IBM Retail Solution for Dynamics 365 for Finance and Operations

Enhance Dynamics 365 for Finance and Operations and reduce implementation risks

Highlights

- Helps improve profitability and increase competitive advantage by enabling data-driven decision making

- Helps enhance the customer experience by improving the quality and availability of product information

- Reduces back office complexity while improving core data governance

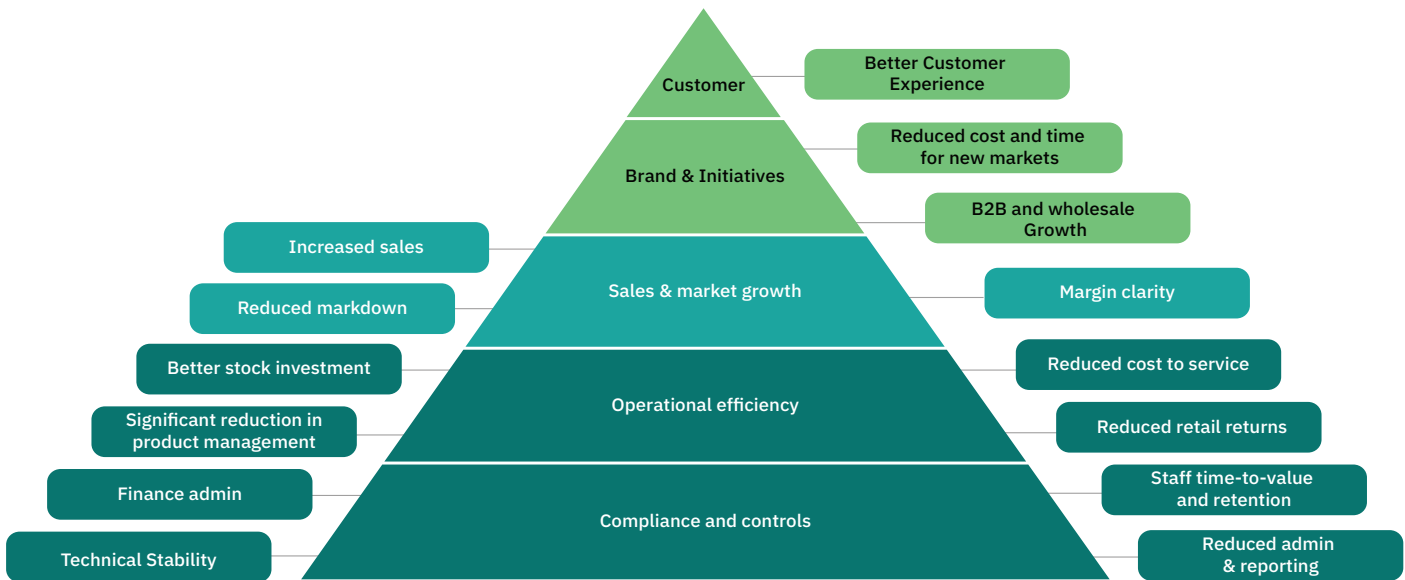- Helps reduce implementation cost and risks by enabling process automation

Today, retailing is more than inventory management, merchandising and workforce management—it is about providing the customer an immersive buying experience. The fast-changing retail landscape has put pressure on retailers to look for future-ready ERP solutions with best of breed buying, inventory, sales order management, point-of-sale, sales fulfilment and support capabilities that can integrate easily into their present operations.

IBM Retail Solution for Dynamics 365 for Finance and Operations provides a set of business model processes and functionalities that can help transform your Dynamics 365 operations into a more scalable, efficient and cost-effective model for growth. By combining these complementary features with the standard Dynamics 365 capabilities, IBM helps you enable improved retail functionality within your ERP systems.

Retail-specific features for stock visibility and management help build trust in stock positions, making businesses confident about improving returns on stock investment. Improved reporting and business metrics cut down the dependency between growth and resources with reduced manual intervention; thus, enabling continued growth without the need to hire more resources.

The solution is based on decades of experience in designing, building and deploying the leading Dynamics 365 for Finance and Operations retail solution and helps enable improved retail functionality while reducing implementation cost and risks.

A pyramid diagram with the following levels (from top to bottom):

- **Customer** — Better Customer Experience
- **Brand & Initiatives** — Reduced cost and time for new markets
- **Sales & market growth** — Increased sales, Reduced markdown (left); B2B and wholesale Growth, Margin clarity (right)
- **Operational efficiency** — Better stock investment, Significant reduction in product management (left); Reduced cost to service, Reduced retail returns (right)
- **Compliance and controls** — Finance admin, Technical Stability (left); Staff time-to-value and retention, Reduced admin & reporting (right)

Helping drive best practices and start the transformation journey

IBM uses a "Retail in a Box" template—a set of reusable, APQC driven processes—which helps transform retailers in a competitive market place. It leverages our deep industry knowledge of automated business model processes to make a time-and cost-efficient implementation possible.

Helping drive profitability and increase competitive advantage

IBM Retail Solution for Dynamics 365 for Finance and Operations provides new functionality, the price modelling wizard, to help you optimize pricing mixes and create price points based on SKU information. It also extends two existing Dynamics 365 functionalities to improve forecasting, budgeting and inventory management, and to enable better reporting and analysis of product aging. These enhancements help you make data-driven decisions that can not only increase operational efficiency and profitability, but also enable you to compete better with online retailers.

Helping improve customer experience

The solution provides product categorization enhancements, which allows you to add new fields, hierarchies and workflows to the Dynamics 365 platform. This helps improve the quality and availability of product information and can, as a result, enhance the customer journey. It also helps you manage the product mix better, while enabling analytics for continuous improvement. In addition, the solution delivers mobile-and cloud-based POS capabilities to help give your customers a "sales anywhere" experience—allowing them to complete transactions regardless of where they are in the store.

Reducing implementation costs and risks through automation

IBM leverages a "Retail Bridge" approach and uses proprietary middleware to support staged integration with legacy POS and other systems during deployment. This helps in mitigating risks during implementation and roll-out. It also helps safeguard your current investment in supporting solutions during transformation.

Why IBM?

By choosing IBM and Microsoft, you take advantage of the expertise of several thousand practitioners worldwide, ready-to-use software and best-in-class solutions. A Microsoft Certified Partner since 1995, IBM provides a broad range of consulting services to help advance your organization's growth and profitability with jointly developed solutions that drive excellence and business value in applications driven by Microsoft technology.