



Sales Force Automation

Optimize your sales efforts with the familiar and intelligent features of Microsoft Dynamics CRM. Take advantage of a highly intuitive interface and embedded Microsoft Office capabilities to increase time with customers, shorten sales cycles, increase close rates, and achieve real-time insight.

- Planning
- Leads
- Opportunities
- Accounts
- Timesavers
- Pipeline
- Workflows
- Mobility
- Analytics

Customer Service

- Microsoft Dynamics CRM meets the changing expectations of customers with a service solution that is robust and flexible. Users find familiar functionality and an interface that let them work in a personal, natural way. This intelligent solution informs customer service professionals with guidance that is insightful and actionable. The result is a connected, collaborative, and integrated organization.

Marketing

- Get a CRM marketing solution that is flexible, easy to use, and engineered to fit your business. Transform every touch point into a marketing opportunity and harness the undiscovered

potential within your customer base. With familiar and intelligent marketing capabilities in Microsoft Dynamics CRM, you can market more effectively, improve productivity, and gain actionable insight into your marketing efforts.

Extended CRM

- Organizations also need to manage other relationships that are integral to success—employees, partners, suppliers, distributors, vendors, and many other critical stakeholders. Microsoft Dynamics CRM can easily be customized for these “Extended CRM” scenarios and enhance the value of all relationships, improve business relevance and fit, drive operational excellence and increase business insights.

Microsoft Dynamics Solutions for Retail

Multichannel shopping, digitally informed consumers, reduced spending, and an evolving desire for more sustainable products—these challenges are bringing major changes to the retail landscape.

To compete effectively, **retail companies** need to:

- Simplify operations.
- Gain tighter control over inventory.
- Work with existing systems more efficiently.
- Make staff more productive.

But most of all, retailers need to put the customer at the center of everything they do, driving ongoing loyalty and business growth. The right technology can help.

Explore Microsoft Dynamics solutions for retail

End-to-end solution for enterprise and midsize retailers: Not just for AX, other Microsoft Dynamics ERP products that can be customized by partners for your retail needs include:

[Microsoft Dynamics GP](#)

[Microsoft Dynamics NAV](#)

Point-of-sale (POS) and store management solutions for midsize retailers [Microsoft Dynamics POS Microsoft Dynamics Retail Management System \(RMS\)](#)

Why Microsoft Dynamics for retail businesses?

Microsoft Dynamics retail solutions are designed to handle the complex business of retail from the initial engagement at the point of sale to your warehouse, retail headquarters, corporate office, supply chain, and more.

Easy to learn and use, they provide insight into all aspects of your business—including sales analysis, trending, customers, inventory management, margins and costs, and merchandise management.

Microsoft Dynamics solutions for retail also enable you to:

- Get value faster with purpose-built, retail-specific functionality.
- Drive customer-centricity.
- Optimize inventory management.
- Improve cash flow.
- Make better merchandizing decisions.
- Get more value from your existing POS and software investments.
- Support multichannel operations.

Microsoft Dynamics solutions for retail and partner add-on solutions for Microsoft Dynamics GP and Microsoft Dynamics NAV are delivered by a global network of partners with industry expertise.

Explore solutions for small and midsize businesses

Microsoft Dynamics ERP deployment options

Microsoft Dynamics ERP products offer multiple deployment and pricing options, including both on-premises solutions and cloud-based software-as-a service (SaaS) platforms. Whatever your preference, you have the flexibility to **choose the option that's right for you**.

We have installed and implemented Navision in the CLOUD, so Contact Abeam today to learn how we can help you with your deployment needs.

Microsoft Dynamics ERP for Manufacturing

Success in the manufacturing industry requires producing the right products, in the right quantities, at the right time. But in a rapidly shifting economy, a variety of challenges can get in the way.

Today's **manufacturing challenges** include:

- Changing regulations.
- Global sourcing.
- Legacy systems and manual processes.
- Concerns around sustainability.
- Rise of social media and its impact on consumers.

Companies that have manufacturing software that can help them successfully navigate this environment will gain a significant strategic advantage. The right technology can help.

Why Microsoft Dynamics ERP for the manufacturing industry?

Microsoft Dynamics ERP offers powerful manufacturing solutions for lean, discrete, and process manufacturing businesses on a local or global scale. They are designed to give you a single view into all of your systems, delivering the control and insight you need to streamline processes, reduce costs, and increase your margins. But that's just a start. Microsoft Dynamics ERP can also help you:

- Respond quickly to changes in customer needs, supply, and manufacturing capacities.
- Make it easy to find, use, and share information with vendors and suppliers.
- Better manage regulatory and governmental compliance.
- Enable sustainable operations that reduce energy consumption and your carbon footprint.

DYNAMICS FOR DISTRIBUTION:

Microsoft Dynamics ERP for Distribution

Distribution companies today face real challenges in a rapidly changing industry. Global competition and intense price pressure at the retail level are eroding margins. Shorter product lifecycles require businesses to adapt quickly to new circumstances.

Today's **distribution challenges** include:

- Satisfying increasingly demanding customers.
- Increasing visibility into your supply chain.
- Improving inventory controls.
- Controlling operational costs.
- Maintaining labor and operations agility.
- Managing vendor relationships.

To stay competitive, you need to improve your ability to predict and respond to changes in end-customer demand. The right technology can help.

Why Microsoft Dynamics ERP for the distribution industry?

Microsoft Dynamics ERP has a proven record for distribution and supply chain management. It can deliver visibility into your sales data, inventory levels, and shipment schedules, giving you confidence in your ability to meet customer demands. But that's just a start. Microsoft Dynamics ERP can also help you:

- Identify emerging customer behavior.
- Better predict future market trends.
- Keep your inventory lean.
- Make smarter buying decisions and decrease costs.

- Negotiate better terms with vendors and suppliers.
- Improve customer relationships.

Microsoft Dynamics ERP systems are delivered by a global network of partners with industry expertise.

Microsoft Dynamics ERP for Services: If you work for a service business, you face the everyday challenge of selling an intangible product that is difficult to quantify and changing all the time. To be profitable, you have to ensure that projects are estimated correctly, completed on time, and meet and exceed customer requirements.

Challenges faced within service industries include:

- Managing projects more effectively.
- Improving internal communications.
- Maintaining compliance with government regulations and reporting requirements.
- Evolving service offerings to meet rapidly-changing customer demands.

Companies that have project management and accounting software that can help them successfully manage their service business will gain a significant strategic advantage. The right technology can help.

Why Microsoft Dynamics ERP for service organizations?

Your business can work better when your people have the ability to quickly see and share data, make smart decisions, and collaborate more effectively. Microsoft Dynamics ERP business solutions help service firms manage and integrate every aspect of your business. They can support and connect core business processes, like accounting and human resources, as well as provide specialized capabilities that can help you:

- Connect financial and project management capabilities.
- Estimate projects accurately to improve client satisfaction and loyalty.
- Manage process outsourcing.
- Deliver on time, on specification.
- Effectively allocate internal resources and increase billable hours.
- Anticipate shifting demand.

Contact Abeam today for more information.

Microsoft Dynamics ERP for Public Sector

Achieve operational efficiency, meet compliance requirements, and provide better service

Public sector organizations—government, educational institutions, healthcare, and not-for-profit organizations—are under pressure to find new ways to cut costs, increase transparency, and improve constituent services.

Challenges faced by public sector organizations include:

- Managing citizen relationships better.
- Complying with ever-changing and expanding regulations.
- Increasing financial accountability.
- Overseeing funds and grants.
- Modernizing the workplace with automated processes.
- Tracking and maintaining the transparency of financial information.

Public sector organizations are also challenged by existing legacy IT systems that are often costly and difficult to upgrade and maintain. The right technology can help.

Why Microsoft Dynamics ERP for public sector organizations?

Microsoft Dynamics ERP solutions offer a fast time to value with public sector ERP functionality that enables your organization to streamline key business processes and better oversee financial operations.

- Empower your people and make them more productive with role centers that provide instant access to the information they need specifically for their role.
- Maximize your existing IT investments, lower total cost of ownership (TCO), and make additional productivity gains through interoperability with other key Microsoft technologies, including Microsoft Office, Microsoft SharePoint, Microsoft SQL Server, and Microsoft BizTalk Server.

Microsoft Dynamics ERP systems are delivered by a global network of partners with public sector industry expertise.

