

Microsoft Dynamics 365:

Realizing the next big CRM and ERP opportunity

BUSINESSES ARE COMPETING ON CUSTOMER EXPERIENCE

Whether they know it or not, they need your help implementing Microsoft Dynamics 365 to outpace competitors in their markets.

With flexible, cloud-based solutions for Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM), Dynamics 365 can improve every way a business has an impact on its customers.



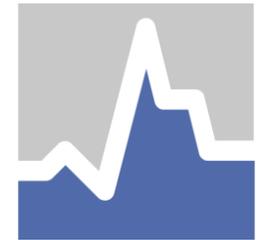
Marketing



Sales



Service



Operations



Finance



Talent



Commerce



Power Platform

SELL ONE DYNAMICS 365 WORKLOAD AND YOU'LL BE PRIMED TO SELL ANOTHER

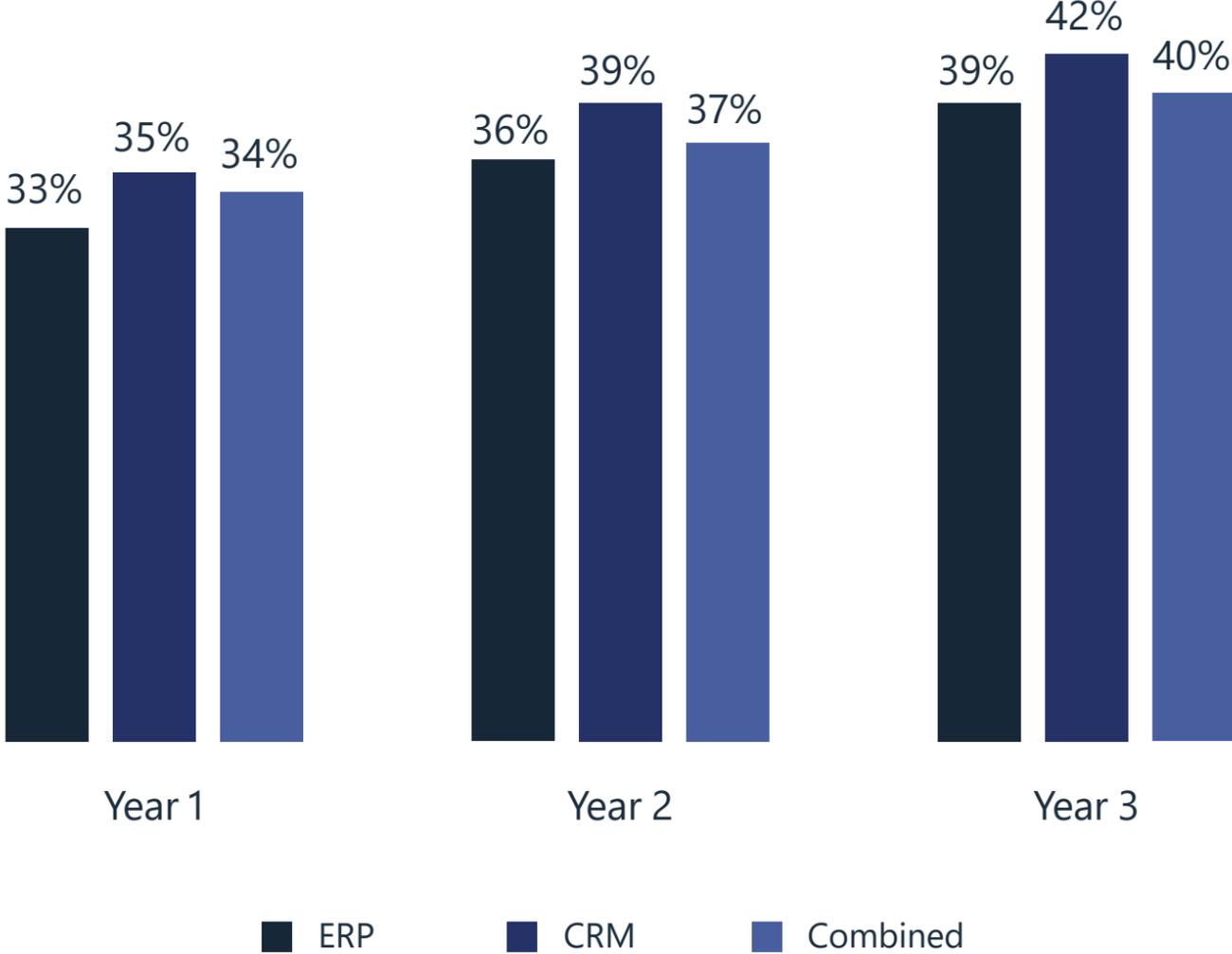
“At least half of our customer base expands workloads after the first implementation project.”

—Microsoft partner leveraging the modular nature of Microsoft Business Applications¹

THE MARGINS ARE GREAT

Forrester says it takes only 15 months to break even after initial investment in a Business Applications practice.²

Gross profit margins (%) by solution area for system integrators³



² Page 9, Forrester Total Economic Impact™ Study commissioned by Microsoft July 2019

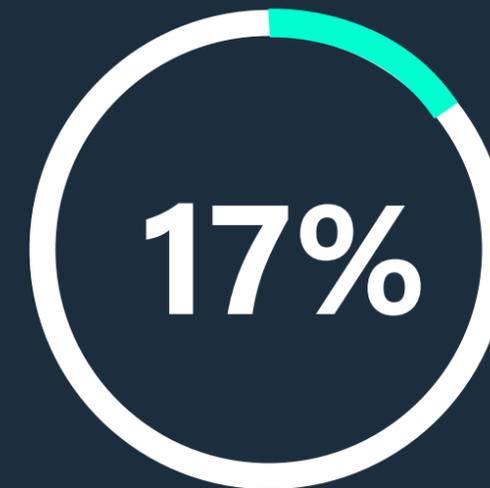
³ Ibid

THE OPPORTUNITY IS GROWING

Microsoft partners who meet the rising demand for Dynamics 365 solutions predict tremendous revenue growth in the near future.



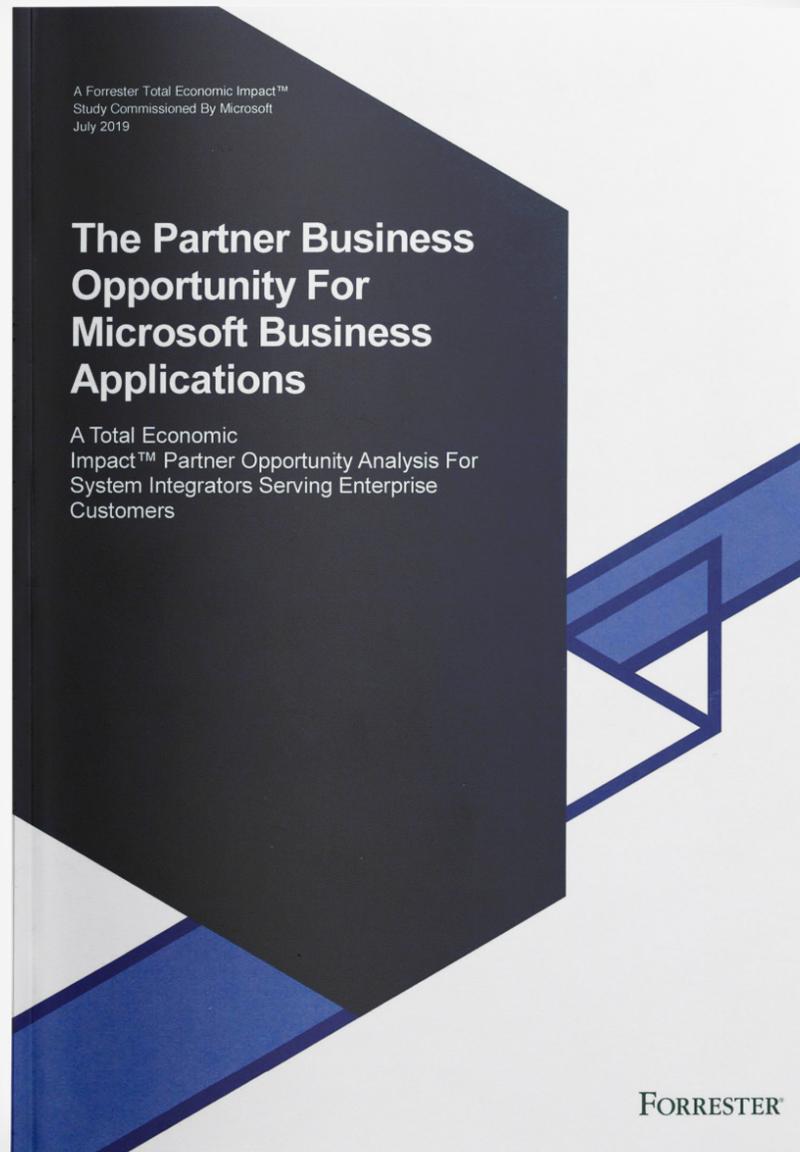
Average forecasted customer engagement service revenue growth over the next 12 months⁴



Average forecasted unified operations service revenue growth over the next 12 months⁵

⁴ Page 11, Forrester Total Economic Impact™ Study commissioned by Microsoft July 2019

⁵ Ibid.



Find more details on the Business Applications opportunity in Forrester Consulting's Total Economic Impact™ study.

We want to help you become your client's go-to customer experience provider, so contact us for help getting started.

