

DYNAMICS SQUARE

# A Complete Guide To Microsoft D365 Supply Chain Management



# Table of Contents

## OVERVIEW

### CHAPTER 1

Top Challenges in Supply Chain

### CHAPTER 2

Need of Supply Chain Management System in Modern Industries

### CHAPTER 3

Top Capabilities You Should Check

### CHAPTER 4

Top Benefits to Boost Business Growth

### CHAPTER 5

Pricing & Licensing

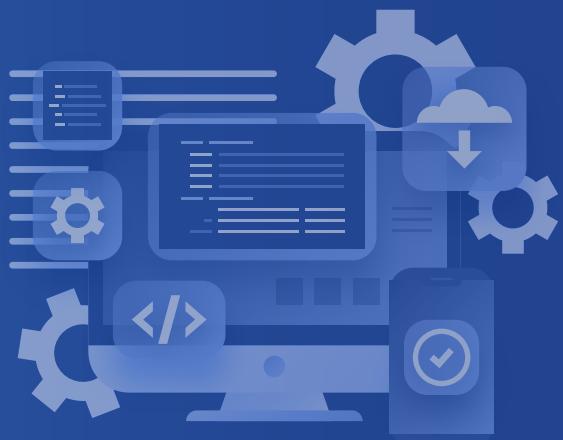
### CHAPTER 6

How to Avail Free Trial?

### CHAPTER 7

Future Scope of Supply Chain Management

# Overview

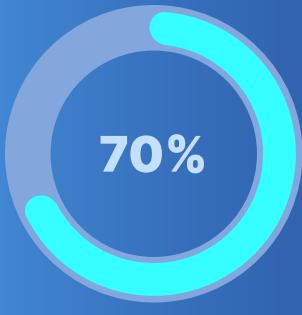


Day-by-day, the supply chain is becoming more complex and so its management for all businesses, irrespective of size. Organisations started implementing D365 Supply Chain Management to streamline and build a resilient supply chain management system while leveraging the latest technologies of mixed reality, AI, ML, and IoT.



- **6%** Companies report full visibility on their supply chain
- **69%** Companies do not have total visibility

Dynamics 365 Supply Chain Management is a powerful application that centralises data by connecting all warehousing, planning, and transportation processes in order to provide actionable and intelligent insights for making efficient and smart decisions.

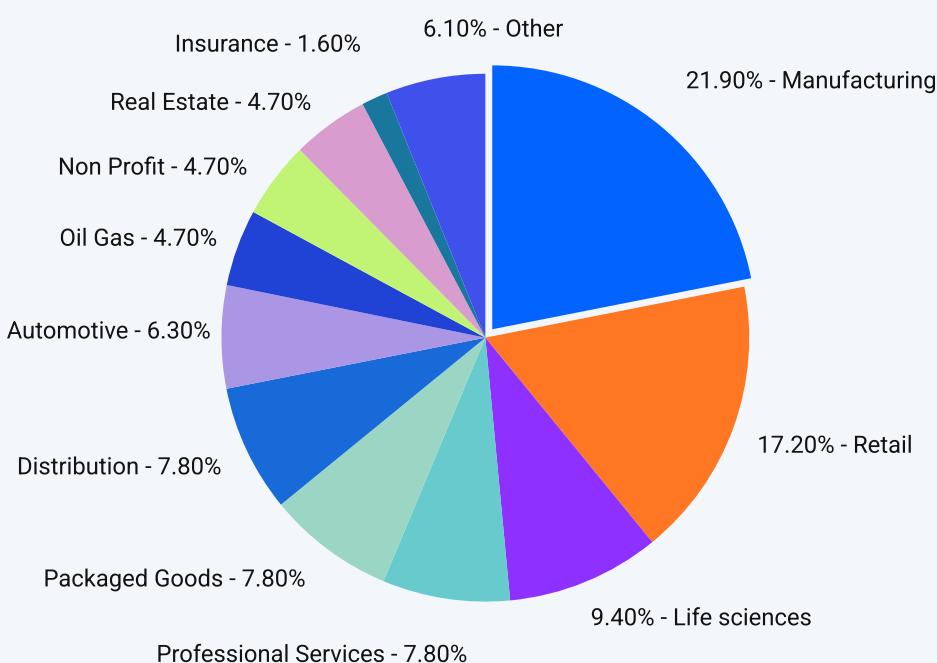


70%

Industry professionals predict that the supply chain will be a key driver of better customer service before the end of 2023

D365 Supply Chain Management is a critical component of the Dynamics 365 family that covers all aspects of the supply chain to assist you in providing sustainable solutions, such as product information management, strategy planning, predictive analysis, demand forecasting, vendor collaboration, inventory management, streamlining logistics, warehouse management, preventing business downtime, and supply distribution planning.

Breakdown of Microsoft Dynamics 365 Supply Chain Management customers by industries



Formerly, Supply Chain Management was a module added in [Dynamics 365 Finance](#) and Operations. But, after the 2020 update, Microsoft separated D365 F&O into two different applications to perform different functions:

- Dynamics 365 Finance
- Dynamics 365 Supply Chain Management

Users can now purchase a licence for a specific application without purchasing the entire F & O.

# Top Challenges In Supply Chain



The current supply chain is evolving, and businesses need the latest tech to cope with changing business needs. Organisations have to deal with numerous challenges to stay ahead of the competition and be profitable in tough times too. Some of the major challenges are:



Low Revenue throughout Supply Chain



Increasing Predictable Risk



Complexity in Selling



Increased Customer Demand

## Low revenue throughout Supply Chain

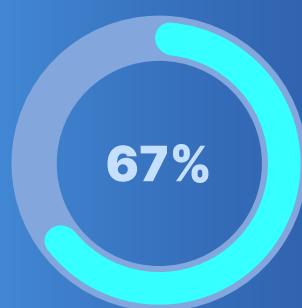
Due to changing world situations, the operations are becoming costly. Organisations have to deal with a low profit margin due to the increased costs. Some of the reasons behind increasing operational costs and lower revenue:

1. Higher transportation cost due to fuel
2. High raw material cost
3. More labor cost
4. Higher logistics cost

## Complexity in selling

Businesses are becoming digital, which allows customers to purchase products from different channels and from around the world. They are adapting and preparing themselves to compete with customer demands. Some of the top factors are:

1. Retailers, suppliers, and manufacturers need more storage space for products with an accurate inventory control system to ensure 24X7 availability.
2. Ecommerce platforms are the most critical challenge, which sells directly to customers with a need of high-speed deliveries.



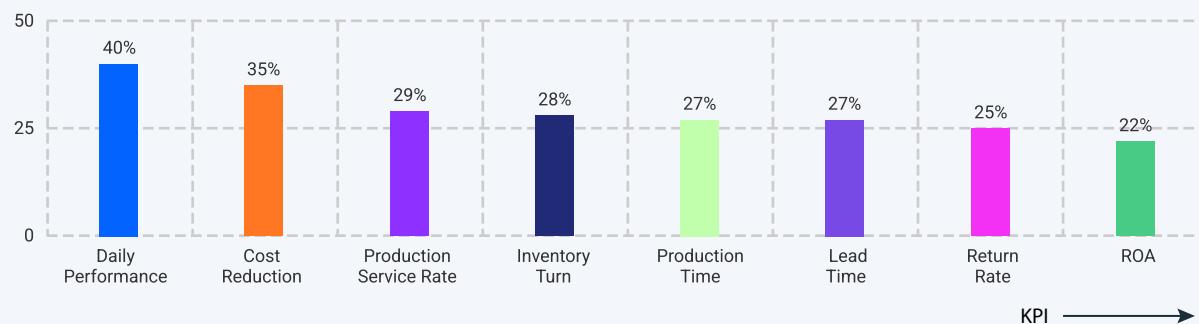
Supply chain managers use Excel spreadsheets as a management tool.

## Increased Customer Demand

Product demand has increased due to the global expansion of businesses. The sole requirement of businesses as well as customers is fast and hassle-free deliveries without hampering quality. Some of the factors behind increased customer demand are:

1. Need of affordable and high-quality products.
2. Finished goods must meet the national and international norms.

The most common KPIs used for supply chain monitoring include



## Increasing Predictable Risks

Environmental changes and trade war across international borders lead to increased predictable risks and low profit margins. The cold war between nations is causing stress for the entire world. Below are some of the risks:

1. Global suppliers, vendors, and logistics require coordination in real-time, but the relation has become fragile.
2. More checkpoints in the supply chain would create more complexity for all.
3. Withstand government norms and quality management becomes difficult.



Small business don't track their inventory or don't have an automated method to track it.

These are some of the major challenges businesses are dealing with today and might have to deal with in the future too. Organisations can find ways to strengthen their supply chain, whether using D365 Supply Chain Management or any other solution to become profitable and adaptable for all changes.

# Need of Supply Chain Management System in Industries?



Nowadays, businesses rely on vendors and suppliers for proper and timely procurement. It is important to connect all information with the organisation to streamline all processes, and this can be done only using a perfect supply chain management solution.

Businesses need to set up a system that connects all departments, link the data, shares insights in real-time, and utilises the existing resources for maximum profitability with proper transparency and visibility.

An effective SCM system would do the following:

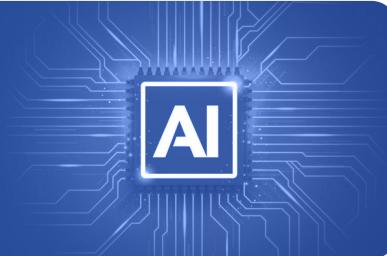
- Enables a continuous supply chain while avoiding disruptions.
- Helps strengthen relations with vendors, suppliers, and manufacturers.
- Control expenses while lowering costs.
- Follows all safety regulations and international norms.
- Provides a procurement analysis.



Supply chain disruptions can cause a massive loss in finances.

There are a few supply chain management solutions available in the market that run on the latest technologies including AI, ML, big data, cloud computing, and BI that are powering up such solutions for an uninterrupted business flow.

Only 4% of companies leverage artificial intelligence extensively for their supply chain management efforts.



Dynamics 365 Supply Chain Management is one such solution that uses IoT to fetch important data from the entire supply chain and allows the users to manage and streamline data.

The need for a supply chain management system can be understood by the below factors:



## Uninterrupted Supply

There should be a constant supply of information on materials, goods, and services from purchasing raw goods to delivering the product to the end customer while eliminating the disturbance in the supply chain.

## Product Quality Assurance

There are more chances of quality being compromised during the supply chain process. The quality of the product must be maintained to generate a better ROI with fewer investments.

## Adaptable to technologies

Businesses are adapting to modern technologies for seamless business operations. The [Supply Chain Management System](#) must be adaptable to cope with the latest technologies.

## Cost Saving

There are numerous ways a supply chain management system can become cost effective by eliminating the unnecessary steps from the entire system while sharing essential data in real-time.



Most users experience about 5 to 10% freight cost reductions after implementing SCM

## Process Optimization

A suitable SCM must optimise the existing process and create space for new operations by monitoring the resources, including retail processes, inventory management, and much more.

# Dynamics 365 Supply Chain Management Capabilities

D365 Supply Chain Management allows organisations to connect all departments while building a strong, connected, and intelligent supply chain system.

D365 SCM empowers the business utilising latest technologies to offer seamless features, including improved efficiency, potential recommendations, detecting issues, offering active solutions, increased product quality, optimising existing efficiency, capacity management, tracking raw materials, and improving overall efficiency.

It possesses numerous capabilities to help organisations with seamless management of their supply chains. Some of the capabilities are discussed below:



## Asset Management

The MS D365 Supply Chain Management offers asset management to all industries, along with preventive and predictive maintenance. It helps the organisation to determine the potential maintenance needs and prevent any kind of error or downtime in the entire supply chain.

## Forecasting Insights

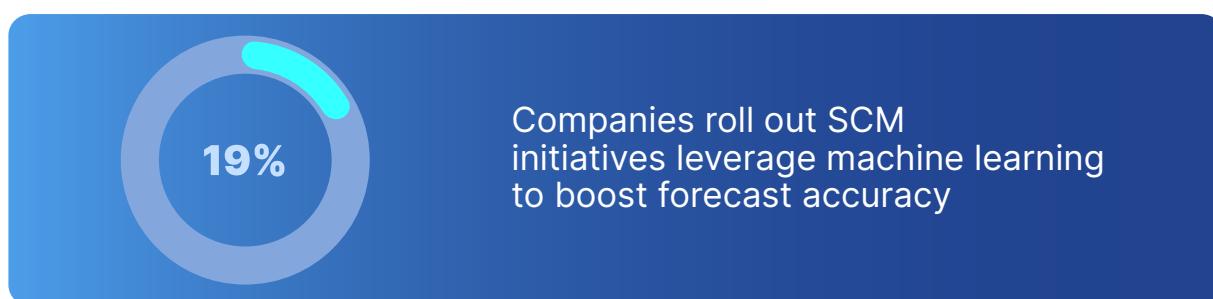
Forecasting insights is one of the critical factors of operations, which provides intelligent and actionable decisions to improve the overall supply chain. It lets users accurately predict future orders, resulting in better planning of production and inventory.

## Field Service Integration

Microsoft Dynamics 365 offers different applications to specify different business needs. One such application is [Dynamics 365 Field Service](#), which enables the organisation to keep track of all the field operations in real-time.

## Inbuilt ML, IoT, and BI

The system includes ML (Machine Learning), BI (Business Intelligence), mixed reality, and IoT (Internet of Things) to improve uptime and equipment functionality.



## Power BI Visualisation

[Power BI](#) is the most popular and valuable tool for businesses looking to decode massive amounts of data in exchange for data-driven insights.

## Process Automation

Dynamics 365 Supply Chain Management comes with process automation to eliminate recurring and manual tasks from the system to make it more efficient and productive.



## Workforce Optimisation

It offers unified data opportunities to help team collaborate with optimum resources. Entire data is collected, connected, and shared with the team and offers multiple channels to access.

## Low Downtime

The algorithm of Dynamics 365 Supply Chain Management is built in such a way that it keeps the users informed about sales activity, stock levels, potential sales opportunities, and much more.

# Dynamics 365 Supply Chain Management Benefits

Dynamics 365 Supply Chain Management offers numerous benefits to help sustain the entire supply chain and keep it adaptable for all changing needs. It leverages innovation and predictive intelligence to help industries. There are a lot of benefits it offers as compared to other similar systems, like:



## Warehouse Optimisation

It helps users manage and optimise the critical operations of the warehouse, including distribution, manufacturing, retail, and logistics.



## Logistics Management

It offers effortless logistics management with efficient and secure transportation movement data, all recorded in real-time.



## Technology Utilisation

The latest technologies can help you power up your business while enhancing the productivity and efficiency of operational processes.



Companies believe that technological advancements have a strong impact on the supply chain, logistics, and transportation operations.



### Improved Product Quality

Real-time tracking of processes helps users improve the processes or operations to increase the overall quality of the product.



### Simplified Manufacturing Operations

Dynamics 365 Supply Chain Management manages and maintains all records from purchasing raw material to deliveries and optimises them for better ROI.



### Improved Handling

Using advanced capabilities, it improves the management and handling of workforce planning, making strategies, inventory operations, and business flow.



### Easy Scalability

Cloud computing enables organisations to scale their businesses on the fly, regardless of business type or size, and without disrupting current operations.



## Better ROI

It optimises all operations to lower the investment costs and enhance the ROI using the same resources, making the business profitable in tough times too.



## Unified Data

It connects all the departments, processes, employees, customers, organisations, and vendors to provide and share the central view with all users.



## Customer Experience

With a simple user interface, it provides a seamless customer experience to users, making the data easily accessible to all users on all devices.



## Collaboration

Users, customers, and vendors can all collaborate with Dynamics 365 Supply Chain Management to ensure a smooth and consistent operational flow.

# Dynamics 365 Supply Chain Management Pricing

Microsoft not only provides simple Dynamics 365 Supply Chain Management pricing but also has a static licencing plan that particularly depends on users' needs. Earlier, users had to purchase the whole application. But after the update, both modules are separated to perform separate functions. The pricing is given below:

Application	Pricing
Dynamics 365 Supply Chain Management	£135.70 per user/month
Dynamics 365 Finance	£135.70 per user/month

If you want to access [Dynamics 365 Finance](#) along with Dynamics 365 Supply Chain Management or vice versa, you can avail it by paying an additional amount of £22.60 per user/month.

# How to avail Dynamics 365 Supply Chain Management trial?

The process to get the Dynamics 365 **Supply Chain Management** trial is simple and can be accessed in the below steps:

- Open your web browser and access the Dynamics 365 Free Trial page.
- As shown in the below figure, search for the Dynamics 365 Supply Chain Management application under the Supply Chain section.

## Supply chain

Learn how an agile manufacturing and distribution operation drives continuous innovation and adapts to changing business needs.

### Dynamics 365 Supply Chain Management

Build resilience with an agile supply chain to enhance visibility, maximise asset uptime, increase planning agility, and operate profitably during disruptions.

[Request a demo >](#)

### Dynamics 365 Intelligent Order Management

Turn order fulfillment into a competitive advantage and help your business meet growing digital commerce needs by adapting quickly and fulfilling orders efficiently.

[Try for free >](#)

### Dynamics 365 Guides

Get on-the-job guidance through step-by-step holographic instructions to help you standardise skills, reduce errors, and improve safety.

[Try for free >](#)

- Click on the Request a Demo button, a new page will be displayed where you have two options; Contact a Certified Partner or Sign Up for a free trial.



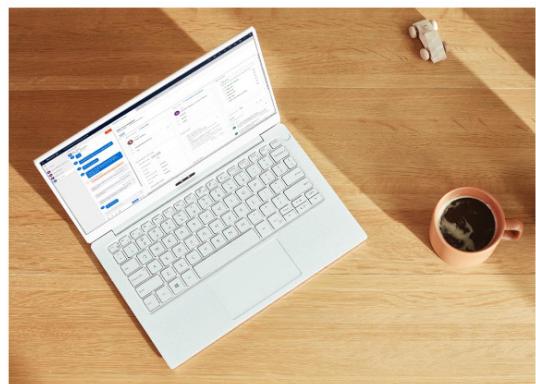
### Contact a Microsoft partner

Let a partner help you:

- See a live demo.
- Set up a free trial.
- Get expert guidance on transforming business processes.
- Learn about purchase options, implementation, and deployment.

This service is available only to organisations based in the United States.

[Contact a partner >](#)



### Sign up for a free trial

- Try the application free for 30 days.
- You don't need to provide payment information or install software.
- Use sample data or your own data.
- Work within the trusted Microsoft cloud.

[Sign up now >](#)

- If you are ready to implement D365 Supply Chain Management with your current organisation, you can go with Contact a Partner. Once asked, enter your personal as well as your organisation's details, and Microsoft will assign you a certified partner for a successful implementation.
- If you want to access the trial for 30 days, Sign Up by giving further details.
- Once you submit your details, the trial will be activated for the next 30 days.

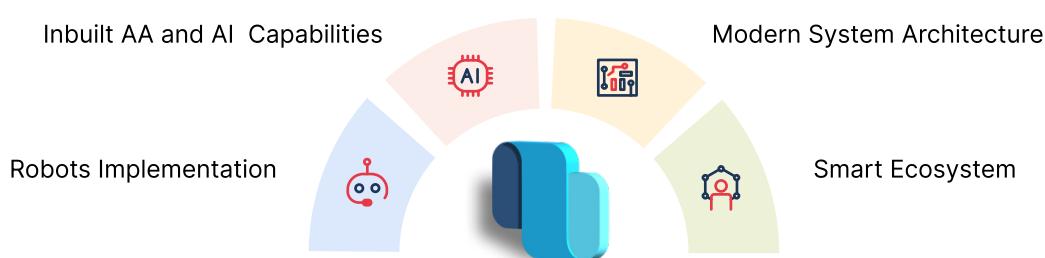
# Future Scope of Supply Chain Management

The supply chain is revolutionising to fit with modern business needs. Due to the recent pandemic, we have seen a huge disruption in the supply chain, and industries had to bear it without any choice.



From 2022, business starts to heal and get back on track as in the pre-pandemic era, but a lot of things have changed now. We have noticed an increased level of consumer demand, more quality products, global sales, customer spending, and much more.

In the next few years, we can witness the adoption of modern technologies to make supply chains more digital and efficient. From present scenarios, we can observe some future predictions for supply chain management.



## Robots Implementation

The demand for labour is increasing on a daily basis, so the wages will follow. Businesses have started opting for cyber-physical systems or smart robots to meet the labour demands. We can see such robots in large manufacturing plants, warehouses, and distribution centers.

## Inbuilt AA and AI Capabilities

Advanced analytics and artificial intelligence can help users make quick and accurate decisions to improve the efficiency of all supply chain operations.

## Modern System Architecture

Day-by-day, the complexity of supply chain operations is increasing and becoming more unpredictable in nature. Such systems must adopt a flexible and agile architecture to fit with modern needs.

## Smart Ecosystem

Still, most of the tools lack the ability to create a perfect ecosystem where all users can collaborate with each other, enabling a constant flow of data for all.

# Case Study: Michael hill



An Australia-based jewellery brand popular for its premium products, exceptional services, and customer loyalty. To streamline the retail operations, this company started using [Dynamics 365 Commerce](#) to manage end-to-end retail demands. This helped the company to improve customer service, increase loyalty, drive efficiency, and provide a better customer experience.

They were looking for software to enhance the shipping and warehousing efficiency to improve the retail experience. Also, they need a flexible solution to manage global store operations and provide an enchanted customer experience.

Dynamics 365 Supply Chain Management helped Michael Hill with optimising store operations, supervising retail channels, customer support, better stock movement, inventory management, and much more.

Read the complete case study from [here](#).

# What's New in Dynamics 365 Supply Chain Management (November-2022)

The latest version of this application is expected to be launched in November 2022. Below is the list of features that we can expect to see in the upcoming version.

## **Monitor equipment with Sensor Data Intelligence**

The latest version will come with Sensor Data Intelligence, an updated version of IoT intelligence. It enables businesses to collect data using sensors equipped on machines and equipment. It provides real-time insights to maintenance, inventory, warehouse, and planning departments.

## **Warehouse Management**

It enables users to configure detours (a menu item that can be resumed from the activity) for steps in mobile device menu items so that users can pause the current task, perform another task, and resume the original task they were working on without losing any kind of information.



# Why choose Dynamics Square as Dynamics 365 SCM implementation partner?

There are many reasons to choose Dynamics Square as your D365 Supply Chain Management implementation partner.

- We have a proven track record of delivering successful projects on time and on budget.
- Our experienced consultants have extensive knowledge in accurately implementing almost all applications that fall under the Dynamics 365 umbrella.
- We have a team of experienced and certified consultants who are experts in implementation, upgrade, and support services to help you get the most out of your investment.
- We also offer a comprehensive suite of services to support your implementation or upgrade services, including training, change management, and ongoing support.

[Schedule a free Demo](#)

Contact us today to learn more about how we can help you streamline your Supply Chain Management with Dynamics 365.