

Microsoft Dynamics 365 Services – Provider Compendium 2023

July 2023: Complimentary Abstract / Table of Contents



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Tracking: providers, locations,
risk, technologies

Locations: costs, skills,
sustainability, portfolios

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Background of the research

- Enterprises, especially small and midsize, are adopting Microsoft Dynamics 365 to modernize customer experience, finance, and operations, enabling end-to-end visibility across the supply chain and streamlining marketing and sales. Large enterprises adopt Microsoft Dynamics 365 mainly to buttress their core Enterprise Resource Planning (ERP) and Customer Experience (CX) systems
- Microsoft Dynamics 365 has established its sweet spot by its ability to integrate with other Microsoft Office 365 apps and third-party apps. It has gained momentum in the market owing to its lower Total Cost of Ownership (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 portfolios, service providers are skilling talent and building robust accelerators to help enterprises in their digital transformation journeys
- In this research, we present an assessment of 27 providers featured on the Microsoft Dynamics 365 services PEAK Matrix®
- The assessment is based on Everest Group’s annual RFI process for the calendar year 2023, interactions with leading providers, client reference checks, and ongoing analysis of the Microsoft Dynamics 365 services market

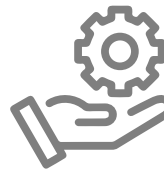
This report includes the profiles of the following 27 leading providers featured on the [Microsoft Dynamics 365 Services PEAK Matrix® Assessment 2023](#):

- **Leaders:** Accenture and Avanade, Capgemini, EY, HCLTech, Hitachi Solutions, Infosys, LTIMindtree, and TCS
- **Major Contenders:** Alithya, Cognizant, Deloitte, EPAM, Eviden, HSO, IBM, NTT DATA, Sonata, Synoptek, Tech Mahindra, Visionet, and Wipro
- **Aspirants:** Birlasoft, GSLab-GAVS, Marlabs, Mastek, UST, and Yash Technologies

Scope of this report



Geography
Global



Providers
27 leading Microsoft Dynamics
365 services providers



Services
Microsoft Dynamics
365 services

Everest Group’s definition of scope of Microsoft Dynamics 365 services

Advisory/Consulting services

Microsoft Dynamics 365 platform strategy and roadmap formulation, mapping of the existing technology landscape, product(s) selection, feasibility and readiness assessments, security assessment, integration strategy, governance, program management, change management, and CoE setup advisory

Implementation services

Requirements gathering, technical and functional design, configuration design, workload migration, platform setup, customizations, application development and testing, integration, and deployment

Maintenance and support services

Help desk management, monitoring, incident management, issue resolution, emergency fixes, environment management, ongoing customizations and integrations, compliance and regulatory support, new feature addition, minor and major usability enhancements, and ongoing application reengineering

Microsoft Dynamics 365 services



Scope of the assessment

- IT services delivered for all Microsoft-owned and acquired Dynamics 365 business applications (both on-premises and cloud)
- This includes applications, databases, middleware, analytics, SI-built solutions, and emerging technologies such as AI/ML, and IoT for ERP (including finance and accounting), customer experience, Supply Chain Management (SCM) and procurement, human capital management, industry-specific applications, and technology
- Activities including business/technology consulting, design and implementation, integration, and support services for Microsoft Dynamics business applications (as per the above services definition)

Exclusions

The scope of this PEAK Matrix® assessment does not include the below

- IT infrastructure-related services
- Resale of licenses related to Microsoft Dynamics business applications
- Activities around business process outsourcing

The Microsoft Dynamics 365 Services Provider Compendium 2023 report has 27 provider profiles which covers their service focus, key IPs / solutions, domain investments, and case studies

Microsoft Dynamics 365 Services Provider Compendium 2023

Provider 1 profile (page 1 of 5)

Overview

Vision for Microsoft Dynamics 365 services: It aims to provide their investments by the implementation of the right ERP or CRM successfully achieve their digital transformation needs.

Number of projects completed in 2022: 20
Number of Microsoft Dynamics 365 experts: 30

Proportion of Dynamics 365 services revenue by function

Finance	Supply chain	Low
Commerce	Marketing	Low

Proportion of Dynamics 365 services revenue by scope of implementation

Consulting	Implementation	Low
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Proportion of Dynamics 365 services revenue by type of implementation

Greenfield Implementation	Brownfield migration to Dynamics 365	Low
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Microsoft Dynamics 365 Services Provider Compendium 2023

Provider 1 profile (page 2 of 5)

Key solutions

Proprietary solutions (representative list)

Solution name	Focused industries	Focused modules
Solution 1	Across all industries	All modules
Solution 2	Across all industries	Deployment, Customization
Solution 3	Across all industries	Finance

Microsoft Dynamics 365 Services Provider Compendium 2023

Provider 1 profile (page 3 of 5)

Investments and partnerships

Key investments (representative list)

Investment name	Focused industries
Investment 1	All modules
Investment 2	All modules
Investment 3	All modules
Investment 4	All modules

Key partnerships (representative list)

Partner ecosystem

Partner 1	Partner 3
Partner 2	Partner 4

Microsoft Dynamics 365 Services Provider Compendium 2023

Provider 1 profile (page 4 of 5)

Case studies

Case study 1: Automated report generating tool for stationary rotary screw air compressors

Business challenge
The client was using an expensive SCRIBE tool to generate the visual analysis of illustrating trends or sales and service. The old process of case resolutions, acknowledgment of customers, and documents of the legacy system for reference.

Solution
Provider replaced SCRIBE with a power automation tool that replaced case management system and developed personalized dashboard experience. It also implemented an improved and simpler troubleshooting process.

Impact

- Improved overall conversion rate by 25%
- Reduced cost by up to 30%
- Enabled 35% reduction in reopen cases and reworking on case automation
- Improved monitoring and assessment of user performance and
- Better visibility to users and management with a personalized dashboard

Microsoft Dynamics 365 Services Provider Compendium 2023

Provider 1 profile (page 5 of 5)

Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Low	Low	Low	Low	Low	Low	Low	Low	Low

Strengths

- Provider 1 is a suitable partner for enterprises looking for implementation and managed services for Microsoft Dynamics modules such as finance, supply chain, and sales
- Clients from manufacturing and healthcare and life sciences industries may consider it as a relevant service provider for Dynamics-specific engagements
- It has a key focus in industries such as electronics, hi-tech and technology, manufacturing, and energy and utilities; clients seeking Dynamics services in these industries can consider it as a relevant service provider
- Provider 1 is one of the very few providers with a good presence in the Middle East and Africa region; enterprises in this region may find it a worthy partner for Dynamics-specific engagements
- It offers good coverage across sales, service, and marketing modules and is suitable for companies looking to engage for Dynamics-specific services for these modules

Limitations

- Clients from industries such as public and retail distribution and CPG should evaluate its capabilities within these industries for Dynamics-specific services
- Clients in the European (excluding the UK) and South American region may need to assess provider's delivery capabilities in the region
- Very large and mega clients with annual revenue greater than US\$10 billion may not find suited for large-scale Dynamics-specific transformational engagement
- It needs to win more Dynamics awards or regional awards, which are crucial to build credibility in the market and instill confidence in enterprises on its capabilities in driving quality Dynamics-specific engagements

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Research calendar

Enterprise Platform Services (EPS)

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
SAP Business Application Services PEAK Matrix® Assessment 2023 – Global	November 2022
Salesforce Industry Cloud Services Provider Compendium 2023	December 2022
Playbook: Transforming Customer and Partner Experiences in the Retail, Consumer Packed Goods (CPG), and Manufacturing Industries	March 2023
Microsoft Dynamics 365 Services PEAK Matrix® Assessment 2023	June 2023
Oracle Cloud Applications Services PEAK Matrix® Assessment 2023	July 2023
Microsoft Dynamics 365 Services – Provider Compendium 2023	July 2023
Enterprise Platform Services: Voice of the Customer 2023	Q3 2023
SAP Business Application Services – State of the Market 2023	Q3 2023
Microsoft Dynamics 365 Services – State of the Market 2023	Q3 2023
Salesforce Industry Cloud State of the Market 2023	Q3 2023
Oracle Cloud Applications Services – Provider Compendium 2023	Q3 2023
Oracle Cloud Applications – State of the Market 2023	Q3 2023
Pega Services PEAK Matrix® Assessment 2023	Q4 2023
Pega Services – Provider Compendium 2023	Q4 2023
Pega Services – State of the Market 2023	Q4 2023

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