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| Business Applications  May 2020  Microsoft Confidential | |
| |  |  | | --- | --- | | Hi everyone,  As we approach the end of the final quarter for FY20, I wanted to take this opportunity to thank you for your hard work and dedication all year long. Over these last few unpredictable months, it has been a remarkable shift as we’ve moved to a “remote everything” world, and your work to continue engaging customers and delivering success has been incredible. Please continue to leverage the [COVID-19 Weekly updates](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11466) and [Crisis Response GTM updates](https://microsofteur.sharepoint.com/teams/Whatsnewwhatsnext-weeklymails/Shared%20Documents/Forms/AllItems.aspx) for continual updates.  Thank you to everyone who participated in the 48-hour interactive [Build](https://mybuild.microsoft.com/) experience. Against the backdrop of the current evolving COVID-19 situation, the events team staged a global celebration of developers and technology that inspired, educated, and resonated deeply with more than 234,000 developers across the globe. Next up, Microsoft Inspire and Microsoft Ready!  Coming up on July 8, plans for the 2020 release wave 2 will be published with the initial list of features for Dynamics 365 and Power Platform. The release plans provide customers and partners with early visibility to get ready for the updates planned from October 2020 to March 2021. Make sure to review the[product updates](https://dynamics.microsoft.com/en-us/business-applications/product-updates/)sectionso you understand the latest release wave details, including release plans and overview videos.  Take care and be well.  Alysa Taylor  CVP, Business Applications Marketing | **Contents**  [Summary](#Summ)  [Business results](#BR)  [Events](#EV)  [Evidence](#EVI)  [Content + training](#CT)  [Product + availability](#PA)  [Programs + offers](#PO)  [Partner Update](#PCCP)  [Press + analyst coverage](#PAC)  [Compete](#CO)  **Field communication links**  [Subscribe to field news](https://idwebelements/GroupManagement.aspx?Group=wwbanews&Operation=join)  [Communication Channels](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-1265)  [Field news hub and archive](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FInfopedia_G01%2FPages%2FNews%2FBusAppsNews.aspx&data=02%7C01%7C%7C059363f9a8c646dd8ea208d609e5c2ee%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C636707280185132360&sdata=rm4o85ueoJohXSpadcIL1MXny5EZSQP%2BhhYp1vbtoeM%3D&reserved=0)  [Business Applications hub](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FInfopedia_G01%2FPages%2FDynamicshub.aspx&data=02%7C01%7C%7C059363f9a8c646dd8ea208d609e5c2ee%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C636707280185132360&sdata=L%2Bjryf%2B%2F%2FTFcDRwf9CMcbHMbffXop9RdL%2BxbxXrtAKQ%3D&reserved=0)  [Field news mobile app](https://aka.ms/BizAppsFieldNews)  [Project Update](https://thespurgroup-my.sharepoint.com/personal/maria_mendieta_thespurgroup_com/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fmaria%5Fmendieta%5Fthespurgroup%5Fcom%2FDocuments%2FDocuments%2FProjects%2FDynamics%20%2D%20BizApps%20Bot%2FTest) | | |
|  | **BUSINESS RESULTS** |
| |  |  | | --- | --- | | *NOTE: An executive summary from finance is provided in this email newsletter. Read the detailed* [*Business Results*](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11843) *section.* | | | Dynamics 365 revenue grew over 30%, with solid execution on renewals but sequential new business decline. Usage saw partial recovery from April’s drop as the economies have started to re-open. Power Platform momentum continued, exceeding revenue and usage expectations. Usage acceleration primarily due to COVID-19-related apps across Power Apps and Power Automate. Strong customer response to COVID-19 offers, with 800+ free/discounted offers, providing room for future monetization opportunity.  QTD/YTD Results – Y/Y growth adjusted for billing corrections: | Business Applications Revenue Results  Dynamics 365 grew 31%, with Customer Engagementgrowing 16% Y/Y, Finance & Operations growing 35% Y/Y and Power Apps & Power Automate growing >500%.   * New business declined 10% Y/Y, with deceleration across both Enterprise and SMC-C. * Renewals landed above Forecast, driven by Power Apps and F&O. Current pipeline indicates 111% IQRR, which is aligned with expectations * Pipeline outlook implies upside to forecast, with increasing coverage in Enterprise but progress required in SMC-C. * SMB growth at 31% Y/Y,gradually decelerating M/M. CSP grew 44% and landed in line with expectations. * On Prem declined 17% Y/Y, with BREP declining 16% and landing in line with QTD expectations. New business declined 39%, slightly above expectations, driven by CRM (FSI customers true ups). * Power BI grew 72% and landed above forecast, with Suites growing 105% Y/Y and Premium 89% Y/Y.   Business Applications Install Base   * Dynamics EOP Seats: Total EOP Paid Seats at 12.1M (+7% Y/Y) driven by Cloud at 6.4M (+26% Y/Y) offset by decline in OnPrem at 5.7M (-8% Y/Y), mostly in Enterprise (-18% Y/Y).​ * Dynamics 365 ARPU: $25 (+12% Y/Y) with Enterprise driving highest ARPU growth at +14% Y/Y, while SMB has the highest ARPU ($39) due to CSP.​ * Power Apps & Power Automate\*: Total EOP Paid Seats at 1.1M (+1312% Y/Y) with Power Apps comprising 98% of total seats. ARPU of $7(-35% Y/Y) mostly due to large deals (SNCF, World Bank, La Poste, Comcast). * Power BI\*\*: EOP Paid Seats at 15.3M (+60% Y/Y) with Enterprise comprising 83% of total seats and growing the fastest at +61% Y/Y.   \* excludes D365 allocation  \*\* excludes Power BI Premium  Sub-scorecard  Dynamics 365 Customer Adds  Trending below target by 762 adds (69% attainment) driven by both Enterprise and SMC-C. US overperformance and UK&WE underperformance continues. There is slowdown in May adds compared to April with -8% YoY vs +6% in April. YTD YoY is at +15%. Target attainment also declined also in May (54%) vs. April (72%). Customer Insights attach motion continues to bear fruit in the US, with 38% of the YTD total adds being driven by Customer Insights.    Power Platform Customers  Trending above target with 104% attainment. SMC-C below target at 86% attainment while Enterprise at 114% attainment YTD. PowerApps performing well and net customer add run rate around 100 in the last three months (YTD adds ~ 741). PBI adds flat vs. last year (~YTD 2,200).    D365 Paid Monthly Active Users  MAU M/M increased by 11% but missed target by -10%, due to miss in both Enterprise and SMC-C. While only 3 Areas (GCR, CEE, GER) are beating target, almost every Area gained attainment in May. Although there was a large recovery in May (example Poste Italiane +16K M/M), Dynamics Cloud consumption is still seeing an impact of MAU due to COVID-19. This impact is primarily driven by the Travel and Retail industries, of which recovery is still slow. Recovery actions include Power Play (29 requested), ECIF projects and CSMs responding to customers impacted by the COVID Crisis by leveraging our Crisis Response Offers.    IP Co-Sell  YTD: 31% target attainment. US, UK, WE and MEA make up majority of the adds. Seismic's Sales Enablement and Flintfox's Trade Revenue Management are top performing solutions. Improvement needed in terms of co-sell seller engagement and partners deal registration. Actions include enhancing field accountability on orchestrating Biz Apps co-sell execution. | | |
|  | **EVENTS** |
| *NOTE: An executive summary from events is provided in this email newsletter. View the* [BA&GI FY20-FY21 Events Calendar](https://microsoft.sharepoint.com/:p:/t/DynamicsSupport/Marketing%20Communications/EeAg8VoKZ9dNtkHquU58oK8BhvJm4PKip2MT5P0XAnT_gg?e=Lnoz7z) *to see all upcoming events.*  The global impact of COVID-19 has significantly affected the experiential marketing industry; organizations and corporations around the world are reconsidering in-person events – both first-party events and third-party events they hold, participate in, or attend. Marketing and event professionals have the opportunity to fully explore and gain the maximum amount of learning and expertise in a new medium when it comes to planning and executing events. Transitioning to digital events offers the freedom and flexibility to experiment, be bold and define new boundaries for the relationship between digital and live event experiences. ​This shift in approach has led to reconsidering how to reach audiences at scale and the experiences delivered in the process of doing so. Looking forward, Microsoft has the ability to host digital events, and where appropriate, digital experiences as a part of in-person events and in-person experiences in full fidelity when the market is ready.  As Microsoft ESC gathers more information, they will proactively share their learnings with other event professionals across Microsoft so that a continued delivery of a best in class experience is enabled across our wide portfolio of events. To stay informed of the latest training and learnings from transitioning events from in-person to digital, please [join the Digital Events Learning Group](https://idwebelements/GroupManagement.aspx?Group=digitalevent&Operation=join) to receive communications and invitations to Learning Moment training calls with curated SME content as part of the digital production training curriculum, plus access to the respective [Digital Events Teams channel](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fchannel%2F19%253ab536f5d61f414aebbd17af87e2ace9a4%2540thread.tacv2%2FGeneral%3FgroupId%3Dded4297b-0e4f-439e-a7ec-3d72737309da%26tenantId%3D72f988bf-86f1-41af-91ab-2d7cd011db47&data=02%7C01%7Cv-mapric%40microsoft.com%7C640208e1cf4c40cb03af08d7ed7628ff%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637238964584379249&sdata=zcbi3CHipaoI1hjd%2F%2BDhSJukZLeOlWm8jmFZeJpQC%2Bg%3D&reserved=0) and [Learning Moments decks and recordings](https://teams.microsoft.com/l/channel/19%3ae6199159b6ef40d2bc4081819d70f754%40thread.tacv2/Learning%2520Moments?groupId=ded4297b-0e4f-439e-a7ec-3d72737309da&tenantId=72f988bf-86f1-41af-91ab-2d7cd011db47) (via Teams site).  To help with planning, please regularly review the below resources:   * For the most up-to-date status of Business Applications-specific event engagements, review the [BA&GI FY20-FY21 Events Calendar](https://nam06.safelinks.protection.outlook.com/ap/p-59584e83/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2F%3Ap%3A%2Ft%2FDynamicsSupport%2FMarketing%2520Communications%2FEeAg8VoKZ9dNtkHquU58oK8BhvJm4PKip2MT5P0XAnT_gg%3Fe%3DLgWawQ&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779300941&sdata=zDPa3toaUwoZASBig%2BKsAQxWgqpsHsAd0HEjbv%2B%2FBc0%3D&reserved=0). Visit the [Events section](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/DynamicsHub.aspx#Dynamics365:events) on Business Applications on //Learning for additional event resources including announcements, recap communications, and demand gen materials. * [Microsoft ESC SharePoint](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FEvents&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779300941&sdata=N1O7dqs7%2FCcUcBX8%2B0frOUf%2Bgqzse9bauXmhZiwVte0%3D&reserved=0) | [COVID-19 Event Guidance](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FEvents%2FSitePages%2FCOVID-19.aspx&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779310937&sdata=Qh9D%2BH6%2FhDhz9Mrwxc9xT3Fdy2KfOmQ%2F3LoJnj1QL4Y%3D&reserved=0) is updated regularly with Microsoft’s current status of events managed by ESC and includes helpful resources, particularly for planning a digital event, such as: [Current Event Status](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FEvents%2FSitePages%2FCOVID-19-Event-Status.aspx&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779310937&sdata=0LlcPStRmUqxBYCTN9ATbrkRvwQRseMGbx55Qtq1fyc%3D&reserved=0), [Digital Event Guidance](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FEvents%2FSitePages%2FTransitioning-to-digital-events.aspx&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779320929&sdata=Un%2FDCgHDV2hbQLouaCLelzh8r1%2FfEMBR%2FlM5FBCzjMA%3D&reserved=0), and [FAQs](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FEvents%2FSitePages%2FCOVID-19-Events-FAQ.aspx&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779320929&sdata=YEq3pTzY8a11Ik2oA2YFpv0YxAR9UsEGnuY13WDLRec%3D&reserved=0).  |  |  | | --- | --- | | Key upcoming events *| View* [*current status*](https://microsoft.sharepoint.com/:p:/t/DynamicsSupport/Marketing%20Communications/EeAg8VoKZ9dNtkHquU58oK8BhvJm4PKip2MT5P0XAnT_gg?e=LgWawQ) *of Business Applications presence at all events* | | | Microsoft Healthcare Summit  *On demand now* | *Global health professionals (ITDMs/BDMs)*  With the cancellation of the in-person components of the 2020 [HIMSS](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.himssconference.org%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779330927&sdata=XsAuDh9XwCLyy0RHhY8bbFwNrpsukFbqXkJ26elLQZY%3D&reserved=0) (the Global Health Conference & Exhibition), [NAB](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnabshow.com%2F2020%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779360912&sdata=bKkW0IbGb2sT7JFDO4YNz0PExV9tuNO8wllPZWzChdE%3D&reserved=0) Show, and [Hannover Messe](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.hannovermesse.de%2Fen%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779380896&sdata=1A2b4ZpELxNjgaE0N8m%2FnVSL6QUJget1s0nJa2KVqPY%3D&reserved=0) (HMI), the industry events team is excited to launch the Microsoft Healthcare Summit as a new first-party digital event experiences. This will provide an engaging on demand experience which attendees can access at any time, wherever they are located, as they reset and look ahead to building a brighter future.  Explore digital experience to help guide your organization forward at the [Microsoft Healthcare Summit](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fen-us%2Findustry%2Fhealthcare-summit&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470262540&sdata=k8MGbMbSfZZrFzVAAXG%2F3p1D2tqufiJpnCZwYKDnWRI%3D&reserved=0). Gain valuable insights to personalize the patient journey, improve care delivery and accelerate data interoperability to operationalize new models of care.  [Register](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmshealthcaresummit.eventcore.com%2Fauth%2FAccess&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470272532&sdata=iDxOE7YOOVblejpEGdzRCFgjSnYlR%2FZYMDaQvVvEzOs%3D&reserved=0) today and invite your customers using the [customer invite](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FInfopedia_G01%2FLists%2FBusinessApplicationsLearningRequestForm%2FAttachments%2F3006%2FYou%2527re%2520Invited!%2520-%2520Microsoft%2520Healthcare%2520Summit%2520On-Demand%2520Customer%2520Invite.oft&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470272532&sdata=ubii4R7GcN84nVUKTGpGS%2Ftz0F68M%2B6YILIqXke1ZOc%3D&reserved=0). | | Microsoft Media and  Entertainment Summit  *On demand now* | *Media and entertainment technology professionals (ITDMs/BDMs)*  With the cancellation of the in-person components of the 2020 [HIMSS](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.himssconference.org%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779330927&sdata=XsAuDh9XwCLyy0RHhY8bbFwNrpsukFbqXkJ26elLQZY%3D&reserved=0) (the Global Health Conference & Exhibition), [NAB](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnabshow.com%2F2020%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779360912&sdata=bKkW0IbGb2sT7JFDO4YNz0PExV9tuNO8wllPZWzChdE%3D&reserved=0) Show, and [Hannover Messe](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.hannovermesse.de%2Fen%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779380896&sdata=1A2b4ZpELxNjgaE0N8m%2FnVSL6QUJget1s0nJa2KVqPY%3D&reserved=0) (HMI), the industry events team is excited to launch the Microsoft Media and Entertainment Summit as a new first-party digital event experiences. This will provide an engaging on demand experience which attendees can access at any time, wherever they are located, as they reset and look ahead to building a brighter future.  Learn how to better inspire creativity and deliver real-time unforgettable experiences at the [Microsoft Media and Entertainment Summit](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fen-us%2Findustry%2Fmedia-entertainment-summit&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470282526&sdata=dWybEcGBOzWaIAri6AaF1lh56YYvIxr6YYCfaTp8hwA%3D&reserved=0). Explore digital experiences featuring Microsoft executives, partners and customers to help you streamline production workflows and get content to market faster.  [Register](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmsmediaandentertainmentsummit.eventcore.com%2Fauth%2Flogin&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470282526&sdata=orfU5bAOnCcA0IV7WIsEtkZGN1wT6TFRh7FmGBnA9Fs%3D&reserved=0) today and invite your customers using the [customer invite](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FInfopedia_G01%2FLists%2FBusinessApplicationsLearningRequestForm%2FAttachments%2F3008%2FYou%2527re%2520Invited!%2520-%2520Microsoft%2520Media%2520and%2520Entertainment%2520Summit%2520On-Demand%2520Customer%2520Invite.oft&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470292520&sdata=SGNYiWZeWZ7Fg6rpy4WnrilUbJ8VfDoKMA2EG7MyH68%3D&reserved=0). | | Microsoft Manufacturing Summit  *On demand June 24* | *Manufacturing professionals (ITDMs/BDMs)*  With the cancellation of the in-person components of the 2020 [HIMSS](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.himssconference.org%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779330927&sdata=XsAuDh9XwCLyy0RHhY8bbFwNrpsukFbqXkJ26elLQZY%3D&reserved=0) (the Global Health Conference & Exhibition), [NAB](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnabshow.com%2F2020%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779360912&sdata=bKkW0IbGb2sT7JFDO4YNz0PExV9tuNO8wllPZWzChdE%3D&reserved=0) Show, and [Hannover Messe](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.hannovermesse.de%2Fen%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012779380896&sdata=1A2b4ZpELxNjgaE0N8m%2FnVSL6QUJget1s0nJa2KVqPY%3D&reserved=0) (HMI), the industry events team is excited to launch the Microsoft Manufacturing Summit as a new first-party digital event experiences. This will provide an engaging on demand experience which attendees can access at any time, wherever they are located, as they reset and look ahead to building a brighter future.  [Microsoft Manufacturing Summit](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fen-us%2Findustry%2Fmanufacturing-summit&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470292520&sdata=XsuFU4%2FFppz2tUv5A%2F8Z9hHBkXso81TxqfZ7uBb8tnk%3D&reserved=0): The industry events team recognizes Hannover Messe was an important annual engagement for partners and customers and remains committed to supporting the industry via this new, digital event for the manufacturing industry.  [Register](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmsmanufacturingsummit.eventcore.com%2Fauth%2Flogin&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470302515&sdata=0KActxXoDityHDruNOJq1dgXZDPz4TRWvzGwT1K%2FExg%3D&reserved=0) today to attend live sessions at 9:00 AM PDT on June 24 & 25, including key segments and Q&A with Microsoft executives, then watch other sessions and demos on demand post-event. Invite your customers using the [customer invite](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FInfopedia_G01%2FLists%2FBusinessApplicationsLearningRequestForm%2FAttachments%2F3007%2FYou%2527re%2520Invited!%2520-%2520Microsoft%2520Manufacturing%2520Summit%2520On-Demand%2520Customer%2520Invite.oft&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470312511&sdata=0nJ%2FJsJIMJ2RhS7%2BhYfYVZquQ36tVflt7xHdnIt%2Flf0%3D&reserved=0). | | Microsoft Inspire  *July 21-22, 2020*  *Digital* | *Partners*  [Microsoft Inspire](https://partner.microsoft.com/en-us/inspire) is coming to you with an all-new, all-digital format. There’s no cost to attend and the conference will be open and accessible to all (no partner requirement). Get ready to unlock all the packed content in this exciting digital event experience taking place July 21-22. The digital venue, or online location, for the event will be on this [website](https://myinspire.microsoft.com/), including the pre-show (explore and create your experience), live show, and post-show experiences. Building upon the digital event learnings from recent deliveries, Microsoft Inspire will follow similar framework as the digital deliveries of Microsoft Build and Microsoft Business Applications Summit, with a combination of Core Content, Interstitial Programming, Digital Breakout sessions (live + live chat and pre-recorded + live chat), and Community Connections. Session content planning is currently underway and based on the event framework set by the Microsoft Inspire event planning team, Business Applications & Global Industry is slated to have nine (9) live Digital Breakout sessions and eighteen (18) pre-recorded On-Demand sessions.  Calls to action:   * [Register](https://msfteventsb2c.b2clogin.com/msfteventsb2c.onmicrosoft.com/b2c_1a_universal_signuporsignin_externalb2badditionalidps/oauth2/v2.0/authorize?client_id=114662d7-5581-409c-a3c8-17a20ce44993&redirect_uri=https%3a%2f%2fregister.inspire.microsoft.com%2fauth%2flogin&response_mode=form_post&response_type=id_token&scope=openid&state=OpenIdConnect.AuthenticationProperties%3dJ07emUOt6UFRpsL1YFeJWtYrPPGD8dtOng99aGcKnXzUiFcL_7xYO-WDPxfKfvqleuLlTikCUWAXxupJmRftEhAF6vOZBHn5_cV45pKHloYElcIg5jIr7xwNYAmKnfd-9nZeF_tenQFLO6iAVs5lB4QPHNCk1oBd5rSWrAtNYK-jKZqiiUMQO6vgB4v-halmmqkf6X4c2Vl21dH-zlxCJ1rdUd99V11kSU1V_39nkdCpaGpfOuGmddEG4A1AcU8lMQAQOg&nonce=637279334441337641.NjdjMDI0NjctMzBjOC00ODEzLTg4NDYtOGU0YTgxMjUyN2MyM2UyOWU2YjctYTIwMC00ODZkLWE2MGYtZWVmN2MwNDU0OWNj&appId=114662d7-5581-409c-a3c8-17a20ce44993) today and visit [Microsoft Inspire](https://partner.microsoft.com/en-us/inspire) on a regular basis to stay informed about the event. * Help drive registrations and awareness for Microsoft Inspire by inviting partners to attend using the demand generation resources, or the creative assets to build your own, in the [marketing BOM](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11920). * To submit participating executives for the Executive Meeting Program (EMP), review the [EMP Overview Deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7be5c092df-95e2-4cc3-bc53-44572b47d454%7d&action=default&DefaultItemOpen=1) and fill out the [EMP Intake Form](https://microsoft.sharepoint.com/:x:/t/InspireStakeholderCommunity/EXUa_U76aN9AkDy-qY5EX8EBz4FwUaQc3_hehT471KRHzA?e=P0RY4K) by July 12. Reach out to [Astrid Klopsch](mailto:v-asklop@microsoft.com?subject=Microsoft%20Inspire%20-%20EMP%20Inquiry), (Business Applications & Global Industry ‘Triage Lead’) if you have any questions. | | Microsoft Ready (July)  *July 22-23, 2020*  *Digital* | *Internal skilling and sales play immersion training event (non-technical)*  [Microsoft Ready](https://msfteventsb2c.b2clogin.com/msfteventsb2c.onmicrosoft.com/oauth2/v2.0/authorize?p=B2C_1A_Universal_SignIn_InternalStandardIDPs&ui_locales=&appId=b4838447-82ee-46ce-bbbb-ac2ac3e0c08f&client_id=b4838447-82ee-46ce-bbbb-ac2ac3e0c08f&response_type=token%20id_token&redirect_uri=https%3A%2F%2Fmyready.microsoft.com%2Flogin&state=%7B%22client_id%22%3A%22b4838447-82ee-46ce-bbbb-ac2ac3e0c08f%22%2C%22network%22%3A%22adB2CSignIn%22%2C%22display%22%3A%22page%22%2C%22callback%22%3A%22_hellojs_9tnz0irh%22%2C%22state%22%3A%22https%3A%2F%2Fmyready.microsoft.com%2Fhome%22%2C%22redirect_uri%22%3A%22https%3A%2F%2Fmyready.microsoft.com%2Flogin%22%2C%22scope%22%3A%22openid%2Cb4838447-82ee-46ce-bbbb-ac2ac3e0c08f%22%2C%22page_uri%22%3A%22https%3A%2F%2Fmyready.microsoft.com%2Flogin%22%7D&scope=openid%20b4838447-82ee-46ce-bbbb-ac2ac3e0c08f) (the July iteration previously slated to take place in Las Vegas), will be a two-day event taking place as an all-digital format July 22-23 via web-based streaming, Microsoft Teams and Microsoft Teams Live. All Microsoft employees can attend the digital experience of Microsoft Ready. Viewing of key segments featuring senior leaders will not require registration. However, to access the full learning experience including utilizing tools like session scheduler, registration will be required and is highly encouraged. Programming and session content for Microsoft Ready will include the kick-off of Professional Skilling and Sales Play Immersion Training; the content framework is being developed by WW Solutions Organization. Business Applications & Global Industry-specific content will include ~6 hours of sessions (no technical/hands-on labs).  Calls to action:   * Review the [Microsoft Ready](https://msfteventsb2c.b2clogin.com/msfteventsb2c.onmicrosoft.com/oauth2/v2.0/authorize?p=B2C_1A_Universal_SignIn_InternalStandardIDPs&ui_locales=&appId=b4838447-82ee-46ce-bbbb-ac2ac3e0c08f&client_id=b4838447-82ee-46ce-bbbb-ac2ac3e0c08f&response_type=token%20id_token&redirect_uri=https%3A%2F%2Fmyready.microsoft.com%2Flogin&state=%7B%22client_id%22%3A%22b4838447-82ee-46ce-bbbb-ac2ac3e0c08f%22%2C%22network%22%3A%22adB2CSignIn%22%2C%22display%22%3A%22page%22%2C%22callback%22%3A%22_hellojs_9tnz0irh%22%2C%22state%22%3A%22https%3A%2F%2Fmyready.microsoft.com%2Fhome%22%2C%22redirect_uri%22%3A%22https%3A%2F%2Fmyready.microsoft.com%2Flogin%22%2C%22scope%22%3A%22openid%2Cb4838447-82ee-46ce-bbbb-ac2ac3e0c08f%22%2C%22page_uri%22%3A%22https%3A%2F%2Fmyready.microsoft.com%2Flogin%22%7D&scope=openid%20b4838447-82ee-46ce-bbbb-ac2ac3e0c08f) for more information on the digital experience and registration. * Promote the event internally and invite the field and your MSFT colleagues and peers to attend using the approved [Style Guide and digital assets](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11927), including email templates, the official Ready PPT template as well as approved photography, email signatures and logo lockups. | |  |  | | Key recent events | | | Microsoft Build  *May 19-20, 2020*  *Digital* | *Developers*  [Microsoft Build](https://mybuild.microsoft.com/), Microsoft’s annual conference for developers, by developers, concluded its live segments on May 19-20. This year was a different kind of Microsoft Build, shared in a new way—for the first time ever, the event was held as a fully digital, 48-hour interactive experience. Against the backdrop of the current, evolving COVID-19 situation, the events team staged a global celebration of Developers and technology that inspired, educated, and resonated deeply with more than 234,000 developers across the globe. Across Business Applications & Global Industry’s 34 total content offerings, Microsoft showcased how teams are delivering innovation and supporting customers, developers, BDMs, and IT Pros. Thank you to everyone who played a role in the execution of the event this year, for your hard work and ability to navigate a compressed planning timeline, shifting guidance, and the transition to digital, making the event a strong success across BA&GI products, solutions, and teams. If you missed the event, visit [MyBuild](https://mybuild.microsoft.com/) to view all on-demand sessions now (filter by Products > Power Platform to view the Business Applications & Global Industry-specific sessions). If you’d like to see more detailed post-information and data, read Brenda Bown’s [event and disclosure recap](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-1-44896) or the [preliminary recap](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-1-44897) from the events team. | | Microsoft Dynamics 365 Business Central Virtual Event  *June 3 & 10-11, 2020*  *Digital* | *Partners*  Dynamics 365 Business Central partners were invited to attend the Microsoft Dynamics 365 Business Central Virtual Event—a new, all access digital event experience providing an in-depth look at the features, capabilities and partner tools delivered in the innovations in [2020 release wave 1](https://aka.ms/businessapplicationsreleasenotes). The event kicked off on June 3 with a live keynote presentation led by Mike Ehrenberg and Mike, followed by the publishing of 15 on-demand sessions and 4 Live Chat sessions. Feedback from partners has been extremely positive, with the product and event hashtags [(#MsDyn365BC](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2Fsearch%3Fq%3D%2523MSDyn365BC%26src%3Dtyped_query&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470402459&sdata=js9V70m3yklBJ6yEAGgAGNCTEf8u%2FqiE7kKUhum1It8%3D&reserved=0) & [#MSDyn365BCVirtualEvent](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2Fsearch%3Fq%3D%2523MSDyn365BCVirtualEvent%26src%3Dtyped_query&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470402459&sdata=SPv1c04yGtDY5cMMlQOxPGfVoyA23TXQ1nteexsMVyo%3D&reserved=0)) creating a buzz on Twitter. Registration numbers reached 5,733, with those individuals generating a total of 55,844 and 14,579 content views. *A full post-event report will be included in the next newsletter after data is further rationalized.*  *A full post-event report will be included in the next newsletter after data is further rationalized.*  Calls to action:   * [Register now](https://vshow.on24.com/vshow/BCVE/registration/17187) to view the event, plus the 15 additional sessions on demand. * Review the [release plans](https://aka.ms/businessapplicationsreleasenotes) now to see what’s new in 2020 release wave 1 (April release). | | CX North America  *June 16-18, 2020*  *Digital* | *Customer service and marketing professionals*  New for 2020, Forrester hosted a digital CX flagship experience: [CX 2020](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgo.forrester.com%2Fevent%2Fcx-north-america%2F&data=02%7C01%7Cv-natjac%40microsoft.com%7C7d641e4b566649cabf9c08d80e56d962%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275113470412454&sdata=N5m%2BAgf91gTZK2LpP%2Ffu5GjChxwMp1PsnR%2FVj%2FX67%2BQ%3D&reserved=0). The event brought together CX and marketing professionals to engage with and learn from over 50 Forrester analyst experts, 1,000 CX executives and leaders, and dozens of cutting-edge solution providers to unlock the transformative power of customer experience.  Business Applications & Global Industry sponsored the virtual event and delivered two (2) Case Studies in partnership with the Miami HEAT and Ste. Michelle Winery Estates as well as one (1) Demo Showcase featuring Tivoli. Additionally, the team connected with attendees via our virtual booth experience.  *A full post-event report will be included in the next newsletter after data is further rationalized. A full post-event report will be included in the next newsletter after data is further rationalized.* | | |
|  | **EVIDENCE** |
| *NOTE: Abstract article versions are provided in this email newsletter. Read the full-length* [*Evidence*](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11845) *articles.*   |  |  | | --- | --- | | [Customer](#_top) Reference Highlights | Customer Evidence Highlights | | This month 19 new references were onboarded, including:   * Department for Work & Pensions - (Azure Power BI Embedded) * J.S. Held LLC – (Dynamics 365 Finance, Dynamics 365 Finance and Operations) * Citta Design – (Dynamics 365 Commerce, Dynamics 365 Finance, Dynamics 365 Sales, Dynamics 365 Supply Chain Management) * Northeastern University – (Azure, Microsoft 365 Enterprise, Microsoft PowerApps, Microsoft Teams (O365), Office 365, Windows 10) * Preferred Hotel Group – (Azure, Dynamics 365 Customer Service, Dynamics 365 Sales, Microsoft Teams (O365), Office 365 E5) | This month 32 new case studies were added, including:   * Fast, complex, versatile: Agility drives a company’s success ([written](https://customers.microsoft.com/en-US/story/816198-hhpberlin-promx-dynamics-365-microsoft-365-professional-services-en)) * Team Rubicon uses Dynamics 365 to serve communities during crisis ([video & written](https://customers.microsoft.com/en-US/story/812094-team-rubicon-nonprofit-dynamics-365)) * Globo revoluciona processos internos com soluções da Microsoft ([video & written](https://customers.microsoft.com/en-US/story/815506-globo-media-powerapps-powerbi-sharepoint-microsoft-teams-pt-brazil)) * NAVCO optimizes resource scheduling, boosts efficiency, meets SLAs with Dynamics 365 Field Service ([written](https://customers.microsoft.com/en-US/story/790284-navco-professional-services-dynamics-365)) * Building A Fully-Equipped ERP To Enhance The Customer Experience ([written](https://customers.microsoft.com/en-US/story/811373-kelliherselectrical_syscosoftwaresolutions_dynamics365)) | | **Resources** | | | Customer Reference Resources | Customer Evidence Resources | | * [Request a reference](http://aka.ms/referencerequest) * [Search the reference & evidence database](http://aka.ms/findreference) * [Nominate a customer for reference and/or evidence](http://aka.ms/refnom) * Contact [referencesupport@microsoft.com](mailto:referencesupport@microsoft.com) for questions specific to reference requests. | * [Browse the Customer Evidence Asset Library](https://customerevidenceassetlibrary.microsoft.com/) * [Visit the Microsoft Customer Stories page](https://customers.microsoft.com/) * [Nominate a customer for reference and/or evidence](http://aka.ms/refnom) | | * Visit the [Customer Advocacy dashboard](https://msit.powerbi.com/groups/me/reports/faa79731-4962-4604-9969-88a4ad93ae90/ReportSection?ctid=72f988bf-86f1-41af-91ab-2d7cd011db47) for a view of evidence in-production & published; and reference usage & performance. * Contact [C+E Customer Advocacy Team](mailto:CEadvocacy@microsoft.com) for all-up reference & evidence program questions. | | | |
|  | **CONTENT + TRAINING** |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | *NOTE: Abstract article versions are provided in this email newsletter. Read the full-length* [*Content + Training*](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11844) *articles.*   |  |  | | --- | --- | | **Abstract** | **Full Article** | | MSX Integration for intelligent guided selling experience – live July 20 | | | [Catalyst](https://aka.ms/CatalystSD) will be incorporated into Microsoft Sales Experience (MSX) CRM for an intelligent guided selling experience beginning July 20. Sellers will be able to manage a Business Applications Catalyst customer opportunity within MSX, which will prompt sellers on the next best action to take a customer through the Catalyst journey.  On July 20 MSX CRM will launch the following:   * Enterprise Recommender capabilities to enable sellers to build and manage a pipeline of opportunities * A Business Process Flow (in place of MSP) aligned to the Catalyst IDEA stages. * Next Best Action Recommendations and Contextual Notifications in the Business Process Flow, which will point sellers to the relevant accelerators at the right opportunity stage, along with links to request sales support resources.   Additional information:   * [A14 scaling catalyst walking deck](https://nam06.safelinks.protection.outlook.com/ap/p-59584e83/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2F%3Ap%3A%2Ft%2FCatalystIntegrationintoMSX%2FEfT0q_pDFjhEk6Ngg2jtOBsBpe6guR3_cGpE9iEo0hZr2Q%3Fe%3Dp3F6dt&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654750981&sdata=bhbqLOd5%2FN0LDoB%2FIOf10aeHxwKtx22Eg42IuuXCnjE%3D&reserved=0) * [Catalyst overview](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2FPages%2FDocset-Viewer.aspx%3Fdid%3DG01KC-2-3944&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654760935&sdata=UN%2FrriIVCUhEqiYg2JVQfYMjte%2FqpW0u0Qh8o4XhAEs%3D&reserved=0) (internal) * [Video: Catalyst Sales Journey](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutu.be%2FWvt1CJIDSM4&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654760935&sdata=WRB3WX0OWGZBedM5qdRk%2FxqdoObyNnZBYN%2BjNIqHJEo%3D&reserved=0) (to customer) * [Video: Catalyst IDEA Selling](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmsit.microsoftstream.com%2Fvideo%2F5cf008ec-8f23-4fad-a57f-06c526c0ca3b&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654770893&sdata=JgWuBZhQddsytznBFWebGaVQOShou4gUY4cg%2F5nqQbg%3D&reserved=0) (to field/seller)   [Catalyst & Rapid Response Journeys](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2Fpages%2Flayouts%2Fkcdoc.aspx%3Fk%3Dg01kc-2-11315&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654770893&sdata=xtryjvttAWCsvd6nLHrTeof3Nm9UPEXkRJjAW08pUGo%3D&reserved=0) | Catalyst is a selling process on Digital Transformation which enables sellers to lead with Business value selling (vs. technology products & features). Catalyst is a customer-facing brand that enables us to set expectations with the business executives on what kind of journey they can expect to go through with Microsoft to conceive, plan and execute business-altering digital transformation plans. The Catalyst IDEA framework is a journey that customers take with sellers to discover, envision, uncover business value, demonstrate the solution and ensure realization of the business value that was envisioned at the start of the journey.  To support the field as they build the Catalyst IDEA selling muscle, Catalyst will be incorporated into Microsoft Sales Experience (MSX) CRM for an intelligent guided selling experience beginning July 20. Sellers will be able to manage a Business Applications Catalyst customer opportunity within MSX, which will prompt sellers on the next best action to take a customer through the Catalyst journey.  On July 20 MSX CRM will launch the following:   * Enterprise Recommender capabilities to enable sellers to build and manage a pipeline of opportunities * A Business Process Flow (in place of MSP) aligned to the Catalyst IDEA stages. * Next Best Action Recommendations and Contextual Notifications in the Business Process Flow, which will point sellers to the relevant accelerators at the right opportunity stage, along with links to request sales support resources. * Help sellers identify the ‘right’ Partner (or MCS) support and enable the seller to share the customer opportunity, directly in the workflow. * Content integration via Seismic – both content for the seller as well as relevant content to share with customers.   You will also be able to track execution of the FY21 Catalyst Win Formula as part of the new MSX CRM capabilities.  The reporting will enable sales manager coaching discussions to help sellers be more successful in driving customer opportunities through the Catalyst journey.  Additional information:   * [A14 scaling catalyst walking deck](https://nam06.safelinks.protection.outlook.com/ap/p-59584e83/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2F%3Ap%3A%2Ft%2FCatalystIntegrationintoMSX%2FEfT0q_pDFjhEk6Ngg2jtOBsBpe6guR3_cGpE9iEo0hZr2Q%3Fe%3Dp3F6dt&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654750981&sdata=bhbqLOd5%2FN0LDoB%2FIOf10aeHxwKtx22Eg42IuuXCnjE%3D&reserved=0) * [Catalyst overview](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2FPages%2FDocset-Viewer.aspx%3Fdid%3DG01KC-2-3944&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654760935&sdata=UN%2FrriIVCUhEqiYg2JVQfYMjte%2FqpW0u0Qh8o4XhAEs%3D&reserved=0) (internal) * [Video: Catalyst Sales Journey](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutu.be%2FWvt1CJIDSM4&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654760935&sdata=WRB3WX0OWGZBedM5qdRk%2FxqdoObyNnZBYN%2BjNIqHJEo%3D&reserved=0) (to customer) * [Video: Catalyst IDEA Selling](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmsit.microsoftstream.com%2Fvideo%2F5cf008ec-8f23-4fad-a57f-06c526c0ca3b&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654770893&sdata=JgWuBZhQddsytznBFWebGaVQOShou4gUY4cg%2F5nqQbg%3D&reserved=0) (to field/seller) * [Microsoft Catalyst Sales Desk](https://aka.ms/CatalystSD)   [Catalyst & Rapid Response Journeys](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2Fpages%2Flayouts%2Fkcdoc.aspx%3Fk%3Dg01kc-2-11315&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654770893&sdata=xtryjvttAWCsvd6nLHrTeof3Nm9UPEXkRJjAW08pUGo%3D&reserved=0) | | Learn about FY21 key themes, sales strategy, and execution during the Business Applications Digital Days | | | Now announcing the Business Applications Digital Days will be hosted July 14-16, 2020 by the worldwide Business Applications Sales Enablement team. This is a corporate-led virtual readiness event to kick-off the new fiscal year by providing the Business Applications enterprise FY21 key themes, sales priorities, and execution programs. The corporate teams will cover continuity in execution, enhancements to sales model updates, industry, value selling, compensation, partner, and other sales execution to help accelerate pipeline. Recordings will be available post event. The target audience is the Business Applications STU Enterprise and invitations are extended to other Business Applications field communities and roles including: SMC STU, Sub BG Lead, Sub PMM, OCP PMAs and PTAs, CSU, MCS, and ATU Biz Apps champs. Review the [agenda](https://aka.ms/BizAppsDigitalDays) and email [accelba@microsoft.com](mailto:accelba@microsoft.com) for questions. | Now announcing the Business Applications Digital Days will be hosted July 14-16, 2020 by the worldwide Business Applications Sales Enablement team. This is a corporate-led virtual readiness event to kick-off the new fiscal year by providing the Business Applications enterprise FY21 key themes, sales priorities and execution programs. The corporate teams will cover continuity in execution, enhancements to sales model updates, industry, value selling, compensation, partner, and other sales execution to help accelerate pipeline. Recordings will be available post event. The target audience is the Business Applications STU Enterprise and invitations are extended to other Business Applications field communities and roles including: SMC STU, Sub BG Lead, Sub PMM, OCP PMAs and PTAs, CSU, MCS, and ATU Biz Apps champs.  Please register (details below) for the July 14-16 sessions open to all Business Applications focused field roles. Note: your registration through the website registers you for all three days in the single registration. Once you register for the call option that is optimized for your geographic location, an MS Teams Live Event calendar invite will be sent to you within 5 business days from the ‘Biz Apps Enablement’ (accelba) mailbox. Review the [agenda](https://aka.ms/BizAppsDigitalDays) and email [accelba@microsoft.com](mailto:accelba@microsoft.com) for questions.  *Call option 1*   |  |  |  | | --- | --- | --- | | Tues, July 14 | 7AM PT  Sales strategy & industry  (~120 mins) | Weds, July 15 | 7AM PT  Value selling  (~120 mins) | Thurs, July 16 | 7:30AM PT  Sales programs, offers, partner  (~90 mins) | | [REGISTER HERE](https://bizappsenableevents.microsoftcrmportals.com/event/sessions?id=Digital_Days_CI_AM_Calls1707594763) | | |   *Call option 2*   |  |  |  | | --- | --- | --- | | Tues, July 14 | 4PM PT  Sales strategy & industry  (~120 mins) | Weds, July 15 | 4PM PT  Value selling  (~120 mins) | Thurs, July 16 | 4:30PM PT  Sales programs, offers, partner  (~90 mins) | | [REGISTER HERE](https://bizappsenableevents.microsoftcrmportals.com/event/sessions?id=Digital_Days_IC_PM_Calls4217903762) | | | | |  | | | Dynamics 365 Fraud Protection licensing scenarios training | | | As part of Dynamics 365 licensing scenarios training series, now offering new episode called Dynamics 365 Fraud Protection. This short video explains the most common scenarios related to the new Dynamics 365 Fraud Protection offers that will be generally available on July 1.  You can find the recording and deck available here: [video](https://msit.microsoftstream.com/video/0ef7a3ff-0400-a936-f426-f1eaa9e188c1) and [deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b03a61382-f24e-429a-83dc-e5de525da17f%7d&action=default&DefaultItemOpen=1).  This training is targeted to field sellers and licensing community for advanced learning. In order to get familiar with some basic licensing concepts, fundamental level trainings are recommended before the advanced scenarios. You can find easy access to core Dynamics 365 licensing trainings on  [Dynamics 365 Licensing portal.](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fteams%2FBusinessApplicationsPricingandLicensing2%2FSitePages%2FTraining.aspx&data=02%7C01%7CHenrique.Yagi%40microsoft.com%7C6a1e9866c7cd4e58984508d7d66a1dd9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637213623558590209&sdata=mpmsNFZag1yfCbbehvDSe2uTfiVyDKYp0E2hCODbWMo%3D&reserved=0)  Resources:   * Dynamics 365 Pricing and Licensing page: [Field](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/DynamicsHub.aspx#Dynamics365:Pricing-licensing-Overview) & [Partner](https://businesscenter.mbs.microsoft.com/#contentdetail/Dyn365PricingandLicensing) * Dynamics 365 [Licensing Training](https://microsoft.sharepoint.com/teams/BusinessApplicationsPricingandLicensing2/SitePages/Training.aspx) page * Dynamics 365 [Licensing Guide](https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409) (PDF)   Licensing support:   * Field: [LicenseQ](https://microsoft.sharepoint.com/teams/CSSLicenseQ) * Partner: [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps)   For announcements and communications: [Yammer](https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=1777689) (Field only) and [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps) | As part of Dynamics 365 licensing scenarios training series, now offering new episode called Dynamics 365 Fraud Protection. This short video explains the most common scenarios related to the new Dynamics 365 Fraud Protection offers that will be generally available on July 1.  You can find the recording and deck available here: [video](https://msit.microsoftstream.com/video/0ef7a3ff-0400-a936-f426-f1eaa9e188c1) and [deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b03a61382-f24e-429a-83dc-e5de525da17f%7d&action=default&DefaultItemOpen=1).  This training is targeted to field sellers and licensing community for advanced learning. In order to get familiar with some basic licensing concepts, fundamental level trainings are recommended before the advanced scenarios. You can find easy access to core Dynamics 365 licensing trainings on  [Dynamics 365 Licensing portal.](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fteams%2FBusinessApplicationsPricingandLicensing2%2FSitePages%2FTraining.aspx&data=02%7C01%7CHenrique.Yagi%40microsoft.com%7C6a1e9866c7cd4e58984508d7d66a1dd9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637213623558590209&sdata=mpmsNFZag1yfCbbehvDSe2uTfiVyDKYp0E2hCODbWMo%3D&reserved=0)  Resources:   * Dynamics 365 Pricing and Licensing page: [Field](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/DynamicsHub.aspx#Dynamics365:Pricing-licensing-Overview) & [Partner](https://businesscenter.mbs.microsoft.com/#contentdetail/Dyn365PricingandLicensing) * Dynamics 365 [Licensing Training](https://microsoft.sharepoint.com/teams/BusinessApplicationsPricingandLicensing2/SitePages/Training.aspx) page * Dynamics 365 [Licensing Guide](https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409) (PDF)   Licensing support:   * Field: [LicenseQ](https://microsoft.sharepoint.com/teams/CSSLicenseQ) * Partner: [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps)   For announcements and communications: [Yammer](https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=1777689) (Field only) and [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps) | | New Business Value Insights templates for rapid response | | | TheBusiness Value Insights (also known as Enlightens) is used to help sellers to “open the door” and continue the engagement. The Business Value Insights (BVI) is one of first assets of the Catalyst journey in Prospecting phase. The BVI is a Microsoft-hosted “outside-in” discussion with the customer and has been created using publicly available company, industry, and peer information to help uncover areas of potential improvement and value to our customers.  On June 16, the first 8 templates were released for the Top 4 Industries (Retail, Manufacturing, Healthcare and Government) for Rapid Response phase following Priority Industry Scenarios. These templates focus on addressing COVID-19 related situations customers are going through for the Respond, Restart and Reshape stages. Review these [templates](https://microsoft.sharepoint.com/sites/Infopedia/pages/docset-viewer.aspx?did=G01KC-2-11888) and customize for customer needs. | TheBusiness Value Insights (also known as Enlightens) is used to help sellers to “open the door” and continue the engagement. 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Review these [templates](https://microsoft.sharepoint.com/sites/Infopedia/pages/docset-viewer.aspx?did=G01KC-2-11888) and customize for customer needs. | | What’s New for 2020 release wave 1 webinar series | | | [The What’s New for 2020 Wave 1 Release Readiness Webinar Series](https://learning.eventbuilder.com/FY20WhatsNewWebinarSeries) continues with one remaining session in June. These field and partner webinars are L100, led by Product Marketing, and grouped by Sales Play. Please reach out to [Keith Overa](mailto:Keith%20Overa%20%3ckovera@microsoft.com%3e) with any questions. | [What’s New for 2020 Wave 1 Release Readiness Webinars](https://learning.eventbuilder.com/FY20WhatsNewWebinarSeries) continue with one remaining session in June. On-demand recordings and decks are available for field and partners to receive an overview of the 2020 release wave 1 highlights, led by Product Marketing, and grouped by Sales Play. Please reach out to [Keith Overa](mailto:Keith%20Overa%20%3ckovera@microsoft.com%3e) with any questions. | | Technical readiness webinar series | | | The Level 300 Technical Readiness Webinars Series is available for live ([one session remaining in June](https://learning.eventbuilder.com/FY20TechnicalReadinessWebinarSeries)) and [on-demand viewing](https://learning.eventbuilder.com/FY20TechnicalReadinessWebinarSeries) for field and partners looking to receive an overview of 2020 release wave 1 new capabilities for Dynamics 365 products led by the Engineering Product Team. Please reach out to [Keith Overa](mailto:Keith%20Overa%20%3ckovera@microsoft.com%3e) with any questions. | The Level 300 Technical Readiness Webinars Series is available for live ([one session remaining in June](https://learning.eventbuilder.com/FY20TechnicalReadinessWebinarSeries)) and [on-demand viewing](https://learning.eventbuilder.com/FY20TechnicalReadinessWebinarSeries) for field and partners looking to receive an overview of 2020 release wave 1 new capabilities for Dynamics 365 products led by the Engineering Product Team. Please reach out to [Keith Overa](mailto:Keith%20Overa%20%3ckovera@microsoft.com%3e) with any questions. | | Infrastructure update: Geographic availability improvements for Dynamics 365 and Power Platform | | | Power BI is now generally available in the Switzerland data center. This is the first of the Business Applications online services to go live in Switzerland local cloud to support customers requiring data residency.  Geographic availability – web transition: Minor improvements have been incorporated to the geographic availability information for Dynamics 365 and Power Platform services. The report may be accessed from [Dynamics 365](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdynamics.microsoft.com%2Fen-us%2Fresources%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472056150&sdata=o362JPTtyjhoBsJTC46k8d72Yr0va5beSRkDQdbVXyA%3D&reserved=0), [Power BI](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerbi.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472066142&sdata=f3UYPCt0MIzzMAOnf9CGAkCW2us6V%2FsOJWDiqqDuxXk%3D&reserved=0), [Power Apps](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerapps.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472066142&sdata=bIIH1zJy1N5qXh28kscJaEg9oWpPupmYcP3he4Wv71E%3D&reserved=0), [Power Automate](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fflow.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472076133&sdata=vMWGFdEFzDZSdBWealU1So%2B%2FufxXhWteXMxcyOvlRlE%3D&reserved=0) and [Power Virtual Agent](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowervirtualagents.microsoft.com%2Fen-us%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472076133&sdata=UzQJW8BnRA1qG%2BBP01Fk4rsO%2BDwcFVJRiEp9YDjyR74%3D&reserved=0) web pages.  Review the full [Business Applications Infrastructure update - May 2020](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/KCDOCs2/Customer%20Experience%20Updates/Business%20Applications%20Infrastructure%20update%20%E2%80%93%20May%202020.pdf). | Power BI is now generally available in the Switzerland data center. This is the first of the Business Applications online services to go live in Switzerland local cloud to support customers requiring data residency.  As Business Applications continue to expand into new Local and Sovereign infrastructure serving customers in regulated industries, the key highlights include:  Geographic availability – web transition: Minor improvements have been incorporated to the geographic availability information for Dynamics 365 and Power Platform services. The report may be accessed from [Dynamics 365](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdynamics.microsoft.com%2Fen-us%2Fresources%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472056150&sdata=o362JPTtyjhoBsJTC46k8d72Yr0va5beSRkDQdbVXyA%3D&reserved=0), [Power BI](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerbi.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472066142&sdata=f3UYPCt0MIzzMAOnf9CGAkCW2us6V%2FsOJWDiqqDuxXk%3D&reserved=0), [Power Apps](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerapps.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472066142&sdata=bIIH1zJy1N5qXh28kscJaEg9oWpPupmYcP3he4Wv71E%3D&reserved=0), [Power Automate](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fflow.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472076133&sdata=vMWGFdEFzDZSdBWealU1So%2B%2FufxXhWteXMxcyOvlRlE%3D&reserved=0) and [Power Virtual Agent](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowervirtualagents.microsoft.com%2Fen-us%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472076133&sdata=UzQJW8BnRA1qG%2BBP01Fk4rsO%2BDwcFVJRiEp9YDjyR74%3D&reserved=0) web pages.  Dynamics 365 for Finance, Supply Chain, Commerce: database backup retention changes are live.   * Production environments: Backups of the business database and financial reporting database are retained for up to 28 days. * Sandbox environments: Backups of the business database and financial reporting database are retained for up to 7 days.   Review the full [Business Applications Infrastructure update - May 2020](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/KCDOCs2/Customer%20Experience%20Updates/Business%20Applications%20Infrastructure%20update%20%E2%80%93%20May%202020.pdf). | | Updated D365 Technical Content | | | COVID-19 updates to the Dynamics 365 FY20 Sales Play click-through DemoMates are available on CDX today.  [Click here to access](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/KCDOCs2/Dynamics%20365%20Click%20Thru%20Demos/New%20D365%20TPM%20technical%20content.pdf) a table displaying available assets for each sales play and their underlying workloads - all icons will direct you to the corresponding asset available on the [CDX platform](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcdx.transform.microsoft.com%2F&data=02%7C01%7Cvanbuc%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012608413852&sdata=jg3%2BlQnT1JAsW%2BpPUDD5qJtpXXI7QizbQE7Ym1EoL98%3D&reserved=0) and Infopedia. Valid credentials are required.  For questions, please reach out to [D365TPM@microsoft.com](mailto:D365TPM@microsoft.com). | COVID-19 updates to the Dynamics 365 FY20 Sales Play click-through DemoMates are available on CDX today.  The below table displays available assets for each sales play and their underlying workloads - all icons will direct you to the corresponding asset available on the [CDX demo platform](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcdx.transform.microsoft.com%2F&data=02%7C01%7Cvanbuc%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012608413852&sdata=jg3%2BlQnT1JAsW%2BpPUDD5qJtpXXI7QizbQE7Ym1EoL98%3D&reserved=0) and Infopedia. Valid credentials are required.  For questions, please reach out to [D365TPM@microsoft.com](mailto:D365TPM@microsoft.com).   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Dynamics 365 Technical Content | | | | | | | FY20 Sales Play | Technical Pitch Deck | [CDX – Access to Dynamics 365 Demonstrations](https://cdx.transform.microsoft.com/) | | | | | Shared Tenant | | 90 Day Tenant | DemoMates | | Connected Commerce |  |  | Fraud Protection | - |  | |  | Commerce POS | |  | Commerce Headquarters | |  | Commerce eCommerce | | Connected Field Service |  |  | Dynamics 365 Field Service |  |  | | Business Central |  |  | Dynamics 365 Business Central |  |  | | Intelligent Sales and Marketing |  |  | Dynamics 365 Marketing |  |  | |  | Dynamics 365 Sales | |  | Dynamics 365 Sales Insights | |  | Dynamics 365 Customer Insights | |  | Customer Insights Pocket Demo | | Supply Chain Management |  |  | Dynamics 365 Supply Chain Management | - |  | | Modern Finance |  |  | Dynamics 365 Finance | - |  | | Proactive Customer Service |  |  | Dynamics 365 Customer Service |  |  | |  | Customer Service Insights | | | Quick-Start Guide to Building Resiliency with Customers | | | From protecting frontline workers to establishing distributed sales teams, organizations face unprecedented changes. Customers and employees need consistent, empathetic, and impactful experiences more than ever. Organizations need to learn fast and evolve with agility, delivering meaningful engagement across existing and new channels and touchpoints. The [Quick-Start Guide to Building Resiliency with Customers](https://clouddamcdnprodep.azureedge.net/gdc/gdcE0Oqf2/original) explains key workforce transformation scenarios to help respond to rapid change—and even crises—just as fast, using data to drive confident decisions. For each scenario, there will be a short list of questions to understand your current situation, activities to plan for what’s next, and resources to get started.   * Establish your distributed and remote service team. * Optimize your resource scheduling. * Create a remote sales organization. | From protecting frontline workers to establishing distributed sales teams, organizations face unprecedented changes. Customers and employees need consistent, empathetic, and impactful experiences more than ever. Organizations need to learn fast and evolve with agility, delivering meaningful engagement across existing and new channels and touchpoints. The [Quick-Start Guide to Building Resiliency with Customers](https://clouddamcdnprodep.azureedge.net/gdc/gdcE0Oqf2/original) explains key workforce transformation scenarios to help respond to rapid change—and even crises—just as fast, using data to drive confident decisions. For each scenario, there will be a short list of questions to understand your current situation, activities to plan for what’s next, and resources to get started.   * Establish your distributed and remote service team. * Optimize your resource scheduling. * Create a remote sales organization. | | Quick-Start Guide to Delivering Always-On, Always Exceptional Service | | | Over the last 5 to 10 years, customer and field service organizations have stepped up to become their companies’ top competitive differentiators. During this time of rapid change, organizations face difficulties when it comes to delivering consistent, always-on service. Read the [Quick-Start Guide to Delivering Always-on, Always Exceptional Service](https://clouddamcdnprodep.azureedge.net/gdc/gdc3Bu9DM/original), which targets common challenges organizations are likely experiencing, with tips and tactics addressing them. You won’t find a lengthy list of to-dos— the goal is to provide you with a short list of concrete actions that will have the most impact to deliver always-on, always exceptional service regardless of what the world throws at you. | Over the last 5 to 10 years, customer and field service organizations have stepped up to become their companies’ top competitive differentiators. During this time of rapid change, organizations face difficulties when it comes to delivering consistent, always-on service. Read the [Quick-Start Guide to Delivering Always-on, Always Exceptional Service](https://clouddamcdnprodep.azureedge.net/gdc/gdc3Bu9DM/original), which targets common challenges organizations are likely experiencing, with tips and tactics addressing them. You won’t find a lengthy list of to-dos— the goal is to provide you with a short list of concrete actions that will have the most impact to deliver always-on, always exceptional service regardless of what the world throws at you. | | Review the Quick-Start Guide to Accelerate Digital Selling | | | Over the last five years, brands have been making it easier for customers to shop and buy their products from anywhere at any time. During times of rapid change, organizations continue to face difficulties when it comes to digital selling. Read the [Quick-Start guide to Accelerate Digital Selling](https://clouddamcdnprodep.azureedge.net/gdc/gdcpvRCNU/original), which targets common challenges that sales organizations face, with tips and tactics that can help. You won’t find a lengthy list of to-dos—the goal is to provide you with a short set of concrete actions that will deliver the most impact, so your teams can sell seamlessly, wherever they are. | Over the last five years, brands have been making it easier for customers to shop and buy their products from anywhere at any time. During times of rapid change, organizations continue to face difficulties when it comes to digital selling. Read the [Quick-Start guide to Accelerate Digital Selling](https://clouddamcdnprodep.azureedge.net/gdc/gdcpvRCNU/original), which targets common challenges that sales organizations face, with tips and tactics that can help. You won’t find a lengthy list of to-dos— the goal is to provide you with a short set of concrete actions that will deliver the most impact, so your teams can sell seamlessly, wherever they are. | | Three new Microsoft Dynamics 365 webinar series available on Microsoft.com | | | *Keep Consumers Connected with Your Business* - Watch this [webinar series](https://info.microsoft.com/ww-Landing-B2C-Webinar-Series-Keep-Consumers-Connected-Video.html) to learn how to maintain business continuity and build ongoing, high-quality customer engagement for long-term success. All three episodes are available on demand now.  *How to Foster Customer Relationships at a Critical Time -* Watch this [webinar series](https://info.microsoft.com/ww-landing-how-to-foster-customer-relationships-at-a-critical-time.html) to help your organization respond to changes in real time and achieve long-term success. All three episodes are available on demand now.  *Adapt to a Rapidly Changing Environment -* Watch this [three-episode webinar series](https://info.microsoft.com/ww-landing-Culture-Series-Webinar-Email-Adapt-Rapidly.html) to learn from Microsoft’s sales and service industry leaders with first-hand experience driving change management with positive results. | New Webinar: Keep Consumers Connected with Your Business  Every organization needs to adapt and adjust its operations to the current business landscape. Watch this [webinar series](https://info.microsoft.com/ww-Landing-B2C-Webinar-Series-Keep-Consumers-Connected-Video.html) to learn how to maintain business continuity and build ongoing, high-quality customer engagement for long-term success. All three episodes are available on demand now.   * Episode 1: Earn Customer Trust Through Personalized, Timely Outreach * Episode 2: Deliver Seamless Customer Experiences * Episode 3: Identify and Prioritize Customer Needs at Scale   New Webinar: How to Foster Customer Relationships at a Critical Time  It’s now more important than ever to prevent potential disruption for your customers, maintain the quality of products and services, and continue building strong customer relationships.  Watch this [webinar series](https://info.microsoft.com/ww-landing-how-to-foster-customer-relationships-at-a-critical-time.html) to help your organization respond to changes in real time and achieve long-term success. All three episodes are available on demand now.   * Episode 1: Understand and Engage Customers in Uncertain Times * Episode 2: Lead your Sales Team through a Crisis Today and in the Future   Episode 3: Adapt to Customer Needs to earn Loyalty and Trust  New Webinar: Adapt to a Rapidly Changing Environment  In today’s uncertain environment, the ability to adapt quickly to change and strengthen engagement with employees and customers is critical to your business success. Watch this [three-episode webinar series](https://info.microsoft.com/ww-landing-Culture-Series-Webinar-Email-Adapt-Rapidly.html) to learn from Microsoft’s sales and service industry leaders with first-hand experience driving change management with positive results.   * Episode 1: Remote Selling Accelerated * Episode 2: AI in the New Normal   Episode 3: Why Agility and Care are Critical to Great Customer Experiences | | | |
|  | **PRODUCT + AVAILABILITY** |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | *NOTE: Abstract article versions are provided in this email newsletter. Read the full-length* [*Product + Availability*](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11848) *articles.*   |  |  |  | | --- | --- | --- | | **Abstract** | | **Full Article** | | Key dates for the upcoming release wave | | | | This month the key dates for the second release wave of updates planned for 2020 was announced, which starts in October. These dates will help customers and partners prepare for these updates with confidence.   * July 8, 2020: Release plans available * August 3, 2020: Early access available * October 1, 2020: General availability   Upcoming release plans  On July 8, 2020, the release plans for the 2020 release wave 2 will be published with the initial list of features for Dynamics 365 and Power Platform and delivered during the release wave. The release plans provide customers and partners with early visibility to get ready for the updates planned from October 2020 to March 2021.  Please review the [product updates](https://dynamics.microsoft.com/en-us/business-applications/product-updates/) for the latest release wave details. | | This month the key dates for the second release wave of updates planned for 2020 was announced, which starts in October. These dates will help customers and partners plan and prepare for these updates with confidence.   * July 8, 2020: Release plans available – Learn about the new upcoming capabilities for Dynamics 365 and Power Platform. * August 3, 2020: Early access available – Try the new features and capabilities that will be part of the October update of the 2020 release wave 2 before they’re enabled automatically. * October 1, 2020: General availability – This is when the production deployment for the 2020 release wave 2 begins. Regional deployments will commence on October 2, 2020.   Upcoming release plans  On July 8, 2020, the release plans for the 2020 release wave 2 will be published with the initial list of features for Dynamics 365 and Power Platform; they will be delivered during the release wave. The release plans provide customers and partners with early visibility to get ready for the updates planned from October 2020 to March 2021.  Please review the[product updates](https://dynamics.microsoft.com/en-us/business-applications/product-updates/)for the latest release wave details including release plans and overview videos. | | Implementing use of Microsoft Alternative Acceptance Forms for Microsoft Dynamics | | | | Due to the current crisis and remote working conditions, Microsoft is changing the physical signature process by implementing use of Microsoft Alternative Acceptance Forms (MAAFs) for Microsoft Dynamics. This guidance is for all partners and customers typically using a physical signature process to accept a Microsoft Dynamics contract, but are currently unable to accept with a physical signature due to remote working conditions.  To understand which scenario to use a Microsoft Alternative Acceptance Form, refer to the [guidance deck](https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fq62m.mjt.lu%2Flnk%2FAM4AAHN3JnkAAcojMkgAALYnWhEAAAABhvEAJN01AAojYABewl1-3OeFMFfqQiya86mP8_FhQwAJsew%2F2%2F5b0lqMTrdys1_7JYB7pAuA%2FaHR0cHM6Ly9idXNpbmVzc2NlbnRlci5tYnMubWljcm9zb2Z0LmNvbS8jY29udGVudGRldGFpbC9QaHlzaWNhbF9TaWduYXR1cmVfUHJvY2Vzc2VzX0NoYW5nZQ%23contentdetail%2FPhysical_Signature_Processes_Change&data=02%7C01%7Cv-coollm%40microsoft.com%7Ca8257a4aa0734b1a0c6108d80413ead3%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637263830879683752&sdata=JlpJEMQ5bqIfNYHb%2F%2FwWSGRM3Ozt2m4PlVwZi%2BcBazs%3D&reserved=0) (which may require sign-in) on PartnerSource Business Center (excluding Russia, Egypt, Saudi Arabia, Turkey, and China).  For the rest of the countries, please refer to the guidance decks available on [PartnerSource Business Center](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbusinesscenter.mbs.microsoft.com%2F%23contentdetail%2FChangestoPhysicalSignaturesProcessMBS_RESTcountries&data=02%7C01%7Cv-coollm%40microsoft.com%7Ca8257a4aa0734b1a0c6108d80413ead3%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637263830879693706&sdata=%2BSmb0SrTqUCmajMaN%2Bw%2FuKT1hMFZDfpaiYdd%2FcHXc6U%3D&reserved=0) (which may require sign-in). | Due to the current crisis and remote working conditions, Microsoft is changing the physical signature process by implementing use of Microsoft Alternative Acceptance Forms (MAAFs) for Microsoft Dynamics. This guidance is for all partners and customers typically using a physical signature process to accept a Microsoft Dynamics contract, but are currently unable to accept with a physical signature due to remote working conditions.  To understand which scenario to use a Microsoft Alternative Acceptance Form, refer to the [guidance deck](https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fq62m.mjt.lu%2Flnk%2FAM4AAHN3JnkAAcojMkgAALYnWhEAAAABhvEAJN01AAojYABewl1-3OeFMFfqQiya86mP8_FhQwAJsew%2F2%2F5b0lqMTrdys1_7JYB7pAuA%2FaHR0cHM6Ly9idXNpbmVzc2NlbnRlci5tYnMubWljcm9zb2Z0LmNvbS8jY29udGVudGRldGFpbC9QaHlzaWNhbF9TaWduYXR1cmVfUHJvY2Vzc2VzX0NoYW5nZQ%23contentdetail%2FPhysical_Signature_Processes_Change&data=02%7C01%7Cv-coollm%40microsoft.com%7Ca8257a4aa0734b1a0c6108d80413ead3%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637263830879683752&sdata=JlpJEMQ5bqIfNYHb%2F%2FwWSGRM3Ozt2m4PlVwZi%2BcBazs%3D&reserved=0) (which may require sign-in) on PartnerSource Business Center (excluding Russia, Egypt, Saudi Arabia, Turkey, and China).  For the rest of the countries, please refer to the guidance decks available on [PartnerSource Business Center](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbusinesscenter.mbs.microsoft.com%2F%23contentdetail%2FChangestoPhysicalSignaturesProcessMBS_RESTcountries&data=02%7C01%7Cv-coollm%40microsoft.com%7Ca8257a4aa0734b1a0c6108d80413ead3%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637263830879693706&sdata=%2BSmb0SrTqUCmajMaN%2Bw%2FuKT1hMFZDfpaiYdd%2FcHXc6U%3D&reserved=0) (which may require sign-in). | | | Project Operations public preview | | | | Now announcing the Microsoft Dynamics 365 Project Operations Public Preview program will start on June 22, 2020. As [announced](https://cloudblogs.microsoft.com/dynamics365/bdm/2020/02/20/introducing-microsoft-dynamics-365-project-operations/) in February, Project Operations is a new application that helps service organizations with the visibility, collaboration, and insight needed to drive success across operations – from quote to cash. The new application will become generally available (GA) on October 1, 2020. The Public Preview program provides partners and customers with the opportunity to evaluate the new application and provide feedback to the engineering team before GA. The [sign-up process](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2FFormsPro%2FPages%2FResponsePage.aspx%3Fid%3Dv4j5cvGGr0GRqy180BHbR56j8lZs0FdAvwT75_WNFyxUMkRDV1NYQU5TNjE2VjhKOVBUNVg2R0s1NC4u&data=02%7C01%7Cmiballin%40microsoft.com%7Cc594c42626aa428d1aa908d80ef9b78b%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275812968799513&sdata=TrxulZONaTNnqWhglqnnB1lQwhC1pnVBI1fEyzG9FZE%3D&reserved=0) will be available on [Project Operations](https://dynamics.microsoft.com/en-us/project-operations/overview/) after June 22. During the preview program, we will also work closely with customers that would like to apply to become early adopters.  Register for the Public Preview program [webinar](https://learning.eventbuilder.com/event/21736) and review the [FAQ](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/KCDOCs/Dynamics%20365%20for%20Project%20Service%20Automation%20Assets/Dynamics%20365%20Project%20Service%20Automation%20-%20Field%20FAQ%20and%20Response%20Guide.pdf), For questions, contact [PSATransition@microsoft.com](mailto:PSATransition@microsoft.com). Review the [Project Operations Overview and Transition deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b7fa7fb0a-df20-40c4-83fe-757d95a20169%7d&action=default&DefaultItemOpen=1) to help customers understand the future of Dynamics 365 Project Service Automation. | | Now announcing the Microsoft Dynamics 365 Project Operations Public Preview program will start on June 22, 2020. As [announced](https://cloudblogs.microsoft.com/dynamics365/bdm/2020/02/20/introducing-microsoft-dynamics-365-project-operations/) in February, Project Operations is a new application that helps service organizations with the visibility, collaboration, and insight needed to drive success across operations – from quote to cash. The new application will become generally available (GA) on October 1, 2020. The Public Preview program provides partners and customers with the opportunity to evaluate the new application and provide feedback to the engineering team before GA. The [sign-up process](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2FFormsPro%2FPages%2FResponsePage.aspx%3Fid%3Dv4j5cvGGr0GRqy180BHbR56j8lZs0FdAvwT75_WNFyxUMkRDV1NYQU5TNjE2VjhKOVBUNVg2R0s1NC4u&data=02%7C01%7Cmiballin%40microsoft.com%7Cc594c42626aa428d1aa908d80ef9b78b%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637275812968799513&sdata=TrxulZONaTNnqWhglqnnB1lQwhC1pnVBI1fEyzG9FZE%3D&reserved=0) will be available on [Project Operations](https://dynamics.microsoft.com/en-us/project-operations/overview/) after June 22. During the preview program, we will also work closely with customers that would like to apply to become early adopters.  Learn more by registering for the Public Preview program [webinar](https://learning.eventbuilder.com/event/21736). For customer and partner specific questions, please review the [FAQ](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/KCDOCs/Dynamics%20365%20for%20Project%20Service%20Automation%20Assets/Dynamics%20365%20Project%20Service%20Automation%20-%20Field%20FAQ%20and%20Response%20Guide.pdf), then reach out to [PSATransition@microsoft.com](mailto:PSATransition@microsoft.com). Review the [Project Operations Overview and Transition deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b7fa7fb0a-df20-40c4-83fe-757d95a20169%7d&action=default&DefaultItemOpen=1) to help customers understand the future of Dynamics 365 Project Service Automation. | | | |
|  | **PROGRAMS + OFFERS** |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | *NOTE: Abstract article versions are provided in this email newsletter. Read the full-length* [*Program + Offers*](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11557) *articles.*   |  |  |  | | --- | --- | --- | | **Abstract** | **Full Article** | | | COVID-19 Offers Free to Fee T- Minus Conversion Guidance | | | | There has been an incredible uptake on the [Biz Apps COVID offers](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fteams%2FBusinessApplicationsCrisisResponse&data=02%7C01%7Cv-coollm%40microsoft.com%7Ccf79e812034a4d50dd2b08d7fe71b9f4%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637257636708829054&sdata=wZCAfXsqfDi4FgiWBhKKpoQWkcinS9hUeYrJgyRZBzE%3D&reserved=0) with over 774 customers leveraging this opportunity to support their business during this challenging time.  To ensure customers continue to experience the benefits of our solutions after the offer period, the T-6 Execution Guidance has been created to support selling efforts. The goal is to create a positive customer experience and drive continuity while simultaneously:   * Engaging with customers in a business value conversation that will help strengthen the relationship. * Securing the transition of these offers from free to fee, optimizing the usage of Microsoft solutions. * Opening a conversation on the broader portfolio of solutions that can help them restart and reshape their business. | | There has been an incredible uptake on the [Biz Apps COVID offers](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fteams%2FBusinessApplicationsCrisisResponse&data=02%7C01%7Cv-coollm%40microsoft.com%7Ccf79e812034a4d50dd2b08d7fe71b9f4%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637257636708829054&sdata=wZCAfXsqfDi4FgiWBhKKpoQWkcinS9hUeYrJgyRZBzE%3D&reserved=0) with over 774 customers leveraging this opportunity to support their business during this challenging time.  To ensure customers continue to experience the benefits of our solutions after the offer period, the T-6 Execution Guidance has been created to support your selling efforts. The goal is to create a positive customer experience and drive continuity while simultaneously:   * Engaging with customers in a business value conversation that will help strengthen the relationship. * Securing the transition of these offers from free to fee, optimizing the usage of Microsoft solutions. * Opening a conversation on the broader portfolio of solutions that can help them restart and reshape their business.   Below is the preliminary T- Minus guidance that can be leveraged by you and your team to execute. Subsequent phases and communication will be rolled out to further enhance, track, and operationalize this process.  T-6 Guidance  All the approved Biz Apps COVID offers requested by sellers have been matched to an existing or new MSX opportunity and tagged with the Biz Apps COVID 19 Offer sales program tag.  Moving forward the MSX ID will be required when the offers are requested, to enable ongoing uploading and tagging which will happen on a bi-weekly basis.  As next steps, the below execution activities should be followed to ensure a proactive customer engagement approach:   * T-6   Opportunity Hygiene, Partner Attach and BDM identification, Est Revenue * T-4   Business Value Insights conversation to drive Upsell and Cross Sell * T-3   Deal crafting and offer preparation * T-1   Contract closure and shift from free to fee     Additional details will be provided throughout the following phases:  Phase One – May   * All accounts/customers leveraging these offers have been uploaded into MSX and tagged with the Biz Apps | COVID 19 Offer Sales Program tag. * Opportunity owners (offer requestors) will be contacted regarding the above sales guidance. * Regular communications updates will be sent for Sales and BG Leadership to track progress and provide further details and guidance.   Phase Two - June   * Business Value Insights assets will be available for use by industry, leveraging the respond, restart, reshape messaging -available through the Catalyst Sales Desk. * Sellers will be notified when the Business Value Insights assets are available and will be guided to follow the T-Minus guidance. * Tracking uptake and impact measurement in partnership with M&O.   Phase Three - H1   * Deal Crafting service will be available in July to help craft and present licensing proposals to customers -available through the Catalyst Sales Desk. * MSX Catalyst Guided Selling and Content will be delivered through the Seismic go live   + MSX Next Best Action Notifications   + Sales Play BOM to enable cross sell/upsell efforts | | Weekly Crisis Response Field Leader GTM Update | | | |  | As a reminder, the last day to submit the 6-month free [Crisis response offers](https://microsoft.sharepoint.com/teams/BusinessApplicationsCrisisResponse?e=1%3A31dad4d752ab449ea313558f9f1ee27e) was June 17. Customers must activate their promotional codes by June 30.  For questions or additional information, please visit the [COVID-19 Response site](https://microsoft.sharepoint.com/sites/COVID-19Response/SitePages/CustomerPartnerAssets.aspx). | | | Business Applications COVID-19 weekly update | | | |  | To review previous updates, visit the [Business Applications COVID-19 Response Weekly Updates](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11466). | | | Reminder: MRSS Terms and Conditions - Not true-down eligible | | | | During the current economic environment where more customers are seeking payment flexibility, some customers are considering true-downs for their MRSS licenses, which is one area that cannot be accommodated at this time. MRSs still has a minimum of 10 seats and can be transacted on a commercial EA only and is not true-down eligible until the next EA renewal. To learn more, please review [Dynamics 365 Sales FAQs](https://microsoft.sharepoint.com/:w:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7bd08d693d-e17f-4d83-b4f3-7fee19cc0c50%7d&action=default&DefaultItemOpen=1&CID=A87A84CB-11E6-4B2A-903F-161B8B69E873&wdLOR=cE62A5175-EA61-4644-8DD5-49D69BBF9A49) for more information. | During the current economic environment where more customers are seeking payment flexibility, some customers are considering true-downs for their MRSS licenses, which is one area that cannot be accommodated at this time. MRSs still has a minimum of 10 seats and can be transacted on a commercial EA only and is not true-down eligible until the next EA renewal. To learn more, please review [Dynamics 365 Sales FAQs](https://microsoft.sharepoint.com/:w:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7bd08d693d-e17f-4d83-b4f3-7fee19cc0c50%7d&action=default&DefaultItemOpen=1&CID=A87A84CB-11E6-4B2A-903F-161B8B69E873&wdLOR=cE62A5175-EA61-4644-8DD5-49D69BBF9A49) for more information. | | | Introducing the new Power Apps Ramp Program | | | | Introducing the new Power Apps Ramp Program to accelerate deals and help enterprise customers quickly adapt to changing business conditions. In addition to existing field empowerments, this deal structuring option for the Power Apps per user license enables customers to commit to covering all users in an enterprise and ramp pricing for projected seats with up to a 70% discount. Customers can take advantage of the full Power Apps per user capabilities (i.e. unlimited custom apps and portals - *internal only*) for their entire enterprise. Now available until Dec 31, 2020.  Customers committed to licensing their entire organization will receive discounted pricing on ramped payments (option of a decreased ramp if needed). This deal requires Business Desk engagement.  Review the Power Apps Ramp Program [deck](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2Fpages%2Flayouts%2Fkcdoc.aspx%3Fk%3Dg01kc-2-11691&data=02%7C01%7CDhivya.Asokan%40microsoft.com%7C578efb21efd94931269a08d7fdcc57ef%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637256926392390974&sdata=KRdDzl6EPEZea1LyTparu7d%2BQDDSAMai2Aq6SzNimyA%3D&reserved=0), and [FAQ](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11707). For additional questions submit queries to [LicenseQ](https://microsoft.sharepoint.com/teams/CSSLicenseQ). | | Introducing the new Power Apps Ramp Program to accelerate deals and help enterprise customers quickly adapt to changing business conditions. In addition to existing field empowerments, this deal structuring option for the Power Apps per user license enables customers to commit to covering all users in an enterprise and ramp pricing for projected seats with up to a 70% discount. Customers can take advantage of the full Power Apps per user capabilities (i.e. unlimited custom apps and portals - *internal only*) for their entire enterprise. Now available until Dec 31, 2020.  Customers committed to licensing their entire organization will receive discounted pricing on ramped payments (with the option of a decreasing ramp if needed). Please note this deal requires Business Desk engagement.   * Offer is effective immediately through December 31, 2020 * Minimum qualification is 30,000 users flat over agreement term * 5-year and 3-year deal options are available * Requires GBB notification and BD execution   Sales Call to Action   * Learn more about the program by reviewing the Power Apps Ramp [deck](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2Fpages%2Flayouts%2Fkcdoc.aspx%3Fk%3Dg01kc-2-11691&data=02%7C01%7CDhivya.Asokan%40microsoft.com%7C578efb21efd94931269a08d7fdcc57ef%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637256926392390974&sdata=KRdDzl6EPEZea1LyTparu7d%2BQDDSAMai2Aq6SzNimyA%3D&reserved=0) and [FAQ](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11707). * Review PowerApps pipeline and identify + tag site-license opportunities in MSX * Engage your GBB and CE   GBB Call to Action   * Identify new opportunities to target with this program * Assist account teams in structuring the deal * Support customer workshops   For additional questions submit queries to [LicenseQ](https://microsoft.sharepoint.com/teams/CSSLicenseQ). | | Reminder: Do not transact SKUs, Microsoft Social Engagement discontinued | | | | As announced on June 1, 2019, MSE customers were notified of the discontinuation of Microsoft Social engagement changes via in-product messages, emails, and a blog in the community forum.  Due to commerce system setup, MSE SKUs are still shown on pricelist; the SKUs will be removed as soon as possible. Please advise all sellers and partners to not transact these offers since the solution is fully deprecated.  Additional Resources   * Pricing and Licensing page ([Field](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/DynamicsHub.aspx#Dynamics365:Pricing-licensing-Overview) & [Partner](https://mbs.microsoft.com/partnersource/global/pricing-ordering/licensing-policies/Dyn365PricingandLicensing)) * [Dynamics 365 Licensing Guide](https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409)   Licensing support   * Field: [LicenseQ](https://microsoft.sharepoint.com/teams/CSSLicenseQ) * Partner: [MPC](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps)   For announcements and communications please review [Yammer](https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=1777689) (Field only) and [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps). | | As announced on June 1, 2019, MSE customers were notified of the discontinuation of Microsoft Social engagement changes via in-product messages, emails, and a blog in the community forum.  Due to commerce system setup, MSE SKUs are still shown on pricelist; the SKUs will be removed as soon as possible. Please advise all sellers and partners to not transact these offers since the solution is fully deprecated.  Additional Resources   * Pricing and Licensing page ([Field](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/DynamicsHub.aspx#Dynamics365:Pricing-licensing-Overview) & [Partner](https://mbs.microsoft.com/partnersource/global/pricing-ordering/licensing-policies/Dyn365PricingandLicensing)) * [Dynamics 365 Licensing Guide](https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409)   Licensing support   * Field: [LicenseQ](https://microsoft.sharepoint.com/teams/CSSLicenseQ) * Partner: [MPC](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps)   For announcements and communications please review [Yammer](https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=1777689) (Field only) and [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps). | | Dynamics 365 Portal SKUs inadvertently removed from VL price list | | | | Dynamics 365 Additional Portal SKU (*Dyn365E CstEng Addl Portal*) and Dynamics 365 Additional Portal Page Views SKU (*Dyn365E CstEng Addl PtPgVw*) were prematurely retired from VL pricelist. The team is working on this issue and expect to have the SKUs back on August 1, 2020.  In case customers want to renew the Dynamics 365 Portal SKUs, please work with a CE to leverage existing CPS in the agreement or with BD to use previous pricelists.  For more information about Dynamics 365 Portals transition plans, please check:   * Power Platform (Dynamics Portals) transition plan ([deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7bf50da3bd-1290-4c69-8006-96cd3324006c%7d&action=default&DefaultItemOpen=1)) * [Transition plan extension](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-50-7030) ([Field Alert](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-50-7030)) * Power Apps, Power Automate and Power Virtual Agent Licensing ([deck](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2Fpages%2Flayouts%2Fkcdoc.aspx%3Fk%3Dg01kc-1-42095&data=02%7C01%7Cv-oumak%40microsoft.com%7Cf7ebdd0890a0469e097908d808e0ee12%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637269109521129429&sdata=ggSBJu0w7K1Ghjad0Cv6z5G3h7lg%2FsKI8Cp5X35GnRE%3D&reserved=0)) * [Power Platform Hub](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FInfopedia_G01%2FPages%2FPowerApps.aspx%23Hub%3APricing-licensing&data=02%7C01%7Cv-oumak%40microsoft.com%7Cf7ebdd0890a0469e097908d808e0ee12%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637269109521129429&sdata=axoKGh5LlAxKKKSLxiIVHPQTETrN34c9wKzDbAw476Q%3D&reserved=0) | | Dynamics 365 Additional Portal SKU (*Dyn365E CstEng Addl Portal*) and Dynamics 365 Additional Portal Page Views SKU (*Dyn365E CstEng Addl PtPgVw*) were prematurely retired from VL pricelist. The team is working on this issue and expect to have the SKUs back on August 1, 2020.  In case customers want to renew the Dynamics 365 Portal SKUs, please work with a CE to leverage existing CPS in the agreement or with BD to use previous pricelists.  For more information about Dynamics 365 Portals transition plans, please check:   * Power Platform (Dynamics Portals) transition plan ([deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7bf50da3bd-1290-4c69-8006-96cd3324006c%7d&action=default&DefaultItemOpen=1)) * [Transition plan extension](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-50-7030) ([Field Alert](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-50-7030)) * Power Apps, Power Automate and Power Virtual Agent Licensing ([deck](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2Fpages%2Flayouts%2Fkcdoc.aspx%3Fk%3Dg01kc-1-42095&data=02%7C01%7Cv-oumak%40microsoft.com%7Cf7ebdd0890a0469e097908d808e0ee12%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637269109521129429&sdata=ggSBJu0w7K1Ghjad0Cv6z5G3h7lg%2FsKI8Cp5X35GnRE%3D&reserved=0)) * [Power Platform Hub](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2FInfopedia_G01%2FPages%2FPowerApps.aspx%23Hub%3APricing-licensing&data=02%7C01%7Cv-oumak%40microsoft.com%7Cf7ebdd0890a0469e097908d808e0ee12%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637269109521129429&sdata=axoKGh5LlAxKKKSLxiIVHPQTETrN34c9wKzDbAw476Q%3D&reserved=0)   Additional Resources   * Pricing and Licensing page: [Field](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/DynamicsHub.aspx#Dynamics365:Pricing-licensing-Overview) & [Partner](https://mbs2.microsoft.com/UserInfo/AssociateAccount.aspx?ReturnURL=https%3A%2F%2Fbusinesscenter.mbs.microsoft.com%2F%23%2F) (may require sign-in) * Dynamics 365 Licensing Guide ([pdf](https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409))   Licensing support   * Field: [LicenseQ](https://microsoft.sharepoint.com/teams/CSSLicenseQ) * Partner: [Microsoft Partner C](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps)ommunity   For announcements and communications: [Yammer](https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=1777689) (Field only) and [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps). | | Grow your SMB Business with 25% off net new Dynamics 365 for Sales Professional seats (purchased through CSP only) | | | | Help your Microsoft Office customers lock in the discounted price for up to 3 years with this limited offer (ends June 30). This promotional offer price on Microsoft Products and Services represents a discount on the standard price ("Promotional Discount"). Please note this Promotional Discount is intended to benefit end customers.  Offer details include:   * CSP-only offer available in US, WE, UK, Canada, France, Germany, Australia, MEA, CEE, APAC\*\* * New Microsoft Dynamics 365 Sales Professional customers * Existing Microsoft Office SMB customers * Minimum 10 customer seats up to a maximum 75 seats purchase required to qualify for customers that own Microsoft Office   For more details, please visit the [Partner network](https://partner.microsoft.com/en-us/marketing/dynamics365salesprofessionalcspoffer). | Help your Microsoft Office customers lock in the discounted price for up to 3 years with this limited offer (ends June 30). This promotional offer price on Microsoft Products and Services represents a discount on the standard price ("Promotional Discount"). Please note this Promotional Discount is intended to benefit end customers.  Offer details include:   * CSP-only offer available in US, WE, UK, Canada, France, Germany, Australia, MEA, CEE, APAC\*\* * New Microsoft Dynamics 365 Sales Professional customers * Existing Microsoft Office SMB customers * Minimum 10 customer seats up to a maximum 75 seats purchase required to qualify for customers that own Microsoft Office   For more details, please visit the [Partner network](https://partner.microsoft.com/en-us/marketing/dynamics365salesprofessionalcspoffer). | | | Dynamics 365 Migration Program: Migrate your AX customers to the cloud | | | | Since the March launch, the [Dynamics 365 Migration Program](https://aka.ms/d365migrate) ($1B cloud revenue opportunity) has connected with 1,544 Dynamics AX customers with combined efforts of WCB and DMP-Concierge, which resulted in 527 Standard Migration Assessment offers in the pipeline (as of June 3). Starting July 20, the program will expand to CRM targeting 5,600 CRM customers; this will represent an additional $440M cloud opportunity. AX to D365 feature comparison deck and localized SMA and Business Value handouts are now available on Business Applications Hub on //[Learning](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/Dynamicshub.aspx#Dynamics365:D365-Migration-Program). Stay engaged by tracking your customers through the [dashboard](https://aka.ms/DMPExecutiveReporting), [nominating](https://forms.office.com/Pages/ResponsePage.aspx?id=v4j5cvGGr0GRqy180BHbR3tdk34oec5HuLI9igdKv7xUOVNVR0hSVUhMNTJORzQxTExCRjlZUjk0US4u) your customers, and reviewing common [Field FAQs](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-6238). | Since the March launch, the [Dynamics 365 Migration Program](https://aka.ms/d365migrate) ($1B cloud revenue opportunity) has connected with 1,544 Dynamics AX customers with combined efforts of WCB and DMP-Concierge, which resulted in 527 Standard Migration Assessment offers in the pipeline (as of June 3). Starting July 20, the program will expand to CRM targeting 5,600 CRM customers; this will represent an additional $440M cloud opportunity. AX to D365 feature comparison deck and localized SMA and Business Value handouts are now available on Business Applications Hub on //[Learning](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/Dynamicshub.aspx#Dynamics365:D365-Migration-Program). Stay engaged by tracking your customers through the [dashboard](https://aka.ms/DMPExecutiveReporting), [nominating](https://forms.office.com/Pages/ResponsePage.aspx?id=v4j5cvGGr0GRqy180BHbR3tdk34oec5HuLI9igdKv7xUOVNVR0hSVUhMNTJORzQxTExCRjlZUjk0US4u) your customers, and reviewing common [Field FAQs](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-6238). | | | | |
|  | **PARTNER UPDATE** |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | *NOTE: Abstract article versions are provided in this email newsletter. Read the full-length* [*Partner Update*](https://microsoft.sharepoint.com/teams/BusinessApplicationsWWFieldPartnerCommunicationsOffice/Shared%20Documents/Field%20Communications/2%20-%20Biz%20Apps%20Field%20Newsletter%20-%20Alysa%20Taylor/2020/June/Sectional%20Assets) *articles.*   |  |  |  |  | | --- | --- | --- | --- | | **Abstract** | | **Full Article** | | | New Partner Capacity Model | | | | Now announcing the newly published FY21 Biz Apps Capacity Model tool to drive improvement of partner capability. This tool can be used to help create Business Applications long term capacity strategy. Users should navigate to each FY scenario to understand the gap in Talent resources (Pre-sales, Functional consultants, Architectures, Software Development) they have per workload in their subsidiary or Area. Familiarize yourself with the capacity tool and identify the capacity gap in your area or subsidiary and start to build a Capacity Strategy, aligning readiness plans with the capacity gaps.  Access the Capacity Tool at [FY21 Biz Apps Capacity Model tool](https://msit.powerbi.com/home). | | Now announcing the newly published FY21 Biz Apps Capacity Model tool to drive improvement of partner capability. This tool can be used to help create Business Applications long term capacity strategy. Users should navigate to each FY scenario to understand the gap in Talent resources (Pre-sales, Functional consultants, Architectures, Software Development) they have per workload in their subsidiary or Area. Familiarize yourself with the capacity tool and identify the capacity gap in your area or subsidiary and start to build a Capacity Strategy, aligning readiness plans with the capacity gaps.   * Access the Capacity Tool at [FY21 Biz Apps Capacity Model tool](https://msit.powerbi.com/home). * Review the welcome and assumption page. * Navigate to FY21-23 Talent Growth page. * Select future revenue growth expected: Conservative, Realistic, Best, Ambitious. You will find the revenue growth by each workload group just below. * Starting Capacity: assumes the individual baseline (what is currently in the market) for that Area * Review Talent Gap/Net New individuals needed by FY. That shows the Gap in talent (Developers, Functional consultant, Presales, Software Architecture) in the selected area/Subsidiary. * More details on subsidiaries and workload gap can be found in the table Net New Talent by Role by Workload by Fiscal Year. | | Partner Updates | | | | | The [SI Guided Experience](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpartner.microsoft.com%2Fen-US%2Fsolutions%2Fbusiness-applications&data=02%7C01%7Cv-coollm%40microsoft.com%7Cf8e82afd58f244b7599608d7ee13554b%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637239639149566554&sdata=lAIGQ6tnjN1nq96XCl72fWBifvKlBtcJ%2FPryE%2FDQdG0%3D&reserved=0) and [ISV Guided Experience](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpartner.microsoft.com%2Fen-US%2Fsolutions%2Fbusiness-applications%2Fisv-overview&data=02%7C01%7Cv-coollm%40microsoft.com%7Cf8e82afd58f244b7599608d7ee13554b%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637239639149576510&sdata=u1B3ZVnbV14FI2O%2FwwQcLPyAbESp%2Bk%2FvXA%2B8zsZTfd0%3D&reserved=0) sites had 6,714 visitors and 9,133 total visits in May. While total MPN GE traffic declined 33% over the previous month due to a continued stoppage on paid demand gen activities, Business Applications GEs performed very well – the SI GE visitor traffic increased 16% and ISV GE increased 24%. The Business Applications GEs also drove more than 50% of the GTM services referrals for the month. We also we launched the redesign of the ISV GE pages this month, which will make it easier for partners to find the information they need to develop their applications and join the ISV Connect program.  New content published to the MPN GEs includes:   * [Fraud Protection to-partner and through partner assets](https://partner.microsoft.com/en-us/asset/collection/fraud-protection-marketing-assets#/) * [Standard Migration Assessment collection for CRM](https://partner.microsoft.com/en-us/asset/collection/standard-migration-assessment-crm#/) * [Microsoft Catalyst guidance and offers](https://partner.microsoft.com/en-us/asset/collection/catalyst#/) * [Business Central GTM](https://partner.microsoft.com/en-us/asset/collection/business-central-go-to-market-resources#/) | | The [SI Guided Experience](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpartner.microsoft.com%2Fen-US%2Fsolutions%2Fbusiness-applications&data=02%7C01%7Cv-coollm%40microsoft.com%7Cf8e82afd58f244b7599608d7ee13554b%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637239639149566554&sdata=lAIGQ6tnjN1nq96XCl72fWBifvKlBtcJ%2FPryE%2FDQdG0%3D&reserved=0) and [ISV Guided Experience](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpartner.microsoft.com%2Fen-US%2Fsolutions%2Fbusiness-applications%2Fisv-overview&data=02%7C01%7Cv-coollm%40microsoft.com%7Cf8e82afd58f244b7599608d7ee13554b%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637239639149576510&sdata=u1B3ZVnbV14FI2O%2FwwQcLPyAbESp%2Bk%2FvXA%2B8zsZTfd0%3D&reserved=0) sites had 6,714 visitors and 9,133 total visits in May. While total MPN GE traffic declined 33% over the previous month due to a continued stoppage on paid demand gen activities, Business Applications GEs performed very well – the SI GE visitor traffic increased 16% and ISV GE increased 24%. The Business Applications GEs also drove more than 50% of the GTM services referrals for the month.  On May 28, the redesign of the ISV GE pages launched, making it easier for partners to find the information needed to develop their applications and join the ISV Connect program. New content published to the MPN GEs and collections in May includes Q1 pre-comment offer content replaced the Q4 offer content, and is accessible via SI GE opportunity page blade. It also includes the following new assets:   * [Fraud Protection to-partner and through partner assets](https://partner.microsoft.com/en-us/asset/collection/fraud-protection-marketing-assets#/) * [Standard Migration Assessment collection for CRM](https://partner.microsoft.com/en-us/asset/collection/standard-migration-assessment-crm#/) * [Microsoft Catalyst guidance and offers](https://partner.microsoft.com/en-us/asset/collection/catalyst#/) * [Business Central GTM](https://partner.microsoft.com/en-us/asset/collection/business-central-go-to-market-resources#/) | | | OCP Enablement & Innovation update | | | | | Virtual Instructor-Led Trainings  Virtual instructor-led trainings (VILTs) are key opportunities to help partners stay current on the latest Microsoft technologies. In FY20, 30,410 individuals have been trained to-date. MB-700 is the last Business Applications VILT this fiscal year. Partners can view on-demand VILTs on the [Training Center](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpartner.microsoft.com%2Fen-us%2Ftraining%2Ftraining-center%2Fassets%23%2F%3Fsearch%3Dvilt&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398541512&sdata=uXswBRcCnz4P8p4NSGEwoI0Pd1BSlMABr2N6MvYm4bg%3D&reserved=0).  MB-700 Microsoft Dynamics 365: Finance and Operations Apps Solution Architect “live-execution” begins June 22, registration is open:  (INSERT TABLE)  Invite partners to attend this upcoming course. Contact [Francis Delgado](mailto:frdelga@microsoft.com) for invitations.  Back issues of the OCP Enablement & Innovation newsletter and other solution area newsletters are available on the [OCP Enablement and Innovation SharePoint](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fteams%2Fcloudpartner%2FOCPEnablementInnovation%2FPages%2FSolutionAreaEnablement.aspx%3FTAB%3D2%253ABusiness%2520Applications%23category%3DBA_OCPBAEU&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398541512&sdata=6GlUlMpNe%2Ftf7jWAacK9WapNenPXDG9wIbgRQP%2BLgJk%3D&reserved=0). | | Virtual Instructor-Led Trainings  Virtual instructor-led trainings (VILTs) are key opportunities to help partners stay current on the latest Microsoft technologies. In FY20, 30,410 individuals have been trained to-date. MB-700 is the last Business Applications VILT this fiscal year. Partners can view on-demand VILTs on the [Training Center](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpartner.microsoft.com%2Fen-us%2Ftraining%2Ftraining-center%2Fassets%23%2F%3Fsearch%3Dvilt&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398541512&sdata=uXswBRcCnz4P8p4NSGEwoI0Pd1BSlMABr2N6MvYm4bg%3D&reserved=0).  MB-700 Microsoft Dynamics 365: Finance and Operations Apps Solution Architect “live-execution” begins June 22, registration is open:   |  |  |  | | --- | --- | --- | | Occurrence | Time Zone (Starting time UTC) | Registration Links | | 1 | 04:00AM UTC/12:00PM Singapore/03:00PM Sydney | [Register now](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnote.microsoft.com%2FCatalogueDisplayPage-SRDEM25150_CatalogDisplayPage1.html&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398551469&sdata=XpiVb%2BHj1Z6w2xxDqJFPcoY4VEe1QSdgl3ZYt0vfO7A%3D&reserved=0) | | 2 | 10:30AM UTC/2:30PM Dubai/4:00PM Bangalore | [Register now](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnote.microsoft.com%2FCatalogueDisplayPage-SRDEM25203_CatalogDisplayPage1.html&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398551469&sdata=g5pErWH0L4EN5iISEq7LvbD2RxjAPdPcubua6oLI31Q%3D&reserved=0) | | 3 | 04:30PM UTC/8:30AM San Fco/1:30PM Sao Paulo/5:30PM Paris | [Register now](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnote.microsoft.com%2FCatalogueDisplayPage-SRDEM25204_CatalogDisplayPage1.html&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398561423&sdata=60EGgk4B5AoPf5nqL7Jl7KnWE%2Bwk0PPIWnyr4pBDQRo%3D&reserved=0) |   Invite partners to attend this upcoming course. Contact [Francis Delgado](mailto:frdelga@microsoft.com) for invitations.  Back issues of the OCP Enablement & Innovation newsletter and other solution area newsletters are available on the [OCP Enablement and Innovation SharePoint](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fteams%2Fcloudpartner%2FOCPEnablementInnovation%2FPages%2FSolutionAreaEnablement.aspx%3FTAB%3D2%253ABusiness%2520Applications%23category%3DBA_OCPBAEU&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398541512&sdata=6GlUlMpNe%2Ftf7jWAacK9WapNenPXDG9wIbgRQP%2BLgJk%3D&reserved=0).  [App in a Day Program: Teams module for App in a Day](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerapps.microsoft.com%2Fen-us%2Fblog%2Fmicrosoft-powerapps-learning-resources%2F&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398561423&sdata=xl1IpafcF%2Bcvu13LlONKpm2ioR5SRyGVNhx4C5nacA8%3D&reserved=0)  The Teams and Power Platform teams partnered to launch new training materials to highlight the integration of Teams and Power Platform. A new supplemental module was added to the App in a Day content pack. App in a Day is a successful program that provides partner-led trainings for customers on basics of using Power Apps, Power Automate, Power BI, and Power Virtual Agents.  Download the [session content](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerusers.microsoft.com%2Ft5%2FNews-Announcements%2FPower-Platform-Training-Materials%2Fba-p%2F342088&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398571377&sdata=VdTRaXJdO39e%2B60eIMftd3qu9dyvs0LkCOA2gSteWM8%3D&reserved=0) to use as a self-guided workshop, review the [Microsoft Power Platform: Learning Resources](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerapps.microsoft.com%2Fen-us%2Fblog%2Fmicrosoft-powerapps-learning-resources%2F&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398571377&sdata=PBZmQqaTfh6ZaroF4TNwVeyqzY9qAFDuse%2F8ZCH89gI%3D&reserved=0) to learn more, and email [PowerApps\_Partners@microsoft.com](mailto:PowerApps_Partners@Microsoft.com) for questions.  Power BI Trainings  Four trainings packaged as an event-in-a-box format are currently available in the [OCP Events course catalog](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fteams%2Fcloudpartner%2FOCPEnablementInnovation%2FPages%2FOCPEvents.aspx%3FTAB%3D0%253ACourse%2520Catalogue&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398571377&sdata=0zCx%2Fu2JSxKCgjq7qWlizwMxX3ADmeyi9PpWps9tBRU%3D&reserved=0): Dashboard in a Day, Advanced Modeling, Advanced Data Shaping, and Advanced Visualization. These are designed to enable local field delivery of in-person or virtual events to partners. [Power BI Adoption Framework VILT](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpartner.microsoft.com%2Fen-us%2Ftraining%2Fassets%2Fcollection%2Fpower-bi-adoption-framework%23%2F&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398581334&sdata=L6uQE4rIjZ%2BYv2qo%2BjJvtsK68XhSwVljFPfSXm08af8%3D&reserved=0) is now available on-demand.  Contact [Tamer Farag](mailto:tfarag@microsoft.com) and [Francis Delgado](mailto:frdelga@microsoft.com) for questions.  Dynamics 365 Migration Program: on-premises to cloud migrations  The [Dynamics 365 Migration Program](https://aka.ms/d365migrate) offers access to a dedicated team of migration advisors, no-charge migration assessments, pricing offers, tools, and FastTrack support for qualified customers. The program is available for Dynamics AX customers since its launch in March 2020.  Check out this  [video](http://aka.ms/d365migrate-CustomerStoryVideo) and review these common [Field FAQs](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2Fpages%2Flayouts%2Fkcdoc.aspx%3Fk%3Dg01kc-2-6238&data=02%7C01%7Cv-coollm%40microsoft.com%7C2de876f6350142252bff08d81272fc9e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637279632398581334&sdata=qbVrT9jwM7l6eyWvZWcDNwBHV2cRicg%2B05YxAL1pBW4%3D&reserved=0).  The following programs are no longer available and no plans yet for FY21:   * Power Apps and Power Automate Partner Airlifts and Architecture Bootcamps * FastTrack Solution Architecture Bootcamps and Architecture Workshop | | | FY21 Partner Offer Pre-Commit program has ended | | | | | Q4 Business Applications partner offers ended May 28, 2020. Q1 FY21 Pre-Commit programs are now live - from May 28th to June 30th. Leverage Q1 FY21 Pre-Commit programs and continue to help customers rapidly adopt key technologies during a time of crisis.  The following types of activities are supported by these offers:   * Business Impact Assessment: Partner-led assessment to quickly identify potential solutions to critical business problems, defining clear impact and value to business. * Pilot: A short-term test run or trial of a proposed action or product demonstrating direct business impact to support COVID-19 crisis related activities. Must be built on customer pre-production or trial environment with intent that it will go into production. * In a Day Workshop: Hands-on engagement that enables customers to learn to use their own data to build a sample solution for crisis management. * Deployment: Partner-led implementation of the piloted solution on purchased seats for rapid adoption and consumption.   Review the Pre-commit offers [deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b4c6685c9-a08f-42cd-b85d-57bd1eddd582%7d&action=default&DefaultItemOpen=1) and learn more about [to-partner funded offers](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/Business-Applications-Emergency-Response-Offers.aspx) (aligned to each sales play). | | With great demand for this program the budget has been consumed – FY21 partner offers pre-commit requests will no longer be accepted after Friday, June 19. Any additional funding requests after that will be held as pipeline for the FY21 program and the Biz Apps ECIF desk will contact the requestors after July 1 to follow up and process these against the new program (once announced). Open Office Hours are also closed. Please contact the D365/BizApps ECIF Help alias [D365ECIF@microsoft.com](mailto:D365ECIF@microsoft.com) with any additional questions  The following types of activities are supported by these offers:   * Business Impact Assessment: Partner-led assessment to quickly identify potential solutions to critical business problems and defining clear impact and value to business. * Pilot: A short-term test run or trial of a proposed action or product that demonstrates direct business impact to support COVID-19 crisis related activities. Must be built on customer pre-production or trial environment with the intent that it will go into production. * In a Day Workshop: Hands-on engagement that enables customers to learn to use their own data to build a sample solution for crisis management. * Deployment: Partner-led implementation of the piloted solution on purchased seats for rapid adoption and consumption.   Review the Pre-commit offers [deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b4c6685c9-a08f-42cd-b85d-57bd1eddd582%7d&action=default&DefaultItemOpen=1) and learn more about [to-partner funded offers](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/Business-Applications-Emergency-Response-Offers.aspx) (aligned to each sales play).  There was a great demand for this program and since and the budget was consumed; pre-commit requests are no longer being accepted as of June 18. Any additional funding requested will be held as pipeline for the FY21 program and the Biz Apps ECIF desk will contact the requestors after 7/1 to follow up and process these against the new program (once announced).  Please contact <mailto:D365ECIF@microsoft.com> for additional questions. | | | MRS Reservation Portal Announcement | | | | | Starting Aug 1, 2020, the Microsoft Relationship Sales solution (MRSs) products will no longer be available to Enterprise Agreement customers through the Microsoft Volume Licensing Service Center (VLSC) portal. This is to ensure customers do not experience longer than expected seat provisioning delays related to LinkedIn Sales Navigator. Customers will need to work directly with their Microsoft Account team to execute an order, which will enable a faster turnaround time.  To prepare for this change, please work with MRSs customers with open reservations to complete their orders prior to Aug 1, 2020. Any MRSs seat reservations post Aug 1, 2020 must be cancelled. Customers will need to create an order closer to the date when MRSs seats are required. | | Starting Aug 1, 2020, the Microsoft Relationship Sales solution (MRSs) products will no longer be available to Enterprise Agreement customers through the Microsoft Volume Licensing Service Center (VLSC) portal. This is to ensure customers do not experience longer than expected seat provisioning delays related to LinkedIn Sales Navigator. Customers will need to work directly with their Microsoft Account team to execute an order, which will enable a faster turnaround time.  To prepare for this change, please work with MRSs customers with open reservations to complete their orders prior to Aug 1, 2020. Any MRSs seat reservations post Aug 1, 2020 must be cancelled. Customers will need to create an order closer to the date when MRSs seats are required.  For additional questions reach out to [mrssroe@microsoft.com](mailto:mrssroe@microsoft.com). | | | New Catalyst Envisioning Workshop Output brief | | | | | The new Catalyst Envisioning Workshop Output brief can help partners summarize, share and debrief the Catalyst Envisioning Workshop findings with customers so you agree on a plan and define next steps. This document includes guidance and templates to produce a high-quality output of the Envisioning Workshop. [Review](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b1b187cc1-32ef-406f-97e9-bc62696540db%7d&action=default&DefaultItemOpen=1) the deck to learn more today. | | The new Catalyst Envisioning Workshop Output brief can help partners summarize, share and debrief the Catalyst Envisioning Workshop findings with customers so you agree on a plan and define next steps. This document includes guidance and templates to produce a high-quality output of the Envisioning Workshop. [Review](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b1b187cc1-32ef-406f-97e9-bc62696540db%7d&action=default&DefaultItemOpen=1) the deck to learn more today. | | | Microsoft and Mazik Global respond to COVID-19 with new premium tier apps | | | | | Healthcare CRM and ERP provider Mazik Global needed to quickly react to support their healthcare customers’ needs during the evolving global pandemic. Microsoft Dynamics and Power Apps allowed the flexibility to quickly create quality apps while maintaining compliance. Mazik Global configured high-end clinical care solutions that enable faster COVID-19 testing, and leveraged the extended sales support of ISV Connect to reach more customers. Get to know [solutions](https://appsource.microsoft.com/en-US/) and view their [case study](https://partner.microsoft.com/en-us/asset/detail/dynamics-video-case-study-mazik-mp4). | | Healthcare CRM and ERP provider Mazik Global needed to quickly react to support their healthcare customers’ needs during the evolving global pandemic. Microsoft Dynamics and Power Apps allowed the flexibility to quickly create quality apps while maintaining compliance. Mazik Global configured high-end clinical care solutions that enable faster COVID-19 testing, and leveraged the extended sales support of ISV Connect to reach more customers. Get to know [solutions](https://appsource.microsoft.com/en-US/) and view their [case study](https://partner.microsoft.com/en-us/asset/detail/dynamics-video-case-study-mazik-mp4). | | | Make the most of the ISV Connect Program by prioritizing our 60+ premium tier apps | | | | | Last month, the 60th Premium Tier app was approved! By focusing on the BizApps Premium Tier offers, you benefit from the 20% RevShare. Each app has been through a comprehensive evaluation by the Biz Apps BG is recommended for you to prioritize these offers for joint account planning. Click [here](https://appsource.microsoft.com/en-us/marketplace/co-sell?incentives=biz-apps-premium&page=1) to see a list of all Premium Tier offers in Co-sell Solution Finder. More information on the ISV Connect Program or Premium Tier benefits can be found on Business Applications Hub on //[Learning](https://microsoft.sharepoint.com/sites/infopedia/Pages/Docset-Viewer.aspx?did=G01KC-2-3707).  Call to action: Include the Premium Tier offers for joint account planning in your area.  For questions, contact [bizappsISVprogram@microsoft.com](mailto:bizappsISVprogram@microsoft.com). | | Last month, the 60th Premium Tier app was approved! By focusing on the BizApps Premium Tier offers, you benefit from the 20% RevShare. Each app has been through a comprehensive evaluation by the Biz Apps BG is recommended for you to prioritize these offers for joint account planning. Click [here](https://appsource.microsoft.com/en-us/marketplace/co-sell?incentives=biz-apps-premium&page=1) to see a list of all Premium Tier offers in Co-sell Solution Finder. More information on the ISV Connect Program or Premium Tier benefits can be found on Business Applications Hub on //[Learning](https://microsoft.sharepoint.com/sites/infopedia/Pages/Docset-Viewer.aspx?did=G01KC-2-3707).  Call to action: Include the Premium Tier offers for joint account planning in your area.  For questions, contact [bizappsISVprogram@microsoft.com](mailto:bizappsISVprogram@microsoft.com). | | | Partner Metrics | | | | | There is a total of 161 partners in the $1M+ TTM Tranche, which is up from 125 (vs. last year) and 161 (vs. last month) representing 29% YoY growth. This is down from February number of 166. 63 of these partners are coming from the $100K-999K & <$100K tranches. The growth in the $100-999K tranche when it comes to number of partners is 13%, which is mainly driven by CSP (45% growth). With continued efforts to build the Power Apps ecosystem, 56+ AIAD were delivered and Airlifts via Teams since late March. The NEW Partner Playbook and Pitch deck are launching during June. For Power Bi, since March this year, 76 Partners executed a total of Virtual DIAD 162 sessions with ~4,000 attendees, resulting in 1,000+ leads. 150+ more DIAD planned by end of FY20. The first VILT of the Power BI Adoption Framework was finished with 1,945 partner attendees. | | There is a total of 161 partners in the $1M+ TTM Tranche, which is up from 125 (vs. last year) and 161 (vs. last month) representing 29% YoY growth. This is down from February number of 166. 63 of these partners are coming from the $100K-999K & <$100K tranches. The growth in the $100-999K tranche when it comes to number of partners is 13%, which is mainly driven by CSP (45% growth). With continued efforts to build the Power Apps ecosystem, 56+ AIAD were delivered and Airlifts via Teams since late March. The NEW Partner Playbook and Pitch deck are launching during June. For Power Bi, since March this year, 76 Partners executed a total of Virtual DIAD 162 sessions with ~4,000 attendees, resulting in 1,000+ leads. 150+ more DIAD planned by end of FY20. The first VILT of the Power BI Adoption Framework was finished with 1,945 partner attendees.  When it comes to BGI, the targeted partner investments, there have been 10 partners in the top performance category grow 78% YoY and 15 partners in the next tranche category grow 215% YoY as a group. While this represents 50% of the SIs invested in, the year 1 of BGI gives great learnings to apply in FY21 to target investments towards new areas of growth around the new 6 Sales Plays. From the ISV Investments, there have been 23 Business Central applications migrated that are published in AppSource. Lastly, while we learned a lot about our GSI investments and are redesigning how to measure impact, we’re seeing 50%+ YoY in the Business Apps influenced revenue coming from Accenture and KPMG. | | | Power Apps and Automate Partner Airlifts | | | | | Attend a free Airlift to accelerate your journey to become a Power Apps and Automate partner, seats and events are limited! Starting to build your Power Apps practice? Get hands on training to quickly grow your capacity and business with Power Apps. If you are a practice lead, ask your technical & customer facing resources to sign up for the Airlift today.  Why build a Power Apps and Automate practice?   * + Implement solutions with 3-month ROI   + Save on developer time by nearly 70%   + Modernize both 1st and 3rd party applications on one single platform   [Register](https://aka.ms/PowerAppsPartnerAirlifts) for the Power Apps and Automate Partner Airlift. | Attend a free Airlift to accelerate your journey to become a Power Apps and Automate partner, seats and events are limited! Starting to build your Power Apps practice? Get hands on training to quickly grow your capacity and business with Power Apps. If you are a practice lead, ask your technical & customer facing resources to sign up for the Airlift today.  Why build a Power Apps and Automate practice?   * + Implement solutions with 3-month ROI   + Save on developer time by nearly 70%   + Modernize both 1st and 3rd party applications on one single platform   [Register](https://aka.ms/PowerAppsPartnerAirlifts) for the Power Apps and Automate Partner Airlift. | | | | | |
|  | **PRESS + ANALYST COVERAGE** |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | *NOTE: Abstract article versions are provided in this email newsletter. Read the full-length* [*Press + Analyst Coverage*](https://microsoft.sharepoint.com/teams/BusinessApplicationsWWFieldPartnerCommunicationsOffice/Shared%20Documents/Field%20Communications/2%20-%20Biz%20Apps%20Field%20Newsletter%20-%20Alysa%20Taylor/2020/June/Sectional%20Assets) *articles.*   |  |  | | --- | --- | | **Abstract** | **Full Article** | | Press Coverage | | | Numerous Business Applications received press coverage over the past month. [TechTarget](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsearchbusinessanalytics.techtarget.com%2Ffeature%2FBenefits-of-embedded-BI-and-customizable-analytics&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325182340&sdata=wjwI4%2B5yWZwNZneAPH1r6sdIlF5QsGXehwKlCqy8xFE%3D&reserved=0) addressed the benefits of embedded BI and customizable analytics and the current competition within the marketplace between Power BI, Tableau and Qlik, the standout vendors of the category. Additionally, the [MarTechSeries](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmartechseries.com%2Fsales-marketing%2Fcustomer-experience-management%2Fpurely-crm-works-maint-s-ecuador-large-microsoft-dynamics-365-cloud-migration%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325172343&sdata=FGWjHvQlcXBJTev136RCg5MkwM3FXUsaGKGBsUxvivM%3D&reserved=0) team reported on a large scale on-premise to online migration performed by Purely CRM and Maint S.A. in Ecuador. This migration was completed using Purley CRM’s their proprietary data migration tool. Purely CRM works with many clients conducting Dynamics 365 Customer Engagement cloud migration projects. | Navigating the Dangerous Waters of Data Management to Find a Practical Solution  Adam Perry, Director of Product Management at InsideView, shared tips on [MSDynamicsWorld](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmsdynamicsworld.com%2Fstory%2Fnavigating-dangerous-waters-data-management-find-practical-solution&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325172343&sdata=iljHrJ02V5teLg%2Fahhm3WC8qxEL%2F%2BYrBTdv%2F1yWGQU8%3D&reserved=0) for organizations taking on a data management initiative. He encouraged businesses to use Customer Data Platforms, focus on the needs and priorities of the business and pursue a scalable platform when choosing a vendor. He advised, “Look for a solution that not only cleans and appends data, but also helps your operations team understand the state of your Dynamics 365 data.”  Purely CRM Works with Maint S.A. in Ecuador on Large Microsoft Dynamics 365 Cloud Migration  The [MarTechSeries](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmartechseries.com%2Fsales-marketing%2Fcustomer-experience-management%2Fpurely-crm-works-maint-s-ecuador-large-microsoft-dynamics-365-cloud-migration%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325172343&sdata=FGWjHvQlcXBJTev136RCg5MkwM3FXUsaGKGBsUxvivM%3D&reserved=0) team reported Purely CRM and Microsoft partner Maint S.A. migrated an on-premise Dynamics 365 Customer Engagement system to the cloud. Using their proprietary data migration tool, Purely CRM works with many clients conducting Dynamics 365 Customer Engagement cloud migration projects.  Power BI App Mobile Updates  Pradeep Viswav/[MSPowerUser](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmspoweruser.com%2Fpower-bi-desktop-app-update-mobile-reports%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325172343&sdata=MfcBcEQC%2F3sf9h5EMHNsqYpxWgXYN%2B42ZbmBojpA8T4%3D&reserved=0) and Brad Stephenson/[OnMSFT](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.onmsft.com%2Fnews%2Fmicrosoft-power-bi-gets-new-dark-mode-support-in-latest-ios-app-update&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325182340&sdata=UV3b2dyVZlUT5nSbOZYiVjqM4AedNsqM9CKoOWCG1ac%3D&reserved=0) reported on a few slight updates to Power BI. The Power BI app now has added support on dark mode for IOS and enables users to create mobile reports. Brad said, “This update didn’t add much in the way of bug fixes or new functionality but it did finally add support or a dark mode which should please the growing number of dark mode fans out there.”  Benefits of Embedded BI and Customizable Analytics  Maria Korolov/[TechTarget](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsearchbusinessanalytics.techtarget.com%2Ffeature%2FBenefits-of-embedded-BI-and-customizable-analytics&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325182340&sdata=wjwI4%2B5yWZwNZneAPH1r6sdIlF5QsGXehwKlCqy8xFE%3D&reserved=0) explained the two types of embedded analytics: embedded BI and development frameworks. She said, “In general, embedded BI analytics are passive views. Users can't edit the data or add new data in the visualization. And you're stuck with the BI platform's display options.” and cited Power BI, Tableau and Qlik as vendors. She noted that for development frameworks “there's no one big development framework that is the platform of choice for creating embedded customizable analytics. | | Analyst Coverage | | | Microsoft experienced another successful month of positive and valuable results across analyst and press engagements. The [Microsoft Biz Apps Summit](https://www.microsoft.com/en-us/BusinessApplicationsSummit) generated several reports, including positive coverage from [Futurum Research](https://futurumresearch.com/research-notes/microsoft-biz-apps-summit-enabling-rapid-digital-transformation/" \t "_blank), [Lopez Research](https://www.forbes.com/sites/maribellopez/2020/05/14/from-hand-sanitizers-to-tacos-microsoft-shows-us-how-companies-are-using-technology-to-thrive-during-a-pandemic/#3197eaf4b5d5) (in Forbes.com), and [IDC](https://www.idc.com/url.do?url=/getdoc.jsp?containerId=lcUS46348420&position=4&transactionId=77171685&term=SnVsaWFuYSBCZWF1dmFpcw&page=1&perPage=25).    In other research, Nucleus Research rates Dynamics 365 Enterprise ERP as a “Leader,” and places Business Central in the "Facilitator" category in its [ERP Technology Value Matrix 2020](https://nucleusresearch.com/research/single/erp-technology-value-matrix-2020/). And, Gartner highlights Dynamics 365 Fraud Protection as a market disruptor in its [Market Guide for Online Fraud Detection](https://www.gartner.com/document/3985089?ref=solrResearch&refval=249713955).    Visit [Analyst Resource Central](https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.aka.ms%2Farcentral&data=02%7C01%7Cv-coollm%40microsoft.com%7Cf8e82afd58f244b7599608d7ee13554b%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637239639149646202&sdata=v8mtpzEcqvXoIZnHnmZGygf7I5pJa9Cu9OE%2FMHSj63s%3D&reserved=0) for up-to-date press and analyst coverage reports. | Microsoft experienced another successful month of positive and valuable results across analyst and press engagements. The [Microsoft Biz Apps Summit](https://www.microsoft.com/en-us/BusinessApplicationsSummit) generated several reports, including [Futurum Research](https://futurumresearch.com/research-notes/microsoft-biz-apps-summit-enabling-rapid-digital-transformation/" \t "_blank), [Lopez Research](https://www.forbes.com/sites/maribellopez/2020/05/14/from-hand-sanitizers-to-tacos-microsoft-shows-us-how-companies-are-using-technology-to-thrive-during-a-pandemic/#3197eaf4b5d5) (in Forbes.com), and [IDC](https://www.idc.com/url.do?url=/getdoc.jsp?containerId=lcUS46348420&position=4&transactionId=77171685&term=SnVsaWFuYSBCZWF1dmFpcw&page=1&perPage=25).  In Futurum’s report, “[Microsoft Biz Apps Summit: Enabling Rapid Digital Transformation](https://futurumresearch.com/research-notes/microsoft-biz-apps-summit-enabling-rapid-digital-transformation/),” the analyst comments, “The event was well done. In fact, it was one of the best online events I have attended. . .” and, “Speed and agility have long been a topic of digital transformation, but the COVID-19 pandemic has arguably taken a decade of transformation and consolidated it into a fraction of that time. . . Microsoft, during its Business Applications Summit, was able to demonstrate the ability with its Dynamics 365, Power Platform and Teams solutions– showing how the company has fared so well over the past several years and throughout this difficult pandemic.”  Lopez Research’s “[From Hand Sanitizers To Tacos: Microsoft Shows Us How Companies Are Using Technology To Thrive During A Pandemic](https://www.forbes.com/sites/maribellopez/2020/05/14/from-hand-sanitizers-to-tacos-microsoft-shows-us-how-companies-are-using-technology-to-thrive-during-a-pandemic/#2e1abe8cb5d5),” highlighted several Microsoft client examples and noted, “What's different today is that vendors, such as Microsoft, are delivering more comprehensive portfolios. . .Microsoft made its solutions more powerful and easier to use.”  IDC’s report, “[Microsoft Business Applications Summit: Transforming and Empowering Digital Enterprises](https://www.idc.com/getdoc.jsp?containerId=lcUS46348420&pageType=PRINTFRIENDLY),” commented, “Microsoft Dynamics 365 appears to be making progress with a "land and expand" approach to enterprise applications and accelerating upmarket from SMB to large enterprise, such as Chipotle and Ikea.”  In other positive coverage, Nucleus Research rates Dynamics 365 Enterprise ERP as a “Leader,” and places Business Central in the "Facilitator" category its [ERP Technology Value Matrix 2020](https://nucleusresearch.com/research/single/erp-technology-value-matrix-2020/).  Forrester released it’s [The Forrester New Wave™: SaaS Marketplaces, Q2 2020](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.forrester.com%2Freport%2FThe%2BForrester%2BNew%2BWave%2BSaaS%2BMarketplaces%2BQ2%2B2020%2F-%2FE-RES157298&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325142363&sdata=Xe2ZOse2VdnEm%2F5FsOUVexPWv%2F8T2XZH9gG88afaO%2FQ%3D&reserved=0) report highlighting how SaaS continues to grow in popularity across most categories of software and maintains its appeal for business-led, under-the-radar buying as well as sanctioned and IT-led spend. Microsoft’s commercial marketplaces received a “strong performer” rating, improving over the prior 2018 report. Amazon and Salesforce are the only Leaders.  Gartner released a number of reports recently. In their [Market Guide for Online Fraud Detection](https://www.gartner.com/document/3985089?ref=solrResearch&refval=249713955) report, Gartner highlights Dynamics 365 Fraud Protection as a market disruptor noting, “With an established market presence, mature distribution channels and broad cross-selling opportunities, the potential for market disruption by both Amazon and Microsoft is real over a period of several years.”  In Gartner’s [Market Share Analysis: Supply Chain Management Software, Worldwide, 2019](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gartner.com%2Fdocument%2F3986284%3Fref%3DsolrResearch%26refval%3D252926716&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325152356&sdata=e1o32zQfGhH671vCBJgCdz8au7LhisfuuY%2F%2F2YMNJyM%3D&reserved=0) Gartner highlights the substantial growth in the supply chain management market at 8.6% in 2019. Gartner also notes that Cloud revenue grew 2.5 times faster than the overall market, accounting for nearly 34% of the market as all leading vendors transitioned their new product strategy to cloud.  Gartner also produced reports coving [HCM technology](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gartner.com%2Fdocument%2F3986226%3Fref%3DsolrResearch%26refval%3D252926759&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325162351&sdata=%2FnyhqqHs7rLLk%2FDOfLPdYMpt7OM4W89bWs8iAAAqagc%3D&reserved=0) (Human Capital Management) spending in 2020 and 2021 as well as a [Gartner Peer Insights](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gartner.com%2Fdocument%2F3986109%3Fref%3DsolrResearch%26refval%3D252926897&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325162351&sdata=Pbq3NK1sqbT2KFcsa2Vd8pKpkZ72wkD8CjXn11nEtNQ%3D&reserved=0) publication polling customers on the digital experience of various platforms. In the later, Microsoft received a “Customers’ Choice” designation along with Adobe and Salesforce.  Constellation Research published [It’s Time to Think Differently About Business Apps—And the Future of Customer-Facing Work](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.constellationr.com%2Fblog-news%2Fit-s-time-think-differently-about-business-apps-and-future-customer-facing-work&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325152356&sdata=vMeogwhLN1j4rhMnbwvrluDi45Y0C8P2Boyc4E0a3Os%3D&reserved=0) highlighting the need to focus on what businesses need to achieve with their Business Applications, as opposed to focusing on the applications technical capabilities which may or may not directly impact impact customer experience and retention.  Visit [Analyst Resource Central](https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.aka.ms%2Farcentral&data=02%7C01%7Cv-coollm%40microsoft.com%7Cf8e82afd58f244b7599608d7ee13554b%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637239639149646202&sdata=v8mtpzEcqvXoIZnHnmZGygf7I5pJa9Cu9OE%2FMHSj63s%3D&reserved=0) for up-to-date press and analyst coverage reports. | | | |
|  | **COMPETE** |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | *NOTE: Abstract article versions are provided in this email newsletter. Read the full-length* [*Compete*](https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=g01kc-2-11860) *articles.*   |  |  | | --- | --- | | **Abstract** | **Full Article** | | Spotlight: Salesforce earnings:   * Salesforce is forecasting 17% growth in FY21 versus the previous forecast of ~23%. Salesforce’s platform revenue grew 62% with Tableau (30% without). * There have been 38,000 signups for Salesforce Care—free versions of Salesforce Essentials and Quip. * Salesforce reported 18.4 worldwide CRM market share according to IDC. Microsoft is at 3.7%. * Salesforce signed a significant deal with AT&T across sales, service, and MuleSoft. Other notable wins this quarter:   + Public Sector – California Office of Emergency Services, U.S. Census Bureau, Commonwealth of Australia, Rhode Island   + Wall to Wall – Standard Bank in Africa   + Platform – Zions bank PPP loan app   For a comprehensive view, read [Compete Newsletters](https://microsoft.sharepoint.com/sites/infopedia/Pages/Docset-Viewer.aspx?did=G01KC-50-6123) on Business Applications Hub on //[Learning](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/News/BusAppsNews.aspx) and bookmark [Dynamics 365 Compete Resources](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/Dynamicshub.aspx#Dynamics%20365:compete).  Subscribe to the [Biz Apps Compete Brief](https://idweb/identitymanagement/aspx/groups/AllDLs.aspx) distribution list for monthly compete news.  Pega Announces Its Process Fabric as the Platform for Platforms  Ian Murphy/[Enterprise Times](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.enterprisetimes.co.uk%2F2020%2F06%2F08%2Fpega-announces-its-process-fabric-as-the-platform-for-platforms%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325222321&sdata=%2B6tCH3JlU8bPCGGygfMJjnfKs7rZm4YLzuTn7H0meF8%3D&reserved=0) reported that Pega [announced](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.pega.com%2Fabout%2Fnews%2Fpress-releases%2Fpega-introduces-pega-process-fabric-%25E2%2580%2593-%25E2%2580%259Cplatform-platforms%25E2%2580%259D-streamlines&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325222321&sdata=YI8keS%2FISb6D7gVGJcBh8z8y3vuJa%2F1mJMn12uSyK%2Bw%3D&reserved=0) its Pega Process Fabric, “a new cloud-based software…[aiming] to provide a single solution that runs across all the technology silos inside the enterprise.” The platform’s four features include enabling employees to work smarter, providing leaders with better visibility into work, connecting partners into workstreams and freeing IT teams from inefficient development work. An Interwoven Worklist will also be a part of the summer 8.5 release. | For a comprehensive view of what has happened around Compete, review [Compete Newsletters](https://microsoft.sharepoint.com/sites/infopedia/Pages/Docset-Viewer.aspx?did=G01KC-50-6123) on Business Applications Hub on //[Learning](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/News/BusAppsNews.aspx) and bookmark [Dynamics 365 Compete Resources](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/Dynamicshub.aspx#Dynamics%20365:compete).  Subscribe to the [Biz Apps Compete Brief](https://idweb/identitymanagement/aspx/groups/AllDLs.aspx) distribution list for monthly compete news.  Salesforce earnings abstract:   * Salesforce is forecasting 17% growth in FY21 versus the previous forecast of ~23%. Salesforce’s platform revenue grew 62% with Tableau and 30% without. * There have been 38,000 signups for Salesforce Care—free versions of Salesforce Essentials and Quip. * Salesforce reported 18.4 worldwide CRM market share according to IDC. Microsoft is at 3.7%. * Salesforce signed a significant deal with AT&T across sales, service, and MuleSoft. Other notable wins this quarter include:   + Public Sector – California Office of Emergency Services, U.S. Census Bureau, Commonwealth of Australia, Rhode Island   + Wall to Wall – Standard Bank in Africa   + Platform – Zions bank PPP loan app   Marc Benioff’s Secret Weapon: Tableau Turning Salesforce into Analytics Powerhouse  Despite many analysts claiming Salesforce “overpaid” for Tableau and MuleSoft, Bob Evans/[CloudWars](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcloudwars.co%2Fsalesforce%2Fmarc-benioffs-secret-weapon-tableau-turning-salesforce-into-analytics-powerhouse%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325232310&sdata=Sd0dckIxKrjKx84lUe6Ti9vCYzBAsLZgUiTCncbHyPo%3D&reserved=0) said that these acquisitions have had “transformative impacts on who Salesforce is, what it offers and the value it can offer to customers.” He listed some expectations of where Salesforce and Tableau are heading, including both companies becoming much stronger via access to each other’s customers and the rising urgency for digital transformation.  Tableau updates and earnings:   * Tableau’s financial results, announced as part of Salesforce’s quarterly earnings at the end of May, were below expectations, with growth turning negative:   + Tableau quarterly revenue ($273m) fell 3% year on year, compared to growing 15% YoY in the same quarter last year   + Salesforce revenue growth for the quarter is 30% YoY, suggesting that Tableau's issues go beyond COVID-19. * COVID-19 has further focused the integration efforts between Tableau and Salesforce this month:   + Tableau was part of Salesforce’s Work.com COVID response platform, and launched the COVID Data Platform, a resource available across Salesforce. * Tableau ramped up its marketing efforts for the 2020.2 release, with an increase in online events and a public sector push:   + Tableau held 23 webinars in May and a virtual summit focused on US federal government * Tableau is innovating with a community building livestream series, “If Data Could Talk.”   New York Startup Hyperscience Raises $60 Million In Bid to Become Automation Software’s Next Breakout  Automation startup Hyperscience Inc. announced they had raised $60 million in a Series C funding round. Founded in 2014 by former SoundCloud engineer Peter Brodsky, Hyperscience has a had revenue growth of over 300% year-over-year and has seen platform usage grow by three times since the beginning of the COVID-19 pandemic. Alex Konrad/[Forbes](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.forbes.com%2Fsites%2Falexkonrad%2F2020%2F06%2F04%2Fautomation-startup-hyperscience-raises-60-million%2F%233fea53f56c6b&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325192334&sdata=Wv7KpMAduMb%2BOvDYcsZ1lvXFlpBTOlqLE0u%2FnHi2TFE%3D&reserved=0) described what Hyperscience does differently than other RPA providers is “rewrite and improve the business processes themselves.” Founder Peter Brodsky said, “with or without us, legacy systems will inevitably die out…We want to help businesses define their business processes the same way that they write software.” Duncan Riley/[SiliconANGLE](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsiliconangle.com%2F2020%2F06%2F04%2Fautomation-startup-hyperscience-raises-60m-accelerate-platform-growth%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325192334&sdata=NBL%2BIUUCfr60l0QmcG3dfKURhsU9QjZPbW3P8NF2%2FvI%3D&reserved=0) reported the company also teased a new solution called Software-Defined-Management which will offer “an improved understanding of data for the delivery of broad-spectrum automation.”  Honeywell and SAP Partner to deliver a New Cloud-Based Solution  Coverage from [TechRepublic](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.techrepublic.com%2Farticle%2Fhoneywell-and-sap-partner-to-deliver-a-new-cloud-based-solution%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325202328&sdata=93KUaGRBXuW7LXgmYTGPvZyMypy4OQM7ZtW%2FbXb208U%3D&reserved=0), [ZDNet](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.zdnet.com%2Farticle%2Fhoneywell-sap-combine-on-real-estate-analytics-platform%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325202328&sdata=HP5FOn%2BIvweArHijW%2FUr%2Fg1aiRovS%2BG%2BMX5SSHYSbU4%3D&reserved=0), [CNBC](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.cnbc.com%2Fvideo%2F2020%2F06%2F11%2Fhoneywell-sap-partnership-building-data-return-to-work.html&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325202328&sdata=RvZa9dmY5en%2FvzU51GQ28AHSOv9ZW3%2F3VhYp3%2FBC6qQ%3D&reserved=0) and more reported on Honeywell and SAP’s [partnership](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.honeywell.com%2Fen-us%2Fnewsroom%2Fpressreleases%2F2020%2F06%2Fhoneywell-and-sap-partner-to-improve-building-performance-with-integrated-cloud-based-business-and-operational-technology-data&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325212320&sdata=W3tcr7eClYLPBdrPws3BE13SBry8aGrNSnaafeqgQ2o%3D&reserved=0) to create a cloud-based solution based on Honeywell Force and SAP Cloud Platform to “streamline and combine operational and business data.” Macey Bayern/[TechRepublic](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.techrepublic.com%2Farticle%2Fhoneywell-and-sap-partner-to-deliver-a-new-cloud-based-solution%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325212320&sdata=PB1uM%2FzjJyAlernEkMWjV%2FZ0BAX%2FrBmrMizXygG8HAc%3D&reserved=0) stated, “Using the Honeywell Forge autonomous buildings solution and SAP Cloud for Real Estate, the offering will allow facility managers and building owners to redefine their portfolios through cost savings and newly determined efficiencies.” SAP’s CEO Christian Klein said, “Our partnership will significantly change the game in digital and intelligent real estate management."  Pega Announces Its Process Fabric as the Platform for Platforms  Ian Murphy/[Enterprise Times](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.enterprisetimes.co.uk%2F2020%2F06%2F08%2Fpega-announces-its-process-fabric-as-the-platform-for-platforms%2F&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325222321&sdata=%2B6tCH3JlU8bPCGGygfMJjnfKs7rZm4YLzuTn7H0meF8%3D&reserved=0) reported that Pega [announced](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.pega.com%2Fabout%2Fnews%2Fpress-releases%2Fpega-introduces-pega-process-fabric-%25E2%2580%2593-%25E2%2580%259Cplatform-platforms%25E2%2580%259D-streamlines&data=02%7C01%7Ccarissa.eicholz%40microsoft.com%7C671c1f31d2eb4c4bbb2208d813056a78%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637280261325222321&sdata=YI8keS%2FISb6D7gVGJcBh8z8y3vuJa%2F1mJMn12uSyK%2Bw%3D&reserved=0) its Pega Process Fabric, “a new cloud-based software…[aiming] to provide a single solution that runs across all the technology silos inside the enterprise.” The platform’s four features include enabling employees to work smarter, providing leaders with better visibility into work, connecting partners into workstreams and freeing IT teams from inefficient development work. An Interwoven Worklist will also be a part of the summer 8.5 release. | | | |
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