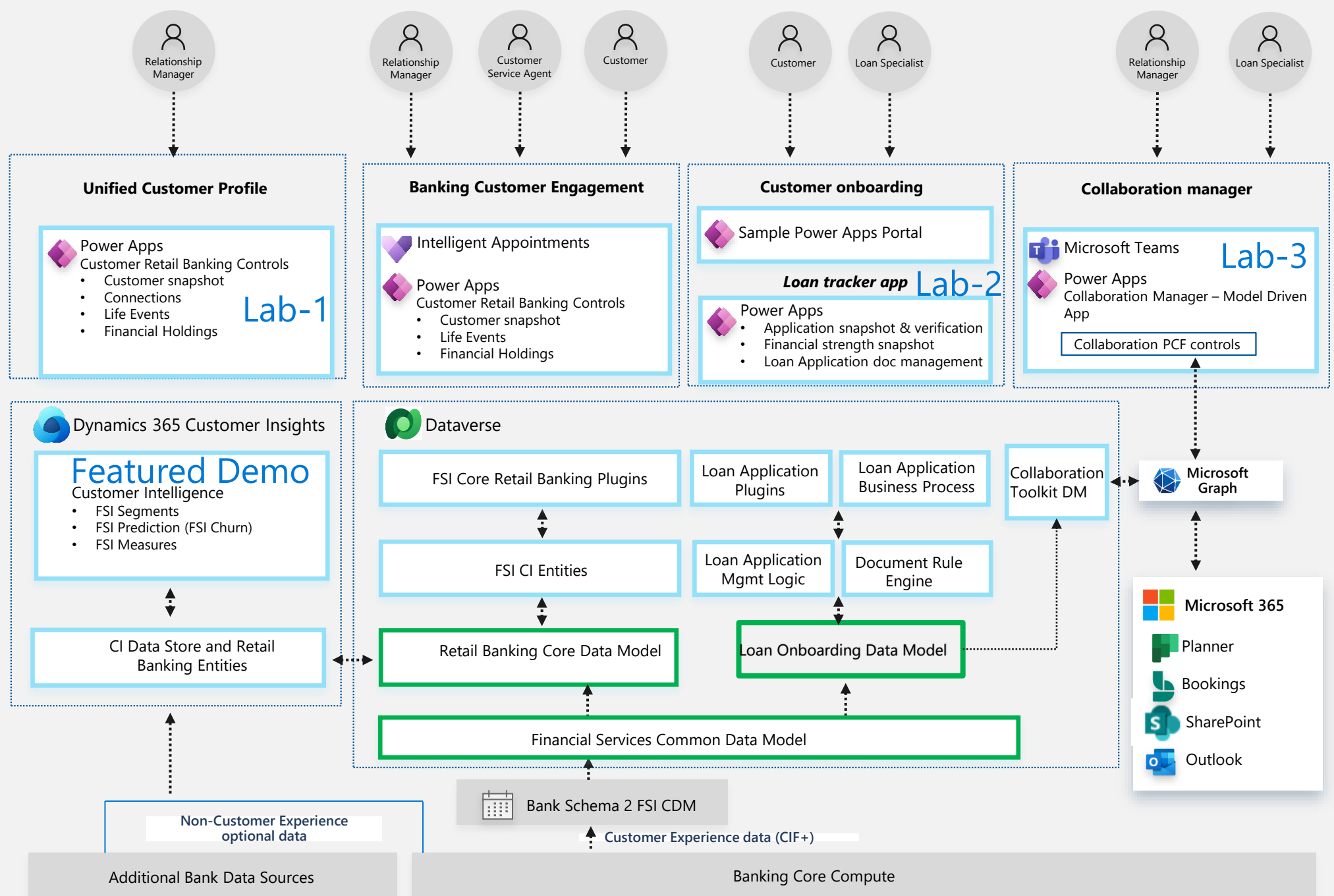
Data Model layers

Model layer	Key tables	Solutions using the layer			
		Unified customer profile	Customer onboarding	Collaboration manager	Banking customer engagement
Financial services common data model	<ul style="list-style-type: none">ContactBankBranchGroupGroup MemberApplication/custom document	✓	✓	✓	✓
Retail banking core data model	<ul style="list-style-type: none">Financial holdingsFinancial holding instrumentsCustomer financial holdingLife eventsGroup financial holdings	✓	—	—	✓
Loan onboarding data model	<ul style="list-style-type: none">Loan applicationLoan application contactCollateralCredit checkEmploymentKYC	—	✓	✓	—

Data Model in Cloud for Financial Services

Key

-  Microsoft Cloud for Financial Services
-  Microsoft Product
-  Banking Environment
-  Customization



Financial Services Common Data Model

Table	Description
Account	Business that represents a customer or potential customer. The company that is billed in business transactions.
Applicationdocument	Document filled out by a potential borrower to apply for a loan; provides financial and other information to the lender.
Bank	The bank that the branch is associated with.
Branch	The branch of the main bank, when borrower applies for a loan at a branch.
Contact	Person with whom a business unit has a relationship, such as customer, supplier, and colleague.
Customdocument	Any document that is requested by or accepted by the bank, e.g. for the borrower's loan application.
Group	An association of several customers allowing e.g. the representation of households
Groupmember	An association between a customer and a Group.

Retail Banking Core Data Model

Table	Description
Account	Business that represents a customer or potential customer. The company that is billed in business transactions.
Bank	The bank that the branch is associated with.
Branch	The branch of the main bank, when borrower applies for a loan at a branch.
Contact	Person with whom a business unit has a relationship, such as customer, supplier, and colleague.
Customerfinancialholding	Financial holdings owned by the customer.
Fh_account	A deposit account holding that allows the holder to make deposits and withdrawals through financial holding instruments. An account can be interest bearing.
Fh_creditline	A preset borrowing limit associated with a credit or charge card.
Fh_investment	A holding representing a portfolio of securities or other investible assets.
Fh_loan	Loans held by the customer with the financial institution.
Fh_saving	Savings accounts held by the customer at the financial institution.
Financialholding	Accounts, loans, investments, credit lines and savings accounts held by a customer.

Retail Banking Core Data Model

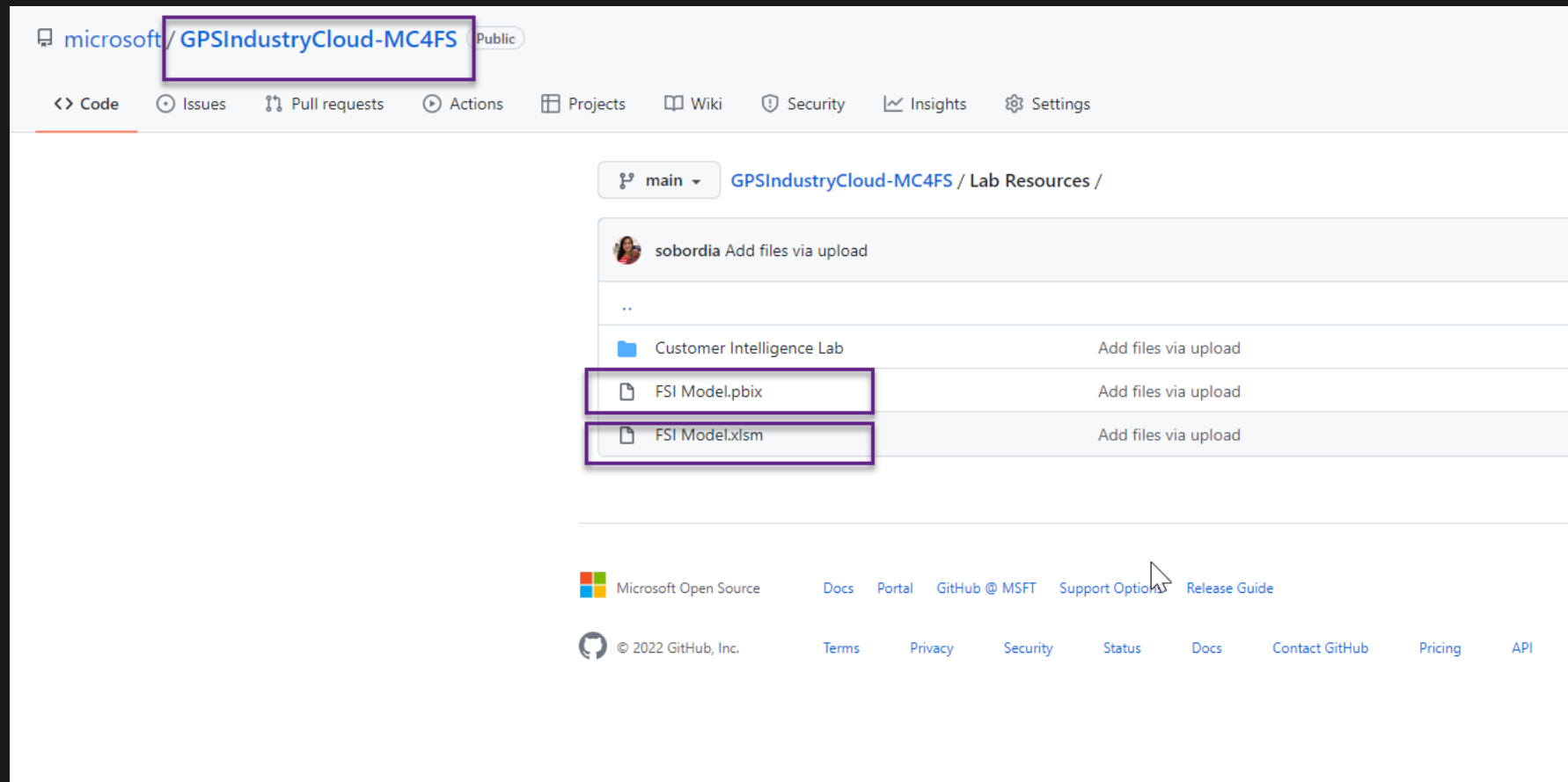
Table	Description
Financialholdinginstrument	Financial tools associated with financial holdings; a monetary contract between parties which has intrinsic monetary value or transfers value. Provides an efficient flow and transfer of capital.
Fi_card	A payment card issued by a bank to an account holder enabling the account holder to make payments or purchases, paying back the balance to the issuing bank, plus interest.
Fi_directdebit	An automated payment system whereby an account holder authorizes a creditor to debit the customer's bank account at regular intervals.
Fi_overdraft	An extension of credit associated with a checking account allowing the account holder to continue withdrawing funds when an account reaches zero.
Fi_standingorder	An instruction order from an account holder for a set amount of money to be removed from an account at regular intervals and paid to or transferred to another account.
Group	An association of several customers allowing e.g. the representation of households.
Groupfinancialholding	Financial holdings associated with a Group, to be included in the group's total assets and liabilities.
Groupmember	An association between a customer and a Group.
Lifemoment	Significant milestones in a customer's personal life which can impact their financial situation, such as attending college, marriage, having a child, retirement, etc.
Relationship	Denotes an association between one contact to another (not as part of the larger group) where there is not necessarily a direct association of finances. For example, a spouse, lawyer, child or grandparent.

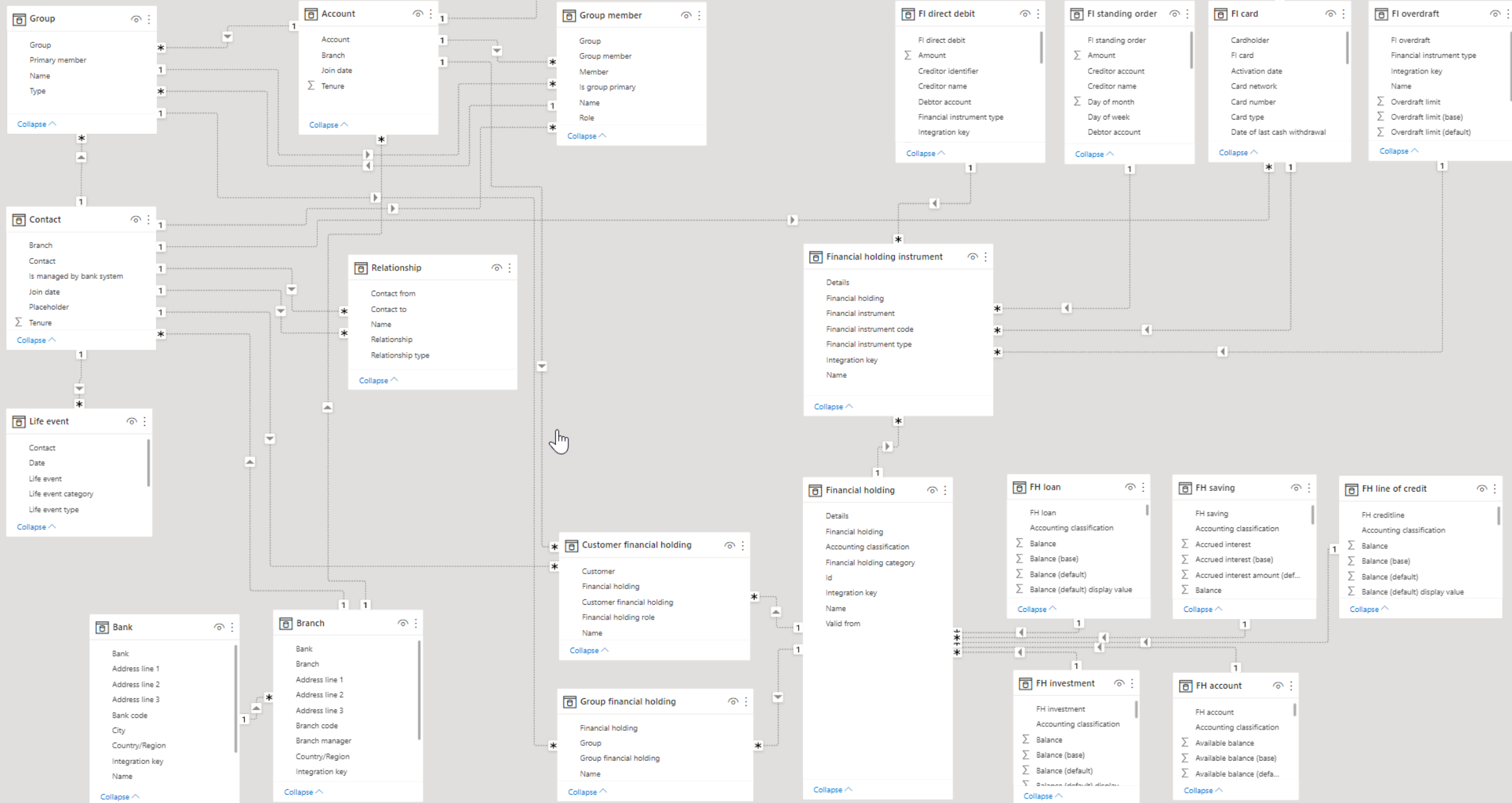
Loan Onboarding Data Model

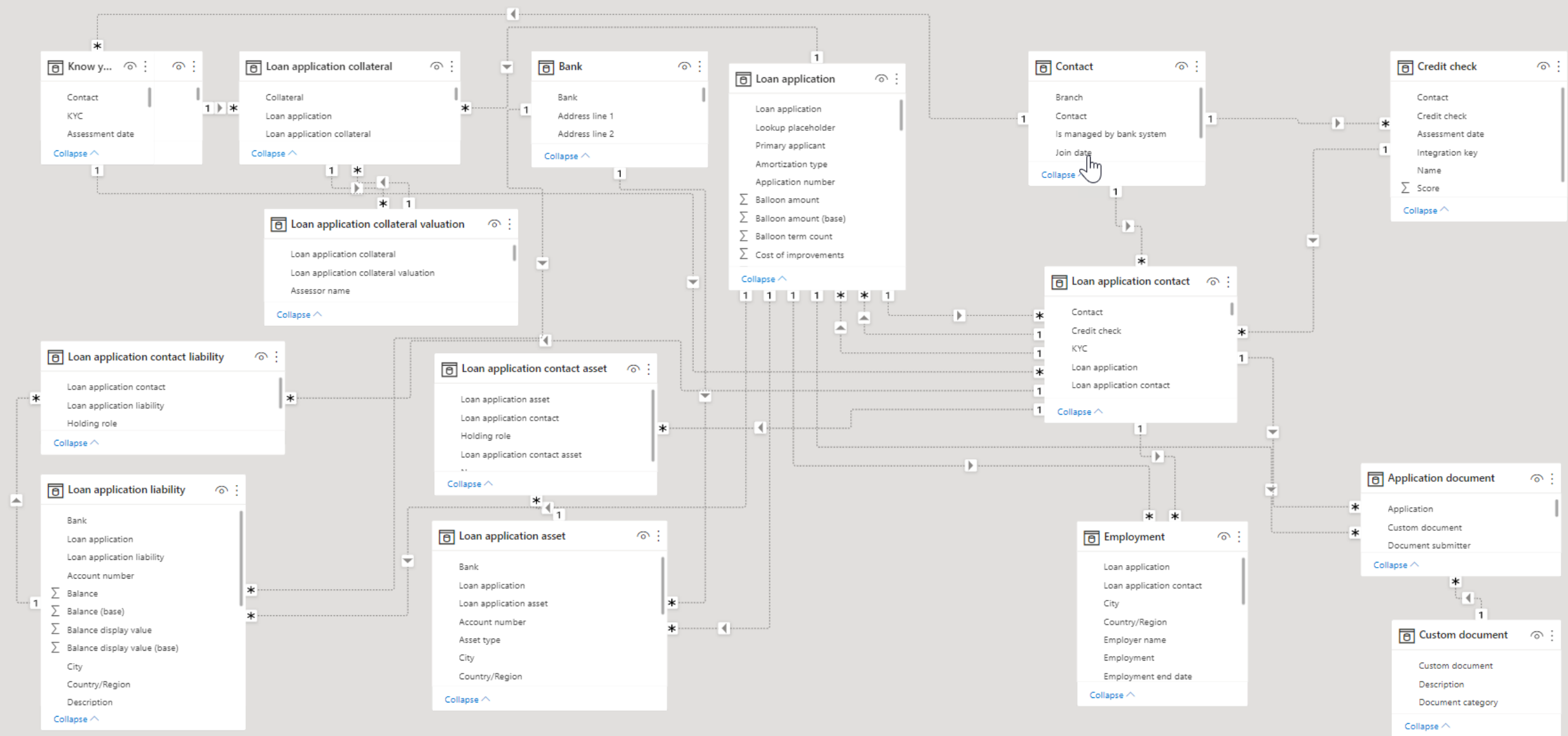
Table	Description
Applicationdocument	Document filled out by a potential borrower to apply for a loan; provides financial and other information to the lender.
Bank	The bank that the branch is associated with.
Collateral	An asset that a lender accepts as security for a loan.
Contact	Person with whom a business unit has a relationship, such as customer, supplier, and colleague.
Creditcheck	A process of checking the customer's financial history and financial behavior.
Customdocument	Any document that is requested by or accepted by the bank, e.g. for the borrower's loan application.
Employment	Describes the loan contact's job or place of work, or work history.
Kyc	Reference to Know Your Customer entity.
Loanapplication	Document filled out by a potential borrower to apply for a loan; provides financial and other information to the lender.
Loanapplicationasset	Asset associated with the loan application.
Loanapplicationcollateral	Collateral associated with the loan application.
Loanapplicationcollateralvaluation	Valuation associated with a collateral of the loan application.
Loanapplicationcontact	The customer associated with the loan application.
Loanapplicationcontactasset	Application contact associated with the application asset.
Loanapplicationcontactliability	Application contact associated with the application liability.
Loanapplicationliability	Liability associated with the loan application.

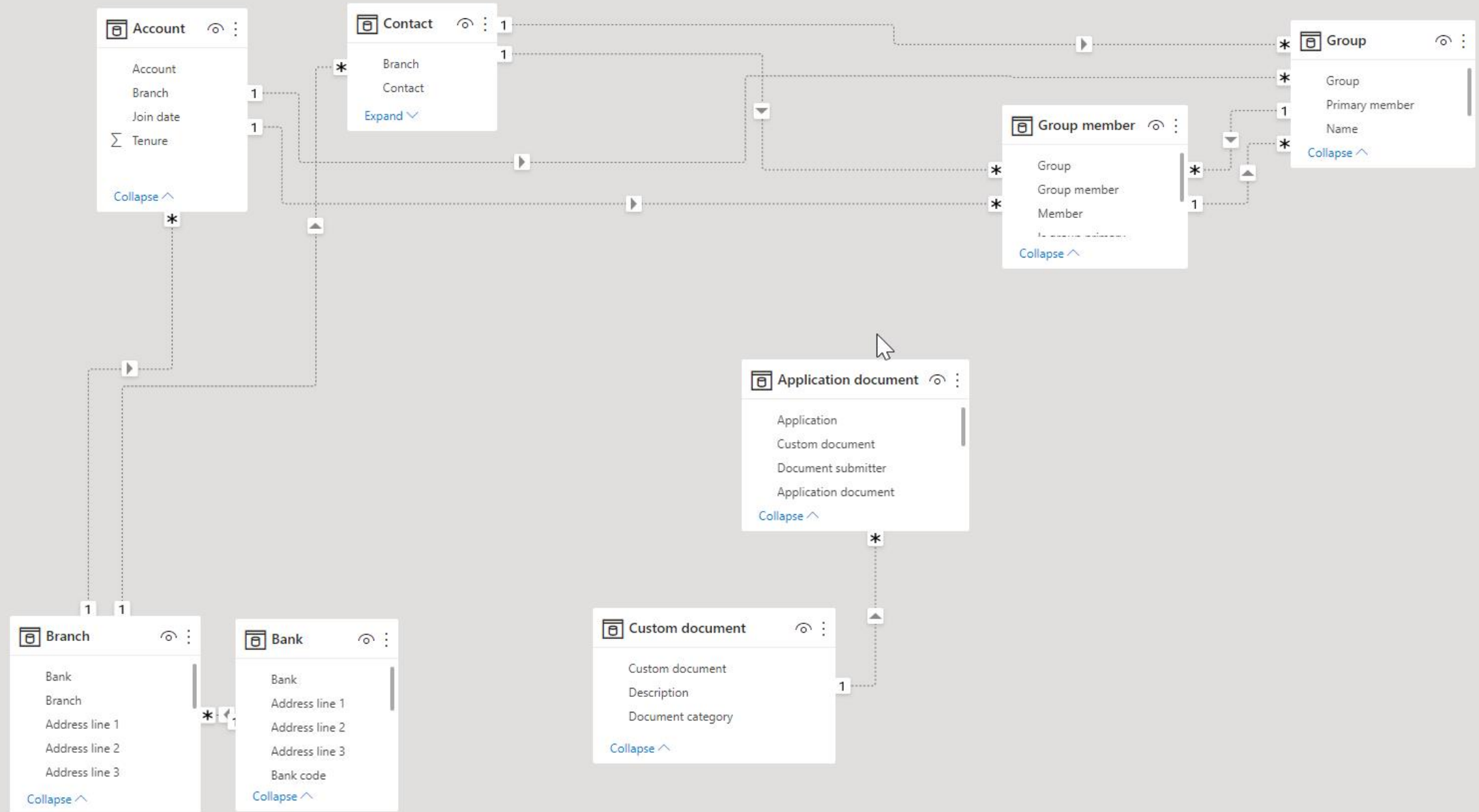
Entity Relationship Diagram

GPSIndustryCloud-MC4FS/Lab Resources at main · microsoft/GPSIndustryCloud-MC4FS (github.com)









Financial Services Data Model extensibility

Industry-specific components

Templates and workflows, configurations, apps, connectors and services



Microsoft 365



Teams

Microsoft Dynamics 365



Dynamics 365



Customer Insights

GitHub



Microsoft Power Platform



Power Apps



Power Automate



Power BI



Power Virtual Agents

Microsoft Azure



APIs



Dataverse



Azure Synapse



Azure ML



Azure cognitive services



App services

Identity, security, management, and compliance

SaaS Apps

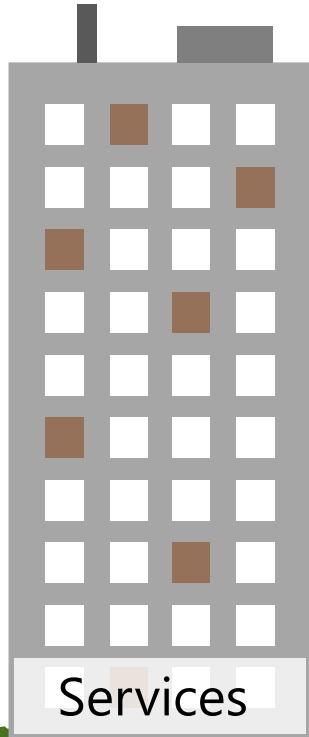
BUILD DIFFERENTIATED SAAS APPS WITH D365/POWER PLATFORM AND OUR MS INDUSTRY CLOUDS

How partners enable Microsoft Cloud for Financial Services



Implement

Facilitate integration of Microsoft Cloud for Financial Services specific to each customer's needs and environment



Extend

Partner Offering/IP extend current Capabilities; or extending into new markets

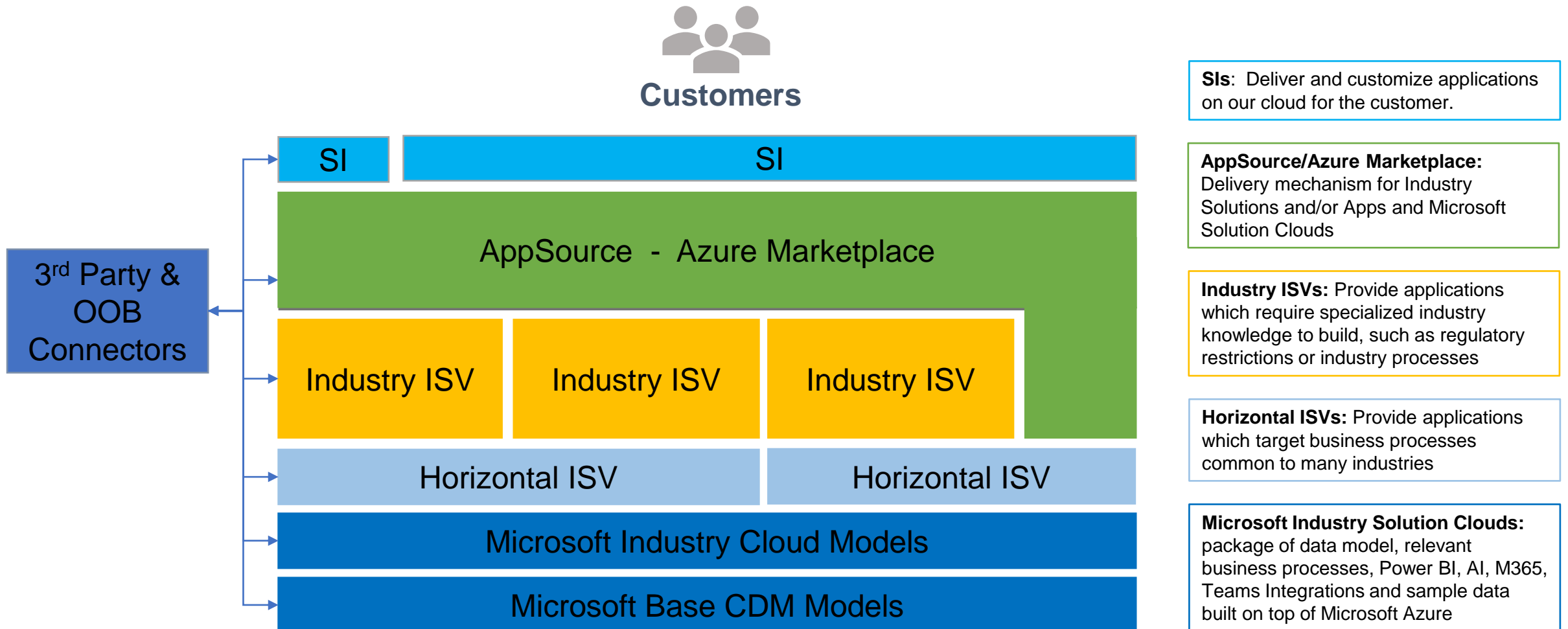


Amplify

Evangelize the value to Boards, C-Suite and LOB



CDM Extensibility – Solution Delivery Models



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