FLEXCARE FACT

If you are a NCI Pro customer, Network Center has the ability to upgrade your Windows 10 compatible devices to Windows 11 seamlessly and cost effectively. Remember end of life for Windows 10 is quickly approaching on October 14, 2025, less than 11 months away. If you are interested in learning more about the upgrade process, please see your Account Rep.

NETWORKCENTER
INCORPORATED

Microsoft Partner of the Year

WHY & HOW DYNAMICS 365

The value Dynamics 365 can bring to Microsoft Partner,
and how Ingram Micro Cloud enable partners to grow faster

Sam Sarsam
D365 Solutions Sales Executive

INGRAM MICRO CLOUD

MORE AS A SERVICE

Microsoft Dynamics 365

Dynamics 365 Solution Areas

Customer Engagement (CRM & Marketing)

Sales, Customer Service, Marketing, Field Service, Customer Voice

SMB ERP (Accounting, Operations)

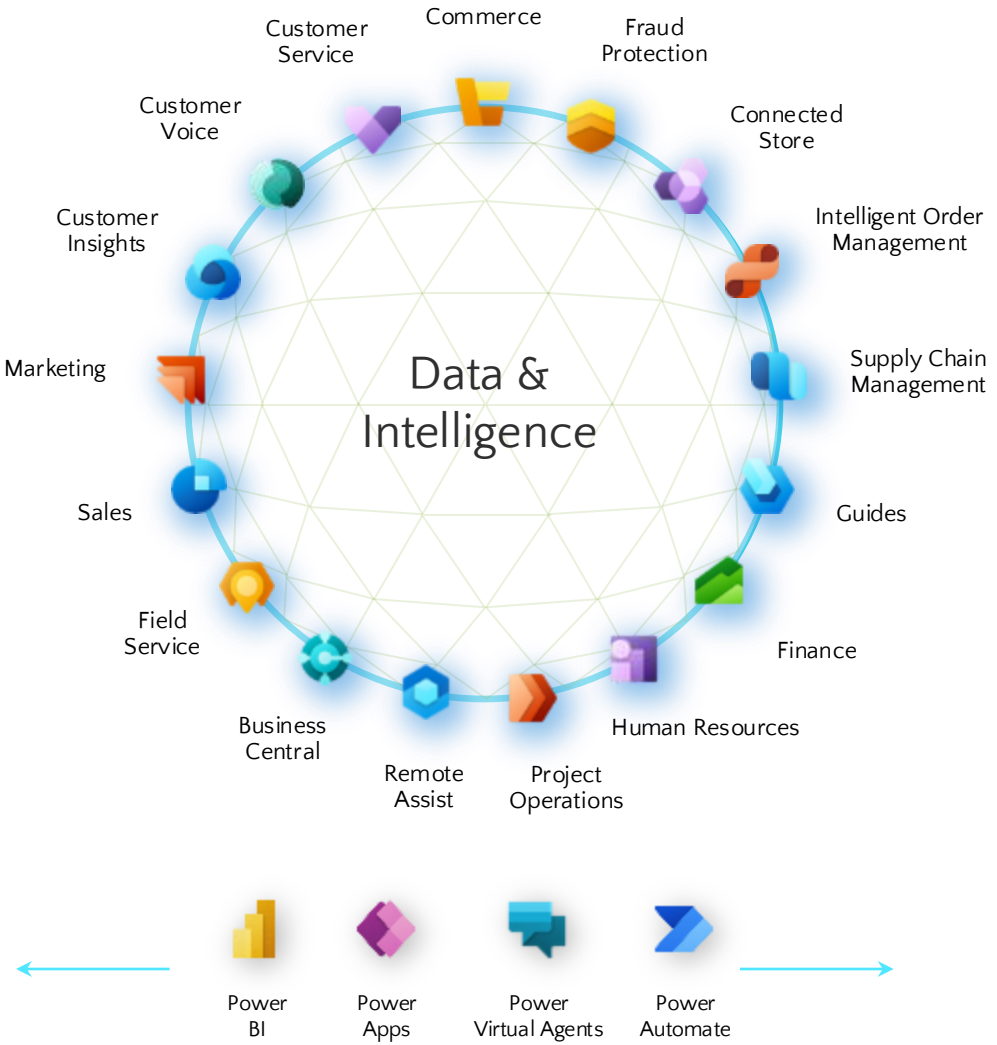
Business Central

Finance and Operations (ERP, HCM, eCommerce)

Finance, Supply Chain Management, Commerce, Project Operations, Human Resources

Power Platform

Power BI, Power Apps, Power Virtual agents, Power Automate



Top 5 reasons customers choose Dynamics 365 over Salesforce

- Single unified platform
- Market leading generative AI
- Cost savings
- Built for extensibility
- Security, privacy, and compliance

+20%

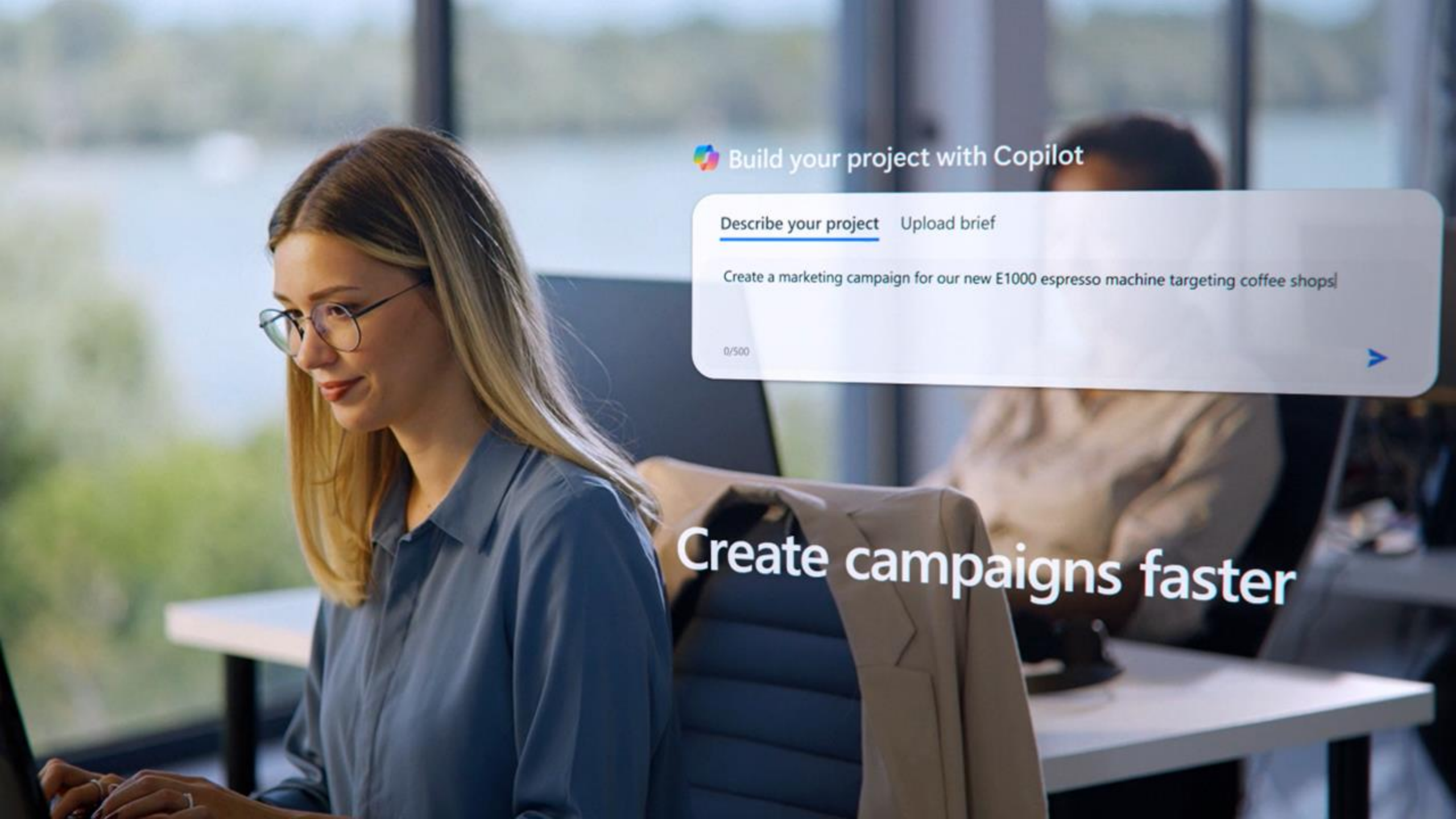
of customers migrate to Dynamics 365 from Salesforce in less than 8 months

Based on Microsoft internal data

Microsoft Dynamics 365

Accelerate revenue generation

Elevate your customer experience with next-generation AI to drive demand and close deals faster


Build your project with Copilot
Describe your project
Upload brief
Create a marketing campaign for our new E1000 espresso machine targeting coffee shops
0/500
Create campaigns faster

Dynamics 365 Customer Insights

Know your customers

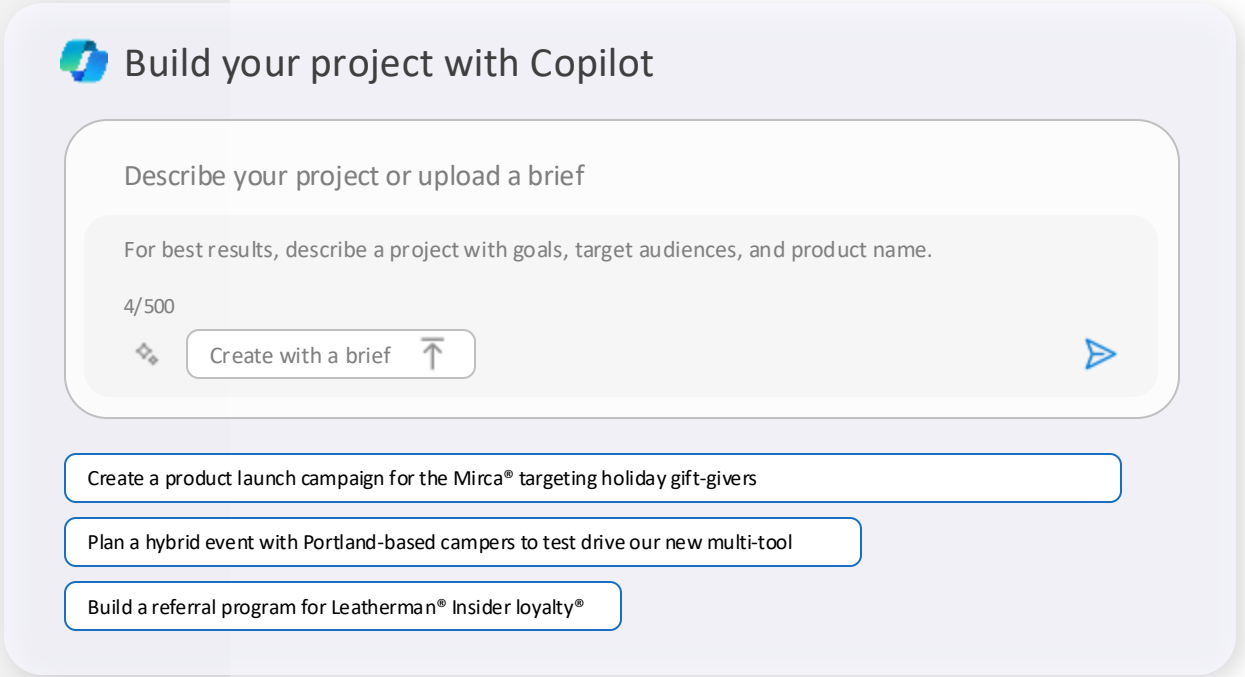
Unify and enrich marketing, sales, and service data to form a clear picture of your customers—and foresee future opportunities with AI

Engage on their terms

Orchestrate customer journeys, delivering content that matters to your customers, in context, in real time

Make your marketing smarter

Transform campaign outcomes by saving time, simplifying collaboration, and improving scalability with Microsoft Copilot



Dynamics 365 Sales

Make selling easier

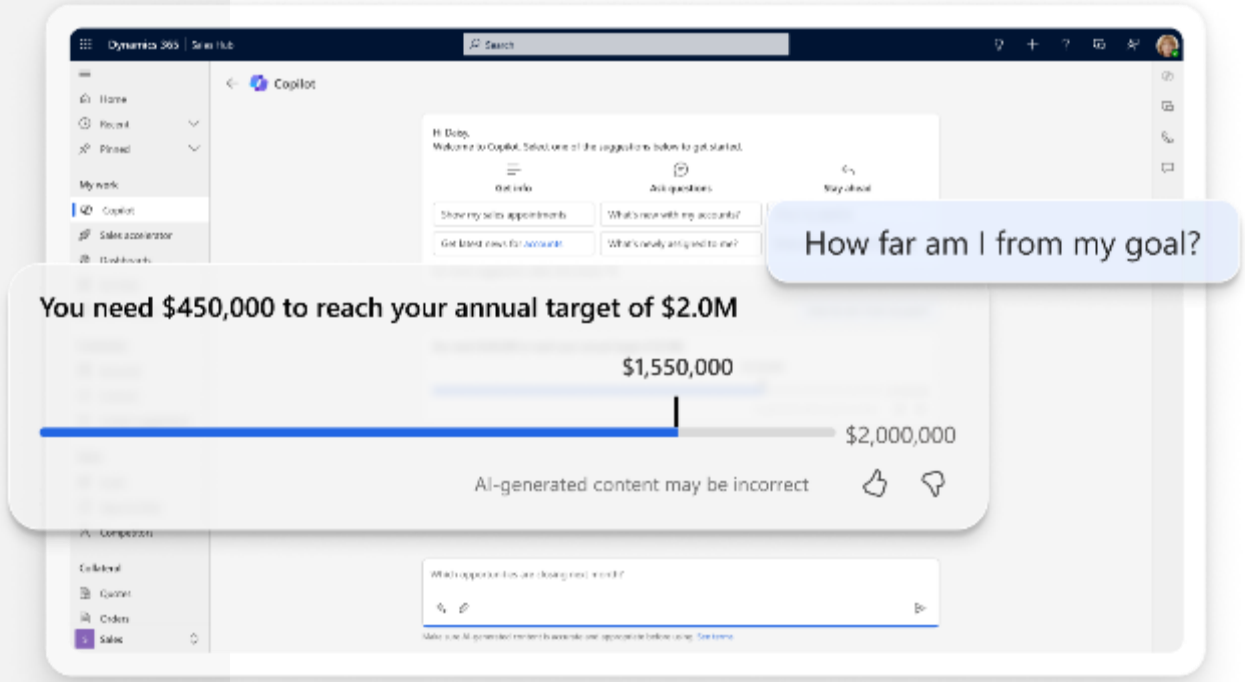
Grow and manage pipeline with lead and opportunity qualification and next-generation AI assistance

Wow your customers

Engage with customers and close deals with AI-powered relationship insights and recommendations for next steps

Build stronger teams

Empower sellers and scale best practices with manager insights and automated sequencing



Copilot for Dynamics 365 brings the power of next-generation AI to every line of business

The world's first copilot in CRM and ERP

- Dynamics 365 Sales
- Dynamics 365 Customer Insights
- Dynamics 365 Customer Service
- Dynamics 365 Field Service
- Dynamics 365 Finance
- Dynamics 365 Supply Chain Management

The Dynamics 365 difference

Built on a single, unifying customer data solution with a global Azure cloud footprint

Eliminates data integration tool cost and time while seamlessly turning your data into business impact

Head start in AI along with consistent innovation creates exponential value and AI leadership

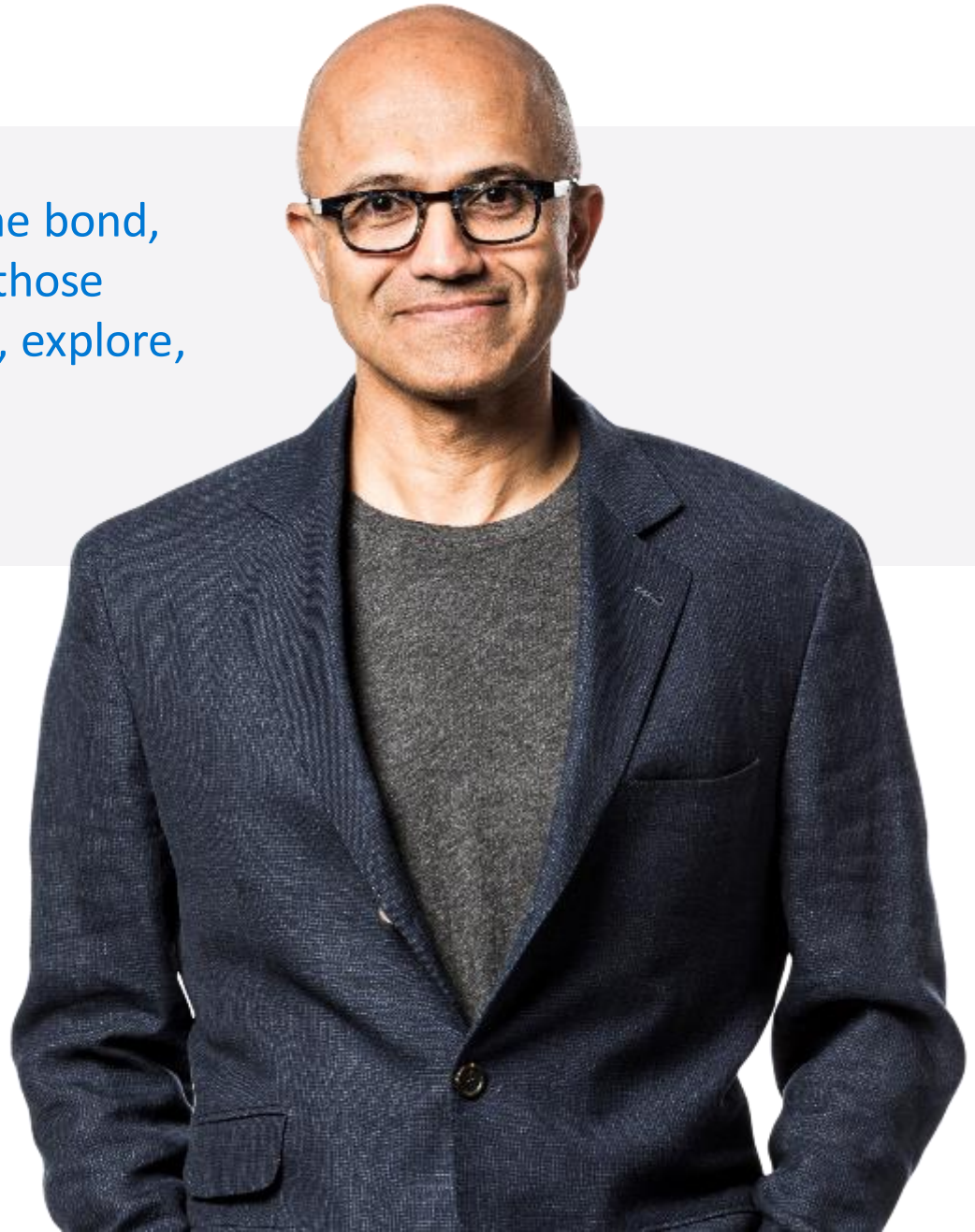
Enables us to ensure our customers are adopting the frontier of generative AI capabilities to increase efficiency and effectiveness

Native integration with Microsoft 365, where your employees work

Keeps your CRM data fresh and delivers the best experience in the flow of work

Microsoft runs on trust

> “Trust is more than a handshake. It’s the agreement, the bond, between users of digital services and the suppliers of those services that enables us to enjoy, be productive, learn, explore, express, create, be informed.”
>
> — Satya Nadella



Trust includes

- Delivering actual product truth and real ROI and not marketing speak
- Our laser focus on security and compliance promise
- Ethical business standards in our marketing (i.e., no overselling) and no hidden costs in our pricing.

Microsoft is the **trusted leader** in business applications and low-code solutions

Microsoft Dynamics 365

Microsoft Power Platform

97% of Fortune 500 companies choose Dynamics 365 or Power Platform

500K organizations use Dynamics 365 and Power Platform every month

40K+ customers use Copilot features in Dynamics 365 or Power Platform

30 year history of enhancing and redefining CRM and ERP solutions

Based on Microsoft internal data

Microsoft is recognized as a Leader among top industry analysts

Forrester named Microsoft as a Leader in the CRM Suites Wave[1] and a Leader in the Core CRM Solutions Wave[2] and a Leader in the Sales Force Automation Wave[3]

Gartner named Microsoft a Leader in the 2023 Gartner® Magic Quadrant™ for Sales Force Automation Platforms[4] and a Leader in the 2023 Gartner® Magic Quadrant™ for B2B Marketing Automation Platforms[5]

Microsoft Dynamics 365 Customer Insights recognized as an Overall, Product, Innovation and Market Leader in KuppingerCole's Leadership Compass 2022 for Customer Data Platforms[6]

Microsoft is on the Constellation ShortList™ for top vendors in:

- Sales Force Automation[7]
- Sales Engagement Platforms[8]
- B2B Marketing Automation[9]

[1]Forrester: "The Forrester Wave™: CRM Suites, Q3 2022." Forrester Research, Inc., 2022.
[2]Forrester: "The Forrester Wave™: Core CRM Solutions, Q3 2022." Forrester Research, Inc., 2022.
[3]Forrester: "The Forrester Wave™: Sales Force Automation, Q3 2023." Forrester Research, Inc., 2023.
[4]Gartner®: "Magic Quadrant™ for Sales Force Automation Platforms." Adnan Zijadic, Ilona Hansen, Steve Rietberg, Varun Agarwal, Guy Wood, 2023.
[5]Gartner®: "Magic Quadrant™ for B2B Marketing Automation Platforms." Rick LaFond, Jeff Goldberg, Jeffrey Cohen, Matt Wakeman, Alan Antin, 2023.
[6]KuppingerCole: "Customer Data Platforms." August 4, 2022.
[7]Constellation Research: "Constellation ShortList™ Sales Force Automation." February 22, 2023.
[8]Constellation Research: "Constellation ShortList™ Sales Engagement Platforms." February 22, 2023.
[9]Constellation Research: "Constellation ShortList™ B2B Marketing Automation for the Enterprise." August 16, 2023.

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Microsoft Dynamics 365

Adapt faster.
Work smarter.
Perform better.

Microsoft Dynamics 365 Business Central

How can the right system unlock growth?

Make better business decisions with more access to data and improved analytics and reporting

Eliminate manual workarounds with configurable workflows and built-in best-practices

Automate key processes using AI to improve efficiencies and reduce errors

Comply with audit requirements and regulations more easily

Enhance digital security and equip a remote workforce with secure access on mobile devices

Boost productivity by working with Microsoft Outlook, Excel, and Teams

Microsoft Dynamics 365 Business Central

Connect finance, sales, service, and operations teams with a comprehensive business management solution and harness the power of AI with Microsoft Copilot.

Trusted by over 40,000 small and medium-sized businesses

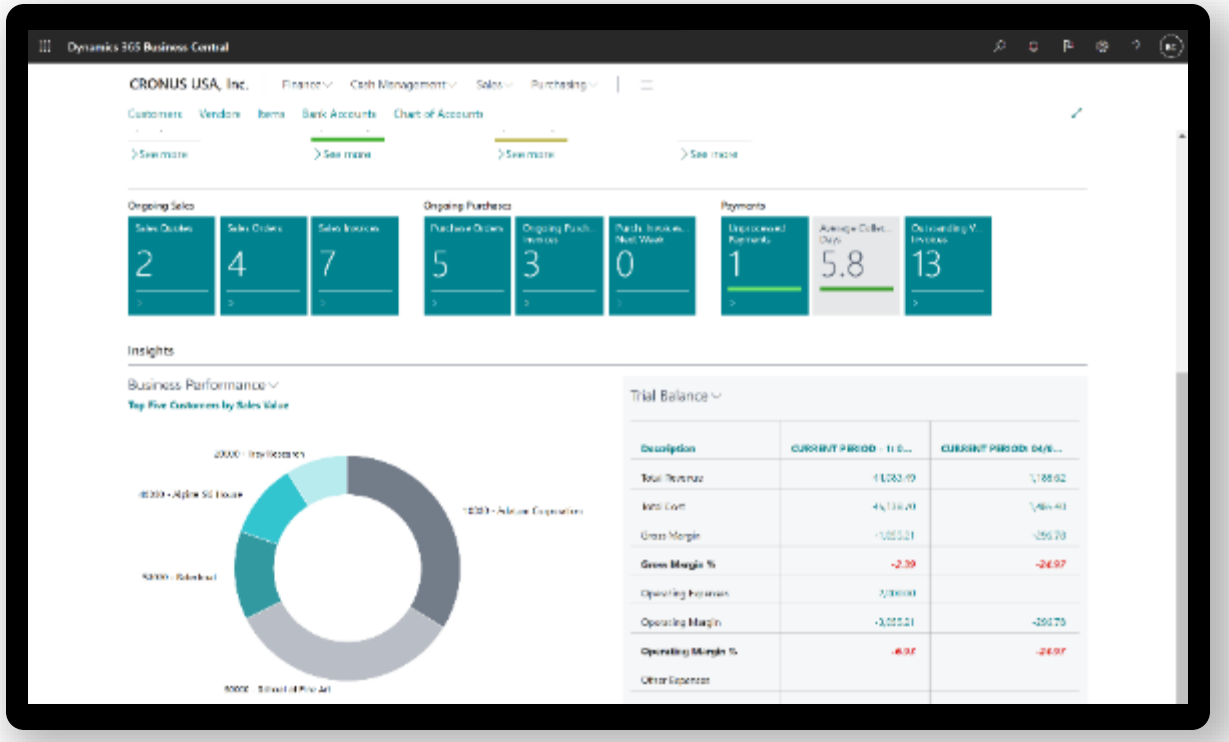
Named "the Best ERP System" in 2024 by Forbes Advisor

Increase financial visibility and performance

Take control of your financial data

Improve forecasting, accelerate financial close, and get real-time performance metrics while fostering compliance and security

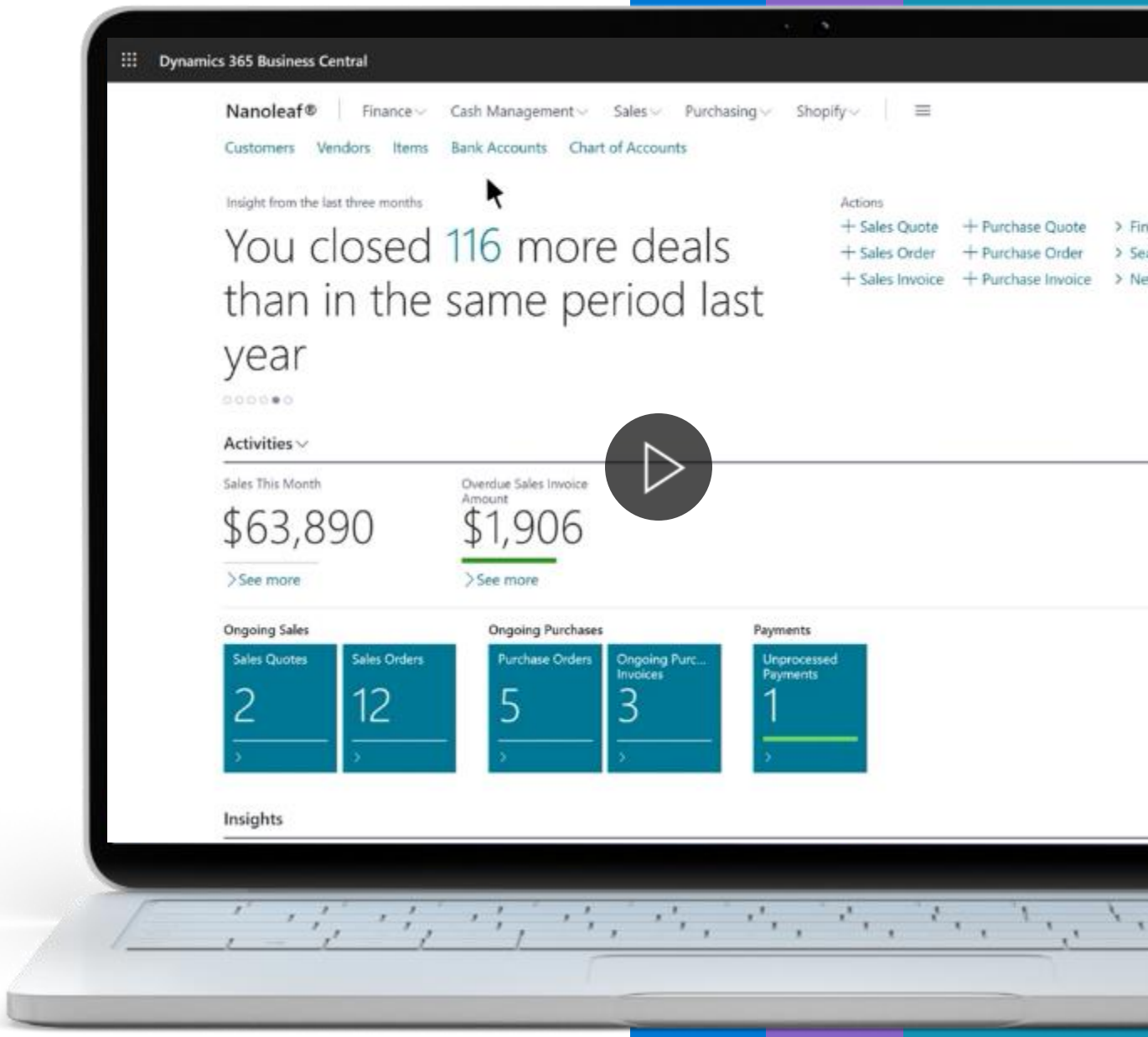
~~Use Copilot in Business Central, built-in~~ reports, Excel, or Microsoft Power BI and unlimited data dimensions to analyze trends and improve business planning



Copilot in Dynamics 365 Business Central

Your everyday AI companion, improving the way work gets done.

- Get answers quickly and easily using natural language.
- Spark creativity with creative content ideas.
- Save time by automating tedious, repetitive tasks.
- Anticipate and overcome business challenges.



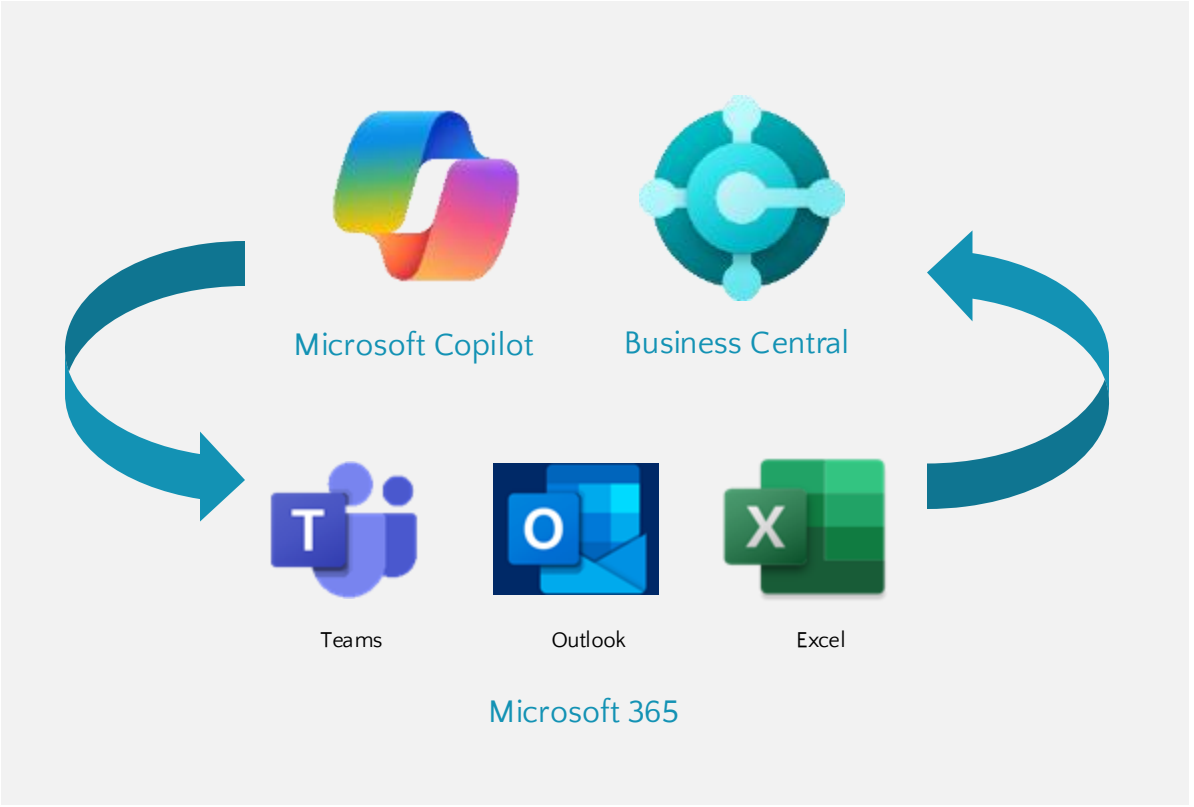
Already using Microsoft Outlook, Teams, and Excel? Work smarter with Business Central.

Seamlessly connect Business Central + Microsoft 365 and harness the power of Microsoft Copilot

Collaborate in the apps where teams work best. Connect Business Central to Outlook, Excel, and Teams— work seamlessly together with timely data.

Stay in the flow of work. Get the data employees need in the tools they prefer— without switching applications.

Connect the dots with Microsoft Copilot. Work between applications with greater continuity, guided by AI. Get help drafting emails, summarizing information, and more —no matter where you work.



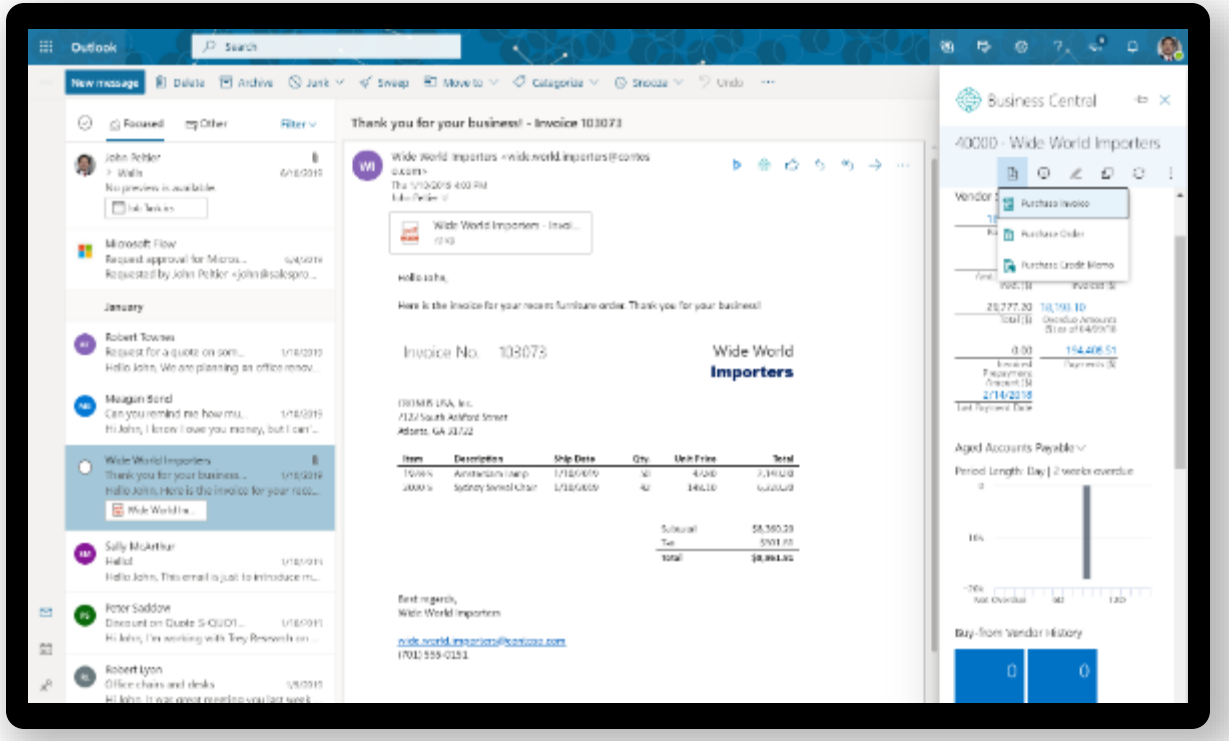
Dynamics 365 Business Central with Outlook

Go from quote to cash within the flow of work

Interact with customers and vendors directly from Outlook to accelerate transactions and business decisions

Promptly manage inquiries, service requests, or process payments to accelerate the sales cycle

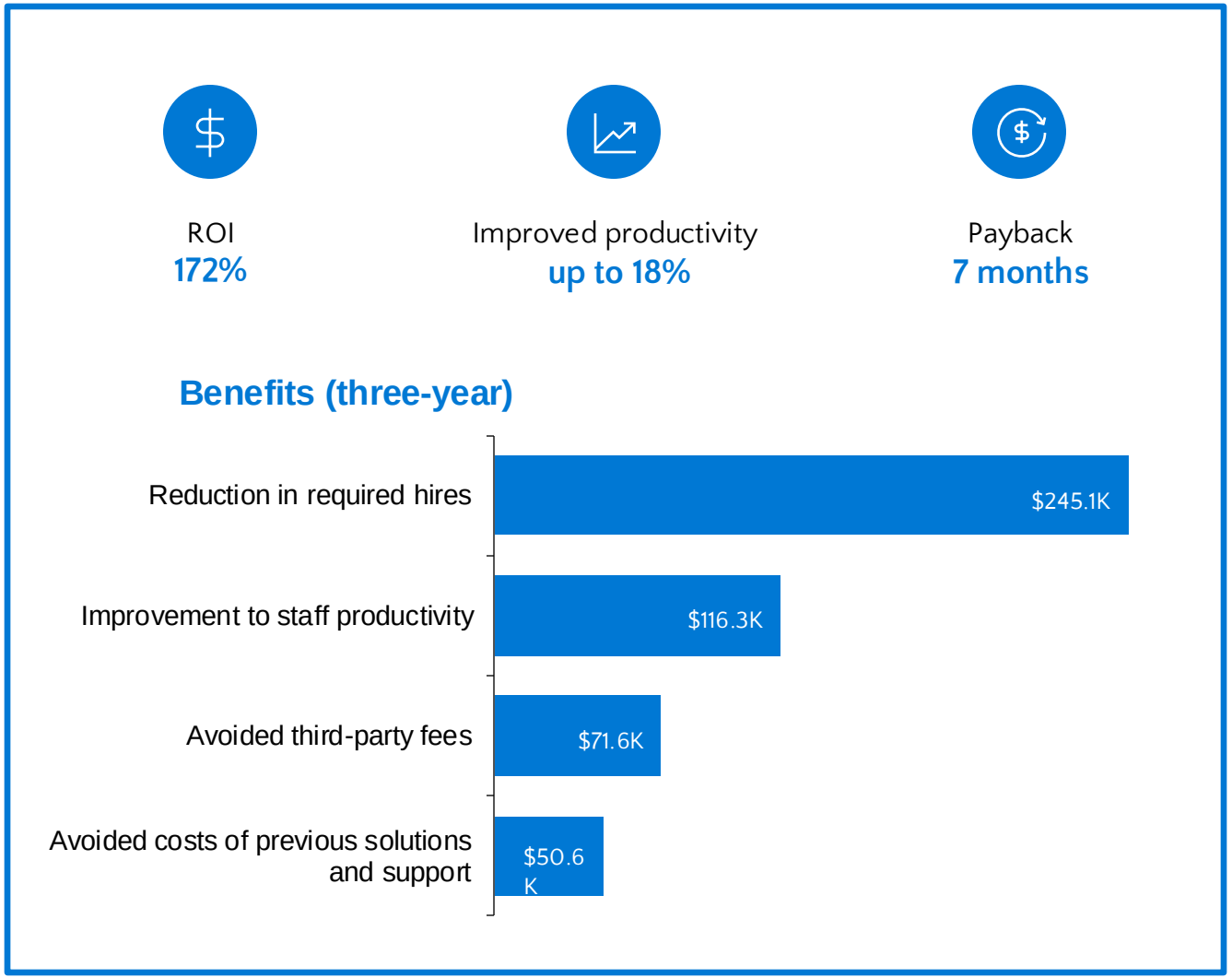
Get insights into customer history, previous discounts, and more without leaving Outlook



The Total Economic Impact™ of Business Central

"[Business Central] is making it possible for us to chase those new revenue opportunities because we can actually manage it now with our current resources."

VP of commerce operations, technology manufacturing



Forrester Research, The Total Economic Impact™ of Microsoft Dynamics 365 Business Central

Dynamics 365 Business Central checks all the boxes...

... with benefits ONLY Microsoft can provide

- **Cloud-based** with remote access across mobile devices
- **Deep functionality** with built-in best practices that improve processes across the business
- **Open architecture** easily connects with existing systems
- **Highly customizable** to meet industry or vertical needs with pre-built apps
- **Robust, flexible reporting and analysis** to drive business performance and improve decision-making
- **Rapid to deploy and easy to use** so you can realize business value quickly

- **Microsoft 365 applications** work natively with Business Central, boosting productivity and improving collaboration
- **Microsoft Copilot** leads in AI innovation so your business can adapt faster, work smarter, and perform better
- **Microsoft delivers world-class security, performance and scale** to support your business now and as it grows

THANK YOU

INGRAM MICRO CLOUD