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Microsoft Dynamics 365 **Business Central** Capabilities Guide

Get the Most Out of Dynamics 365 Business Central



Introduction

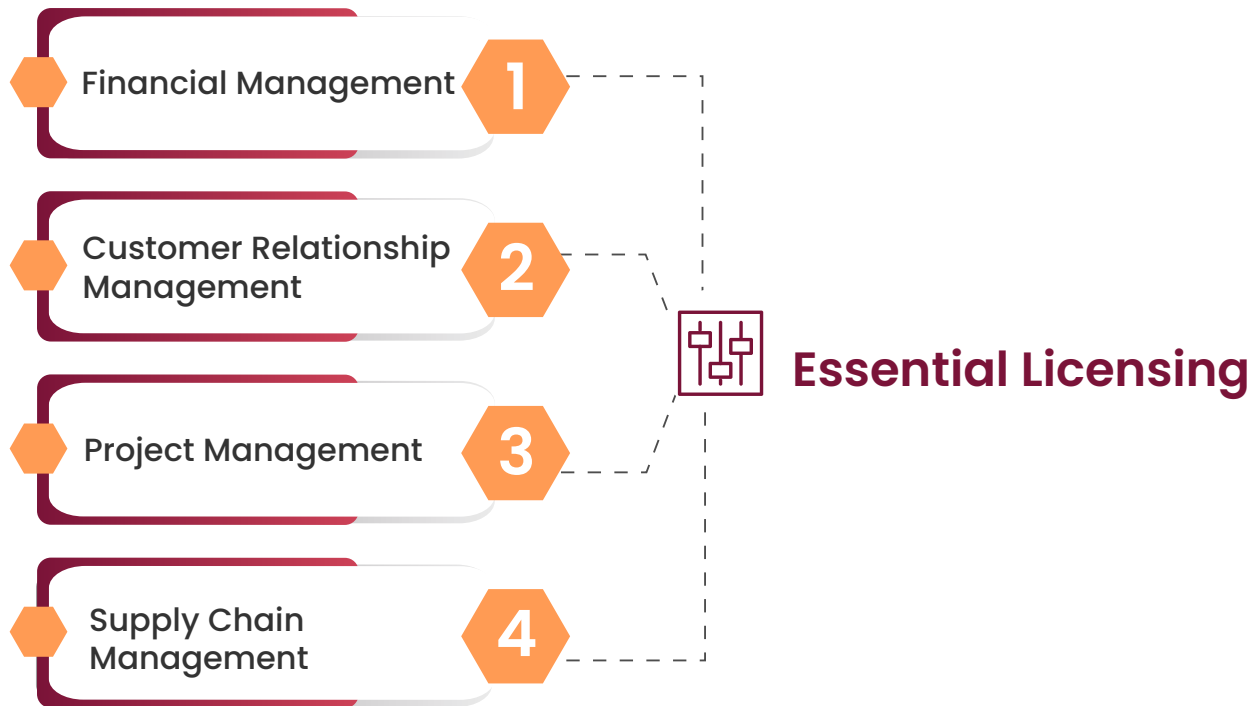
Dynamics 365 Business Central is the business management software that combines all your processes and people, making it a unified system. With Microsoft Business Central, you can start with only those needed functionalities and add more as your business scales. Additionally, with cloud deployment, you can make changes and adaptations to the system without involving your IT team. As a result, Dynamics 365 Business Central is a powerful tool that can help your organization achieve its goals and stay competitive in the market.

Being a part of the Dynamics 365 family, Business Central has strong integration with other Microsoft offerings, making it a versatile option for various organizations of all sizes. In addition, Business Central is available in a true, multi-tenant cloud environment and has many capabilities that businesses find helpful, including the ability to quickly view data, take action remotely, and generate insightful views. With all these features, Business Central can help businesses save time and resources while increasing their productivity and profitability.

Have a look at the unique capabilities that Business Central has to offer for various types of business processes in an organization might have.

Business Central Licensing Options

Business Central gives two types of licensing options, and each type includes a set of capabilities. You can choose the most suitable licensing option depending on your specific business requirements and budget.



Overview of Capabilities

Financial Management

Business Central streamlines finances from accounts receivable and payable to reconcile budgets, generating and closing financial reports efficiently and automatically. Microsoft Excel integration makes analyzing, forecasting and customizing data accessible. The following are a few modules included in Financial Management:



Basic General Ledger

Create a company and start posting to the general ledger, chart of accounts, general journals then VAT facilities. After that, publish recurring transactions in your chosen journal and the source code for each one!



Improve Decision-Making

Get a complete view of the business by connecting data across each department like sales, accounting, purchasing, inventory, and customer interactions. It creates a unified data view for everyone and helps make informed decisions.



Add Multiple Dimensions

This functionality enables unlimited dimensions for any ledger needed for advanced transaction analyses.



Bank Account Management

Manage banking-related operations like creating and managing multiple bank accounts depending on your diverse business requirements.



Currency Management

Businesses can use multiple currencies. Seamlessly manage payables, receivables, inventories, general ledger reports, and bank accounts with currency management.



Reconciliation

Automatically merge all the bank statement data to keep track of account ledger entries and all the different bank statements.

Financial Management



Speed-up Financial Closing and Reporting

With this functionality, you can organize accounts receivable and payables, automatically coordinate between various accounts for speedy and accurate closure and reporting on financials. All this is in line with the compliance and without disturbing the system's harmony.



Forecast Accuracy

Improve the financial forecast by effectively analyzing the data across various dimensions. Then, manage and customize reports with the help of Microsoft Excel integration.

Customer Relationship Management (CRM)

Throughout your sales cycle, keep track of all customer interactions and get advice on the upsell, cross-sell, and renewal chances. In addition, the CRM functionality shortens the quote-to-cash cycle. With seamless Outlook integration, respond promptly to sales-related inquiries, manage service requests, and make payments. You can also get a complete picture of your service activities, workloads, and personnel competencies, allowing you to deploy resources more effectively and speed up case resolution. Modules include, but are not limited to (descriptions are summaries and do not include complete functionality):



Managing Contacts

Keep track of your contacts and store all the information of your business ties.



Managing Campaigns

Create campaigns based on defined segments of your contacts.



Keep an Eye on Opportunities

Keep track of sales opportunities, divide your sales processes into stages, and use this data to manage your sales prospects better.



Microsoft Dynamics 365 for Sales

Your data, including sales orders, item availability, units of measure, and currencies, is synchronized with this integration.

Customer Relationship Management (CRM)



Document Management / Interaction

Keep track of your interactions with your contacts, such as phone calls, meetings, and letters. Documents, such as sales orders or bids, can be attached to interactions.



Integration with Outlook

To keep track of email correspondence with contacts, customers, or leads, sync with Outlook. In Outlook, you may manage your business connections with clients and vendors. For example, create and transmit financial documents, such as quotes and invoices, and view financial data connected to clients and vendors.

Project Management

You can use timesheets to establish, manage, and track customer projects and extensive task costing and reporting tools. To ensure project profitability, you create, adjust, and control budgets. You plan precisely when you control resource levels by planning capacity and sales.

Keep track of customer billing against order and quote costs. Evaluate your performance with real-time insight into project status, profitability, and resource-usage indicators, and make better decisions. Modules for project management include, but are not limited to (descriptions are summaries and do not include complete functionality):



Resource Management

Register and sell resources, organize relevant resources into a resource group, or keep track of individual resources.



Jobs

Keep track of job consumption and data to bill the customer. You'll be in charge of both fixed-price and time-and-materials jobs.

Project Management



Project Budget

Manage project budgets by creating and tracking customer projects with the help of timesheets. Also, include advanced job costing and reporting. You can develop, modify, and control budgets for project profitability and accuracy.



Track project performance

Get real-time insights on project status, profitability, and resources. Get all the project metrics to help businesses make effective decisions.



Intrastate reporting

When you need to report intrastate details to statistics authorities, you can retrieve that data automatically with this Business Central feature.



Timesheets

Timesheets are an excellent solution for managing time with the manager's approval and integrating them into services, jobs, or primary resources.

Supply Chain Management

With Business Central's built-in intelligence, you can estimate when and what to restock inventory with a single click. With dynamically updated levels of stock on hand at all times (including historical data), it is easy for business owners like yourself who are striving toward maximum profitability. The system will also calculate lead times, so no guessing games are involved! In addition, if requested items aren't available, provide alternatives or even use discounts provided by the vendors.



Supply Chain Management



Sales Order Management

Sales orders, blanket sales orders, and sales order processes, including sales returns, must be managed.



Purchase Orders

It manages purchasing, blanket orders, buy order processes, and purchase returns.



Inventory

Set up the items in your inventory by defining their unit of measurement, costing method, inventory posting group, unit cost, price, and other features.



Transfers of Items

Keep track of inventory as it moves from one site to the next and accounts for the value of stock in transit at different locations.



Locations

Manage inventory across many sites, which could include a manufacturing plant, a distribution center, a warehouse, a showroom, and so on.



Sales Invoices

Customer invoices and sales credit memos are created, posted, and printed. In addition, this module will integrate General Ledger and Inventory modules.



Purchases

Buy invoices and purchase credit notes should be created, posted, and printed. This module is linked to General Ledger and the Inventory module.



Locations

Manage inventory across various locations, including a manufacturing plant, distribution centers, warehouses, exhibition rooms, retail shops, and service cars. While transferring from one area to another, it will track the inventory.



Promising Order

Customers can expect accurate order shipment and delivery dates based on current and future item availability. Calculate the earliest shipment date when items are unavailable to meet a customer's stated delivery date.



Shipping

Set up numerous shipping agents (such as UPS, DHL, external carriers, or your own) and link their services (express, overnight, standard) to shipping times. Individual consumers should be associated with default shipping agents and their benefits. Manage order shipments directly from the vendor to the customer while keeping track of order costs and profit.

Warehouse Management

Warehouse capacity in Business Central is part of Supply Chain Management and can be deployed at various levels of sophistication depending on a company's procedures and order volume. The significant distinction is that activities are performed order-by-order in basic warehousing, whereas, in advanced warehousing, they are consolidated for numerous orders.



Systems for Warehouse Management

Manage objects on a bin-by-bin basis. It implements a report that optimizes space by using picking operations, picking and putting away items in a container, and moving objects across bins.



Bin/Pick/SKUs

Assign goods to bins, the smallest unit in the warehouse's logical structure, to organize them. Allow warehouse employees to establish a pick or put away order from a released order. Manage stock-keeping teams as well.



Receipt from the Warehouse

Allow warehouse employees to make a put-away from a receipt.



Shipment from the Warehouse

Allow warehouse employees to make pick up from a shipment.



Data Capture System that is Automated

Captures data automatically, even in a chaotic atmosphere, and keeps information correct.



Setup of the Bin

By selecting the structure of your warehouse and the size of your racks, columns, and shelves, you can easily set up and maintain your bins.

Service Order Management

The Business Central Premium license includes a suite of field service management modules. The modules that make up this series are as follows (descriptions are summaries and do not include complete functionality):



Service Orders

Register your service requests, services due, service orders, repair requests, and any other difficulties that arise after the sale.



Management of Service Items

Your service items, including contact information, component management, BOM reference, and warranty information, are recorded and tracked.



Management of Service Prices

Set up, maintain, and track the prices of your services.



Planning

Assign workers to work orders and keep track of work order handling and status.



Dispatching

Filter information about service workers and field technicians based on availability, expertise, and stock items.



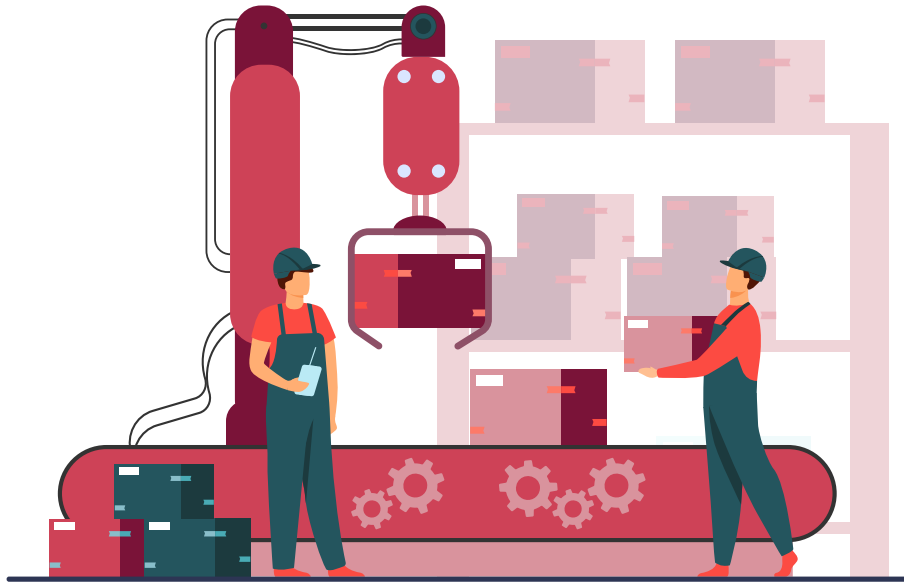
Service Contracts

Keep track of service levels, response times, discount percentages, and each contract's service history, including used service items, parts, and labor hours.

Manufacturing

Manufacturing capability is comprehensive and intuitive in Dynamics 365 Business Central Premium.

This module handles even the most complex processes precisely and quickly. By providing your clients with accurate information and on-time purchases, Business Central helps you stay ahead of the competition. In addition, manufacturers may receive a clear image of inventory levels and production efficiencies and estimate future demand for their products thanks to the system's built-in business intelligence. The modules that make up this series are as follows (descriptions are summaries and do not include full functionality):



Production Orders

Create and manage production orders and post-consumption and output to them.



Management of Versions

Different versions of the manufacturing bill of materials and routings can be created and managed.



Bill of Materials for Production

Make a bill for materials and figure out the regular expenses.



Forecasting Demand

Plan and construct production and purchase orders based on demand forecasts, inventory levels, and needs planning factors.



Supply Chain Management

With support for master production scheduling and materials requirements planning, plan material requirements based on demand (MRP).



Planning for Capacity

Increase the production process' capacity(work centers). Create routines and apply them to production orders and material requirements planning (MRP).

Manufacturing



Forecasting Sales and Inventory

Built-in intelligence uses past data to assist you in managing your inventory and responding to customers. In addition, it helps create replenishment requests based on the prediction and saves you time.



Loading Capacity

Consider capacity restrictions when assigning work to work centers so that no more work is provided to them than their capacities can handle in a particular period.



Centers for Machines

They are designed to assist you in managing a single machine's/producing resource's capacity on multiple levels including specific machines and combined work centers.



Flexible manufacturing

You can prepare for peak hours with different planning choices, establish exceptions, and handle last-minute modifications to your procedures.

Additional Capabilities

In addition to the above modules in six essential series, various modules flesh out Dynamics 365 Business Central, including Power BI, the Outlook Integration feature, and Artificial Intelligence capabilities. Among the other modules are, but are not limited to:



Several Languages

This module, in addition to Multiple Currencies in the Financials series, allows you to change languages in real-time.



Expanded text

To describe inventory goods, resources, and general ledger accounts, create an unlimited number of lines.



Power BI Embedded

You can transform data into gorgeous visualizations and create an out-of-the-box dashboard with critical financial data with the Business Central Power BI Content Pack. In addition, you may design your personalized dashboards and interactive reports with the Power BI Desktop add-on.



Integration with Outlook

With a single click in Outlook, you can open Business Central in a companion window, check client or vendor accounts, and create email estimates and purchase orders without leaving Outlook. You may also synchronize your to-do items and contacts with your Outlook meetings, tasks, and contacts.

Additional Capabilities



Codes of Reason

Create a set of reason codes that may be assigned to various transactions throughout the system, allowing users to create their audit trails.



Forecasting Cash Flows

Cash flow accounts, cash flow setups, and cash flow predictions are all used in the Cash Flow Forecast graphic. In addition, some features are included, and you can make your own with the help of assisted setup instruction.



Forecasting Inventory

The Inventory Forecast add-on uses previous data to forecast potential item sales and provides a clear picture of expected stock-outs. The plugin helps you create replenishment requests for your vendors based on the prediction, saving you time. It can also be used to suggest when inventory should be replenished.



Sales Prediction

The extension leverages Azure AI to estimate future sales based on your sales history to assist you in avoiding inventory shortages. When you select an item, for example, the chart in the Item Forecast window displays the projected sales for the next period.

Helping You Build the New-age Enterprise

With our in-depth understanding of Microsoft technology platforms and over three decades of ERP experience, we can help you gain the agility needed in the current business scenario. Our experts can provide a clear path to the cloud for ERP, CRM, and business productivity solutions. In addition, we will offer continuous support throughout your ERP transformation journey.





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Contact us

Contact us today to learn more about how we can help you find the best solution for your business.

33 Wood Avenue South, Suite 600, Iselin, New Jersey, 08830
Phone: (37) 920 222 | Email: sales@mentorconsultingservices.com

