

# Microsoft Dynamics 365 Service Provider Compendium 2021

September 2021: Complimentary Abstract / Table of Contents



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- ▶ Supply Chain Management (SCM) Services
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Benchmarking

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Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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## Background of the research

- Enterprises, especially small and medium, are adopting Microsoft Dynamics 365 to modernize customer experience and finance and operations, enable end-to-end visibility across the supply chain, and streamline marketing and sales. Large enterprises adopt Microsoft Dynamics 365 mainly to buttress their core ERP and CX
- Microsoft has established its sweet spot by closely integrating Dynamics 365 with Microsoft office, outlook, and teams. It has gained momentum in the market owing to lower TCO compared to its close competitors and faster time to market as it is SaaS-enabled
- To help adopt Microsoft Dynamics 365 across existing complex portfolio, service providers are investing in skilling talent and building robust accelerators to help enterprises in their digital transformation journeys
- In this research, we present an assessment of 18 service providers featured on the Microsoft Dynamics 365 services PEAK Matrix®
- The assessment is based on Everest Group's annual RFI process for calendar year 2020, interactions with leading services providers, client reference checks, and an ongoing analysis of the Microsoft Dynamics 365 services market

**This report includes the profiles of the following 18 leading service providers featured on the Microsoft Dynamics 365 services PEAK Matrix:**

- **Leaders:** Accenture and Avanade, HCL Technologies, Hitachi Solutions, and Infosys
- **Major Contenders:** Capgemini, Cognizant, Deloitte, HSO, IBM, LTI, Sonata, TCS, and Wipro
- **Aspirants:** Alithya, Birlasoft, UST, Visionet, and Yash Technologies

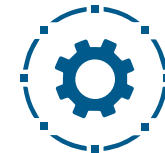
### Scope of this report:



**Geography**  
Global



**Service providers**  
18

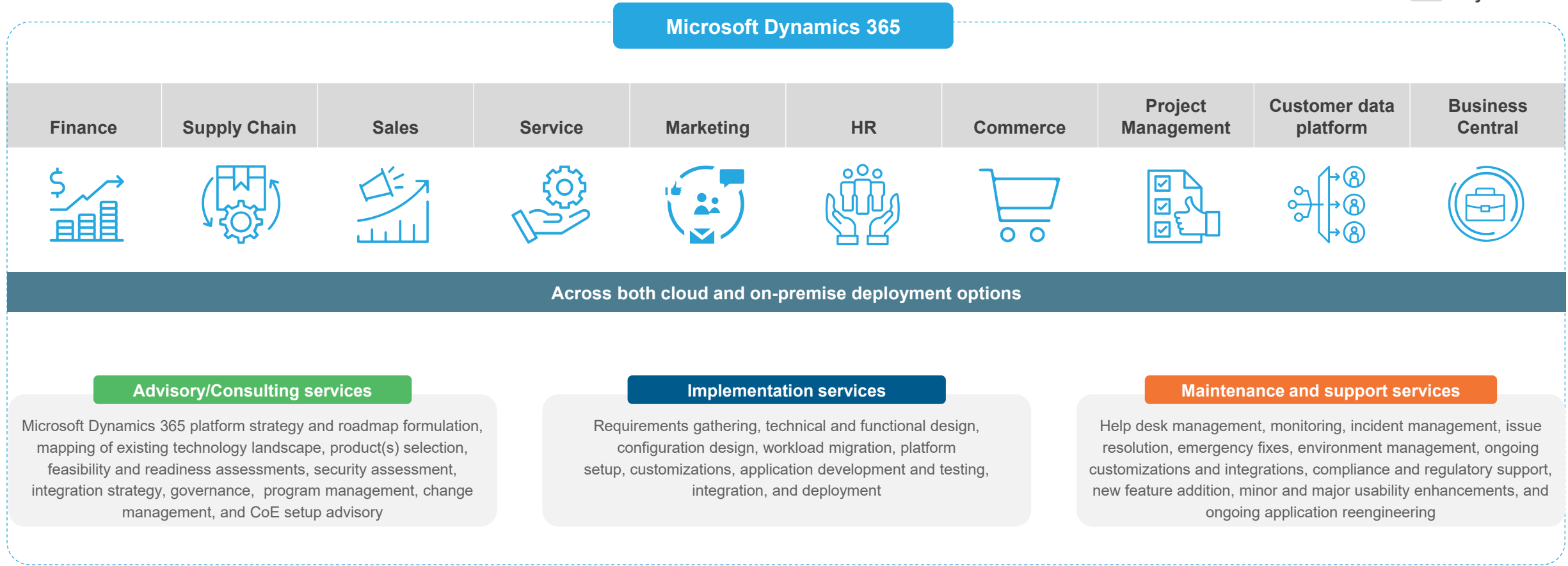


**Services**  
Microsoft Dynamics 365  
services

# Everest Group's definition of scope of Microsoft Dynamics 365 services

*NOT EXHAUSTIVE*

Key functions



# The report includes detailed profiles and buyer case studies for 18 leading service providers

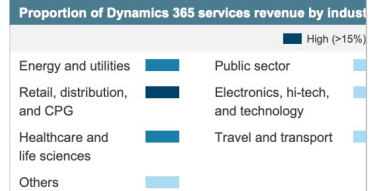
Microsoft Dynamics 365 Service Provider Compendium 2021

## Service Provider 1 | Microsoft Dynamics 365 services profile (page 2 of 5)

### Overview

**Vision for Microsoft Dynamics 365 services:** Service Provider 1 is a transformation-focused global system integrator, leveraging the power of Microsoft Cloud to help its clients be successful in the post-pandemic world.

**Partnership status with Microsoft:** Gold partner  
**Number of projects completed in 2020:** 878  
**Number of Microsoft Dynamics 365 experts:** 3,298



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## Service Provider 1 | Microsoft Dynamics 365 services profile (page 3 of 5)

### Key solutions

#### Proprietary solutions (representative list)

Solution name	Industry in focus	Focus
Solution 1	Horizontal	Horizontal
Solution 2	Horizontal	Horizontal
Solution 3	Horizontal	Horizontal

#### Microsoft-certified solutions on Microsoft marketplace

Solution name	Industry in focus	Focus
Solution 1	Manufacturing and resources	Supply chain
Solution 2	Any	Consulting
Solution 3	Distribution, retail, and CPG	Supply chain
Solution 4	Retail, CPG	Consulting
Solution 5	Manufacturing	Supply chain

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## Service Provider 1 | Microsoft Dynamics 365 services profile (page 4 of 5)

### Investments and partnerships

#### Key investments (representative list)

Investment theme	Focused Dynamics 365 modules
Acquisition	Data & AI and Power BI
Acquisition: Concert	Finance, supply chain, and marketing
Acquisition	Manufacturing
Dynamics 365 Innovation Studios across locations	All modules
Dynamics Delivery Center in Malaga, Spain	All modules
Dynamics Delivery Center in Tokyo, Japan	All modules

#### Key partnerships (representative list)

Partner ecosystem	Partner
Adobe	To-Incr
Sitecore	Resco
Optimizely (formerly Episerver)	Annata
K3	SK Glo
Ferranti	

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## Service Provider 1 | Microsoft Dynamics 365 services profile (page 5 of 5)

### Case studies

#### Case study 1 | A global non-profit organization

##### Business challenge

The organization wanted to increase donor retention in a market where loyalty was declining. It wanted to increase visibility in target groups in individual markets. It wanted to become less dependent on limited access of (offline) acquisition channels. There was need to enhance interactions with donors based on interests and behavior along with speeding up innovation.

##### Solution

The organization and service provider created a reusable solution with full integration of CRM, ERP, and digital marketing.

##### Impact

- Gained a 360-degree view of donors and volunteers based on interaction and insights from all data sources
- Raised more funds with precise segmentation and AI-driven insights to reduce churn in monthly subscriptions and increase growth in incidental supporters
- Increased involvement with personalized, two-way communications based on donor interests
- Provided better financial insights
- Provided a scalable solution built on one platform, with one partner to lower costs over time, and a solution which is shareable across the entire non-profit sector

#### Case study 2 | Breville

##### Business challenge

Breville is a world leader in small kitchen appliances. Its existing Microsoft Dynamics AX application was region-specific, resulting in over a thousand customizations that required considerable IT support and maintenance. There was limited business visibility and no operational support. As a result, every time the company opened in a new market, it had to increase headcount, which was costly and unsustainable. Breville wanted more consistent and efficient processes on a scalable, cost-effective platform that would help it increase speed-to-market.

##### Solution

Service provider helped Breville with agile implementations of Dynamics 365 for finance and operations, with a minimal viable product to introduce incremental functionality improvements and facilitate change management. Service provider created a core global template with successive wave deployments across 15 countries using a deployment kit, speeding the go-to-market process. Integration of Power BI helped streamline access to data and analytics, allowing Breville to infuse intelligence across its business processes.

##### Impact

- The solution supports Breville as it expands its business globally. The solution allows the company to enter new markets 80% faster
- Supply chain transparency and visibility from Dynamics 365 help Breville communicate with its customers about products availability and shipment tracking details
- The implemented solutions result in lower IT costs and allow Breville to add new products and services with speed and ease

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# Research calendar

## Enterprise Platform Services (EPS)

■ Published
 ■ Planned
 ■ Current release

### Flagship EPS reports

	Release date
Pega Service Provider Compendium 2021	February 2021
ServiceNow Services – the Uberization of IT, HR, and Employee Workflows	February 2021
Enterprise Platform Services – Renewal Opportunity for Service Providers	February 2021
Salesforce Healthcare Services – State of the Market 2021	March 2021
SAP S/4HANA Services PEAK Matrix® Assessment 2021	May 2021
SAP S/4HANA Service Provider Compendium 2021	June 2021
Microsoft Dynamics 365 Services PEAK Matrix® Assessment 2021	September 2021
<b>Microsoft Dynamics 365 Service Provider Compendium 2021</b>	<b>September 2021</b>
SAP S/4HANA Services – State of the Market 2021	Q4 2021
Microsoft Dynamics 365 Services – State of the Market 2021	Q4 2021
Supply Chain Management (SCM) Platforms PEAK Matrix® Assessment 2021	Q4 2021
Oracle Cloud Application Services PEAK Matrix® Assessment 2021	Q4 2021

### Thematic EPS reports

	Release date
Cloud Management Platform Trailblazers: Top 10 Start-ups Creating Buzz in the Market	October 2020
Assessment of the Niche ServiceNow Services Partner Ecosystem	May 2021
Logistics Visibility Trailblazer	Q3 2021

Note: For a list of all of our published EPS reports, please refer to our [website page](#)





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