



## **Microsoft Dynamics 365 – FAQ**

### **What is Microsoft Dynamics 365?**

Microsoft Dynamics 365 is the next generation of intelligent business applications that enable your organization to grow, evolve and transform to meet the needs of your customers and capture new opportunities.

Dynamics 365 breaks down the artificial silos of ERP and CRM and will deliver new purpose-built applications in the cloud. These applications work seamlessly together to manage specific business processes across Sales, Customer Service, Field Service, Operations and Project Service Automation.

Dynamics 365 delivers applications that are:

- Purpose-built: with applications that fit roles, industries and businesses – organizations can start with and pay only for what they need and grow at their own pace running their entire business in the cloud.
- Productive: Enabling greater productivity where it's needed most by seamlessly integrating familiar tools like Outlook and Excel, surfacing them in the context of business processes, roles and jobs.
- Intelligent: Building intelligence into business processes to help employees and customers discover, analyze, and apply data to improve decision-making.
- Adaptable: Enabling organizations to transform at the speed of business. Business leaders can change and evolve their processes in real-time using a modern, consistent and extensible platform. They are not held back by legacy technology

### **How much does Dynamics 365 cost?**

Microsoft Dynamics 365 has different user licenses that you can mix and match. To view pricing plans, [click here](#).

### **What's the difference between Business and Enterprise edition?**

There are some big differences between Business and Enterprise edition. To read more about the editions, [click here](#).

### **Can you briefly summarize the different modules that are available in the system?**

To view all of the capabilities that Dynamics 365 has to offer, [click here](#) to read the latest capabilities guide.

### **Can I see the system in action?**

Of course you can! By visiting our [Dynamics 365 demo page](#), you will learn the benefits and advantages of Dynamics 365 and get all the information you need to make better business decisions.



### **How can I get the system?**

You can purchase the system directly through us by [contacting us here](#).

### **What does Dynamics 365 integrate with? (Office 365, Power BI, PowerApps, Microsoft Flow)**

Microsoft is the only company that can deliver both the depth of first-party business solutions and fully integrated analytics and productivity at cloud scale. Delivering on this ability requires true SaaS business apps that directly integrate business processes.

### **Is there a minimum amount of users that I need?**

Nope. The financial app is licensed two ways, a full and/or light user. View our [pricing page](#) for more information.

### **Who would the system be a good fit for?**

Dynamics 365 is a perfect fit for the following situations:

- Outgrowing their basic accounting software (typically QuickBooks)
- Need to replace outdated/legacy system
- Multiple, disconnected systems create inefficiencies and information silos
- System can't keep up with increasing demands and more complex business processes
- Inaccurate reports and lack of insight negatively impact customer interactions and sales
- Lack of audit trails and security features puts their business at risk

### **Why would I choose Dynamics 365 over QuickBooks?**

- Dynamics 365 for Financials is a comprehensive solution with advanced capabilities that handle more complex business processes with secure workflows and improve compliance
- As you grow, the Business Plan licensing options lets you increase functionality for a minimal increase
- Dynamics 365 for Financials was created to better connect people to the business processes they use everyday
- Dynamics 365 for Financials allows you to build power apps for free using your own financial data and run them on phones or desktops

On the other hand, QuickBooks:

- Lacks depth of capabilities within purchasing, inventory, and distribution, audit control, and advanced reporting. Adding capabilities and service offerings from QuickBooks' partners is expensive
- QuickBooks Pro and QuickBooks Enterprise are built on different platforms than QuickBooks Online so upgrading is not seamless
- Minimal business productivity integration skews the solution to accountants, not business owners



- Companies can quickly outgrow QuickBooks' user and transaction limited reporting capabilities

### **How easily can I get my existing data from the product we are using into Dynamics 365?**

Depending on the finance solution that your business uses today, you can transfer information about customers, vendors, inventory, and bank accounts. You can start an assisted setup guide that helps you transfer the business data. Easily upload files using extensions, for example Intuit Interchange (IIF) file to transfer QuickBooks data, or directly import from Excel.

### **What's the difference between Dynamics 365, NAV and GP?**

Dynamics 365 for Financials is an application delivered only through the cloud. It is designed primarily for businesses with 10-99 employees that do not have deep industry/vertical needs. Dynamics NAV and GP can be deployed in the cloud or on-premises and best align to SMB who have deeper industry needs.

### **How does Dynamics 365 benefit customers?**

Dynamics 365 will bring together the best of our CRM and ERP cloud offerings into one cloud service with specific, purpose built, apps for each of your key business processes such as Finance, Sales, Customer Service, etc.

Dynamics 365 provides customers a modern and familiar experience with built in insights, intelligence and workflow. They also use a common data model and consistent application platform to ensure consistency, interoperability and extensibility. Dynamics 365 enables businesses to:

- Start with what they need by offering apps that fit roles, industries, businesses, so our customers can start with what they need to grow at their own pace and run their entire business in the cloud.
- Enable greater productivity where they need it by connecting structured work of collaboration and productivity, so employees are empowered with productivity tools surfaced in the context of their business processes.
- Get built-in intelligence with business applications that infuses big data, advanced analytics and IoT into processes out-of-the-box to proactively guide employees and customers to optimal outcomes. With Dynamics 365, data and insights are transformed into action for intelligence where it's needed.
- Be ready for growth through nimble, adaptable applications that allow them to be empowered to change and adapt with a technological enabling platform. Organizations can reimagine their business model with a consistent, flexible, extensible platform.

### **What is the "common data model" and what roles does it play with Dynamics 365?**

The common data model is a cloud-resident business database, built on years of experience with our enterprise customers. It will come with hundreds of standard business entities spanning both business



process (Dynamics 365) and productivity (Office 365). The standardization and consistency of schema enables partners to build innovate applications and to automate business processes spanning the entire business process spectrum with confidence that solutions can be easily deployed and used across Microsoft's entire database.

**Is Dynamics 365 for Financials available in the cloud? If so, can I buy it from Microsoft?**

**Yes**, Dynamics 365 is a cloud service, so it will not be available as is, on-premise or in private cloud. Financials is not sold direct from Microsoft and is only available through Cloud Service Partners (CSP) .