



MICROSOFT DYNAMICS 365 BUSINESS CENTRAL SERVICES G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides a Microsoft Dynamics 365 Business Central service to support small and medium-sized organisations in managing their core business operations through a single, integrated cloud-based platform.

Dynamics 365 Business Central is Microsoft's all-in-one business application, combining ERP and CRM capabilities to support finance, operations, sales, projects and customer service. Delivered as a cloud-based solution, the service enables organisations to streamline processes, gain real-time insight and improve operational control while reducing reliance on on-premises infrastructure.

The service integrates with the wider Microsoft ecosystem, including Microsoft 365, Power BI and Power Platform, enabling organisations to extend functionality and support growth through a scalable and secure platform.

KEY FEATURES

- Design, configuration and deployment of Dynamics 365 Business Central
- Integrated finance management including accounting, budgeting and reporting
- Supply chain and inventory management capabilities
- Sales order management, invoicing and customer service functionality
- Project management including planning, time tracking and billing
- Manufacturing and operational process support
- Role-based security and access control
- Cloud-based delivery with hybrid deployment options where required
- Built-in dashboards, analytics and reporting
- Integration with Microsoft 365, Power BI and Power Platform

KEY BENEFITS

- **All-in-One Business Platform**
Combines finance, operations, sales and service capabilities within a single solution.
- **Flexible and Scalable Licensing**
No minimum user requirement, allowing organisations to start small and scale as needed.
- **Improved Operational Efficiency**
Reduces manual processes and improves consistency across business functions.
- **Real-Time Business Insight**
Built-in analytics support faster, data-driven decision-making.
- **Reduced IT Overhead**
Cloud-based delivery includes hosting and regular updates within the subscription.
- **Modern and Intuitive User Experience**
Role-based interfaces support user adoption and productivity.

- **Secure and Compliant Platform**

Supports GDPR and role-based security requirements.

- **Seamless Microsoft Integration**

Works natively with Microsoft 365, Power BI and third-party extensions.

ADDITIONAL SERVICES

- Business Central readiness and discovery assessments
- Migration from legacy accounting or ERP systems
- Data migration and cleansing services
- Integration with third-party applications and extensions
- Reporting and analytics enhancements
- User training and knowledge transfer
- Change management and adoption support
- Ongoing optimisation and support services
- Managed service options

Thank you

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