

Microsoft Dynamics 365 Business Central

A smart, connected platform
for modern business growth



Why SMBs need a modern, AI-powered ERP

Traditional small business enterprise resource planning (ERP) solutions inhibit growth and make it difficult to adapt to disruptions and change. According to IDC research, 64% of employees struggle with disconnected tools, while 89% feel more fulfilled using AI-powered solutions that let them focus on meaningful work.* For SMBs looking to stay competitive, a modern, AI-driven ERP is essential for growth and resilience in a fast-paced business environment.

Source: *IDC, "Future of Work Trends for 2023", 2023.





What is Dynamics 365 Business Central?

Dynamics 365 Business Central is a comprehensive, AI-powered, cloud-based business management solution that helps SMBs transform business operations by connecting finance, sales, service, and operations teams within a single, easy-to-use application.

Equipped with next-gen AI, it harnesses the power of Copilot and works seamlessly with Microsoft 365 to improve collaboration, enhance employee productivity, and drive better business outcomes. It can also be integrated with the Microsoft Power Platform to enhance business productivity and efficiency, providing a set of tools that analyse data, build solutions, automate processes, and create virtual agents.

Copilot and AI capabilities in Business Central

Copilot includes a constantly expanding set of capabilities that help users in different roles and tasks, empowering SMBs to work smarter, save time, and drive success across every area of their business.



Streamline financial management

Copilot, AI, and Microsoft 365 integration simplifies financial processes, allowing customers to make informed decisions and maintain financial health, helping them:

- Accelerate month-end and year-end close.
- Oversee budgets, track fixed assets, and manage cash flow.
- Gain real-time performance metrics and improve forecasting.
- Ensure compliance and security across subsidiaries.



Boost productivity with data insights

Copilot's intuitive data capabilities help teams work smarter, so they can:

- Retrieve business data using natural language with Copilot Chat.
- Get step-by-step guidance and explanations about any task.
- Access real-time insights to make data-driven decisions quickly.



Enhance operational efficiency

Customers can optimise operations and save time by automating repetitive tasks:

- Automating workflows and reducing manual effort.
- Gaining transparency with AI-generated content that can be reviewed and edited.
- Improving collaboration with seamless integration across Microsoft 365 apps.



Drive supply chain excellence

Business Central's AI-driven tools optimise supply chain management, helping teams:

- Manage inventory efficiently and ensure timely deliveries.
- Leverage demand forecasting to maintain optimal stock levels.
- Streamline procurement and enhance supplier collaboration.





Empower sales and customer engagement

It also delivers exceptional customer experiences, helping SMBs:

- Create sales quotes, orders, and invoices effortlessly.
- Access customer and vendor insights directly from their inbox.
- Manage flexible pricing and discounts to meet customer needs.



Simplify project and service management

Intelligent tools keep projects and services on track so teams can:

- Plan, track, and manage projects with real-time insights.
- Assign resources efficiently and monitor project profitability.
- Streamline service operations with tools for dispatching, contracts, and warranties.



Meet sustainability goals

Businesses can oversee and regulate their environmental footprint by tracking various greenhouse gas (GHG) emissions to successfully meet ESG regulations by:

- Recording sustainability entries with sustainability journals.
- Using sustainability certificates as a tool to validate efforts.
- Using purchase invoices and orders to record and track emissions.



The Business Central opportunity

As a Microsoft partner, this is a real opportunity to solve your customers' biggest ERP challenges and support them now and as they grow in a new era of AI with the industry-leading reliability, scalability, and performance of the Microsoft Cloud.

- Increase revenue opportunities.
- Take advantage of rapid deployment and short sales cycles.
- Implement scalable solutions for growing clients.
- Simplify customisation and integration.
- Align your customers with their AI transformation goals.



Why partner with Arrow?

Our expert teams can help you navigate Microsoft's complex and ever-expanding portfolio with a wide range of resources, certified training, and value-added services.

Let us help you become the go-to expert your customers need so you can start having conversations around Business Central and run a no-commitment Needs Assessment to help them understand their requirements and if the solution is the right fit for their business.

Get in touch with an Arrow representative to learn more.

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