# Dynamics 365
# Business Central
# Deployment & Support Package

# Business Central

Business Central is part of the Microsoft Dynamics 365 suite, bringing together finance, sales, purchasing, plus operations and service management functionality in one, comprehensive solution.

| Business Central – core capabilities | | | | |
|---|---|---|---|---|
| Financial management | Account receivables/ payables | Bank reconciliation | Fixed asset management | Month/Year end closing |
| Sales & service management | Quote generation | Contact management | Sales invoicing | Payment processing |
| Project management | Capacity planning | Budgets and estimates | Job and processing costing | Resource management |
| Supply chain management | Inventory and purchasing control | Shipments and distribution | Returns and cancellations | Procurement and vendor management |
| Operations management | Forecasting | Production planning | Manufacturing capacity | Warehouse management |
| Reporting & analytics | Customer insights | Self-serve reports | Interactive dashboards | Built-in intelligence |

Business Central automates, secures and streamlines these essential processes, and enables organisations to connect data across departments, to give an end-to-end view of the business.

Processing multi-currency across multiple company/location scenarios, Business Central is fully scalable, while ensuring compliance with audit trail requirements and providing enterprise-level security.
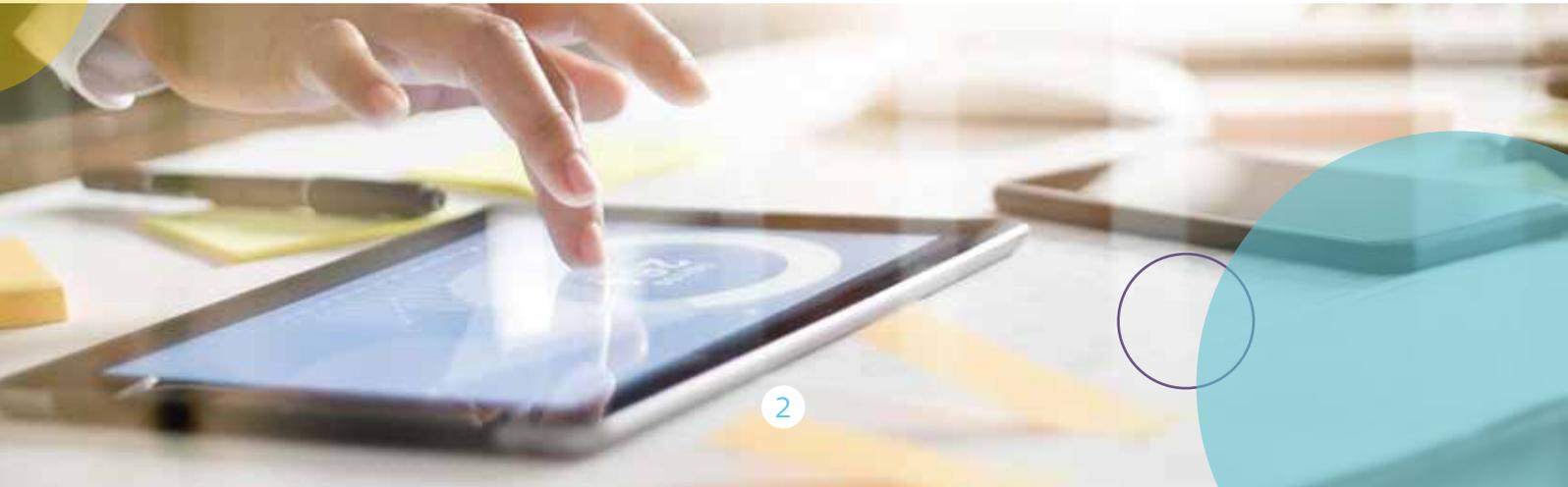
## Financial management

- Streamline accounts receivable and accounts payable processing
- Automatically reconcile accounts to close
- Enhance financial forecasting through data analysis across multiple dimensions
- Chart financial performance in real-time
- Compliant with 'Making Tax Digital'
- Track cash flow, and secure purchasing, credit authorization, and vendor payment processing

## Supply chain management

- Optimise stock levels
- Optimise supplier discount uptake, avoid overdue payments, prevent unnecessary and fraudulent purchases

## Sales & service management

- Prioritise sales leads, track customer interaction, and receive upsell, cross-sell, and renewal opportunity updates
- Manage service requests and process payments from within Outlook
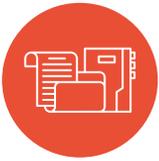
# Project management

- Manage resource levels, utilise advanced job costing, and track customer invoicing against orders
- Real-time insight into project status, profitability, and resource-usage

# Operations management

- Automatically generate production plans and purchase orders
- Track item transaction and movement
- Optimise manufacturing capacity and resource

# And Business Central integrates fully with

- Office 365 – the online suite combining the familiar Office features with next generation productivity-based services (Teams, Yammer, Planner, etc.)
- Power BI – the business analytics solution, enabling data visualisation and sharing across the organisation
- Flow – for creating automated multistep workflows between apps and services
- PowerApps – enabling the creation of apps using Flow workflow
- Dynamics 365 solution portfolio

# Deployment & Support

Cobweb has partnered with ICAEW (Institute of Chartered Accountants in England and Wales) member PKF Cooper Parry to offer packaged solutions, helping customers to make the switch to Business Central from Xero, Sage, Pegasus, Exchequer, on-premise Dynamics GP, NAV or any other ERP, an incorporating a top-level support service.

## Implementation

The configuration and deployment package can be customised to suit individual need, but the standard service covers migration or set up for:

- General Ledger
- Bank Reconciliation
- Multi Currency
- PayPal and WorldPay Link
- Approvals
- Payment Export
- Import Payroll Journal
- Standard VAT
- Sending Documents by email
- Data Import from Excel
- Standard Balance Sheet and P&L Reporting
- Dimension Reporting

Optional implementation packs are available, to cover purchase processing, sales and stock customisation.

# Support

Support is offered in three tiers:

| Services | Bronze Pack | Silver Pack | Gold Pack |
|---|---|---|---|
| Admin of Users | Yes | Yes | Yes |
| Resolution | Yes | Yes | Yes |
| Online Portal | Yes | Yes | Yes |
| Support Hours | 1 | 2 | 4 |
| Super Callers | 1 | 2 | 4 |
| Additional Super Callers | - | Optional | Optional |
| Maximum Users | 3 | 15 | 20 |
| Account Manager | No | Yes | Yes |
| Bi Annual Review | No | Yes | Yes |
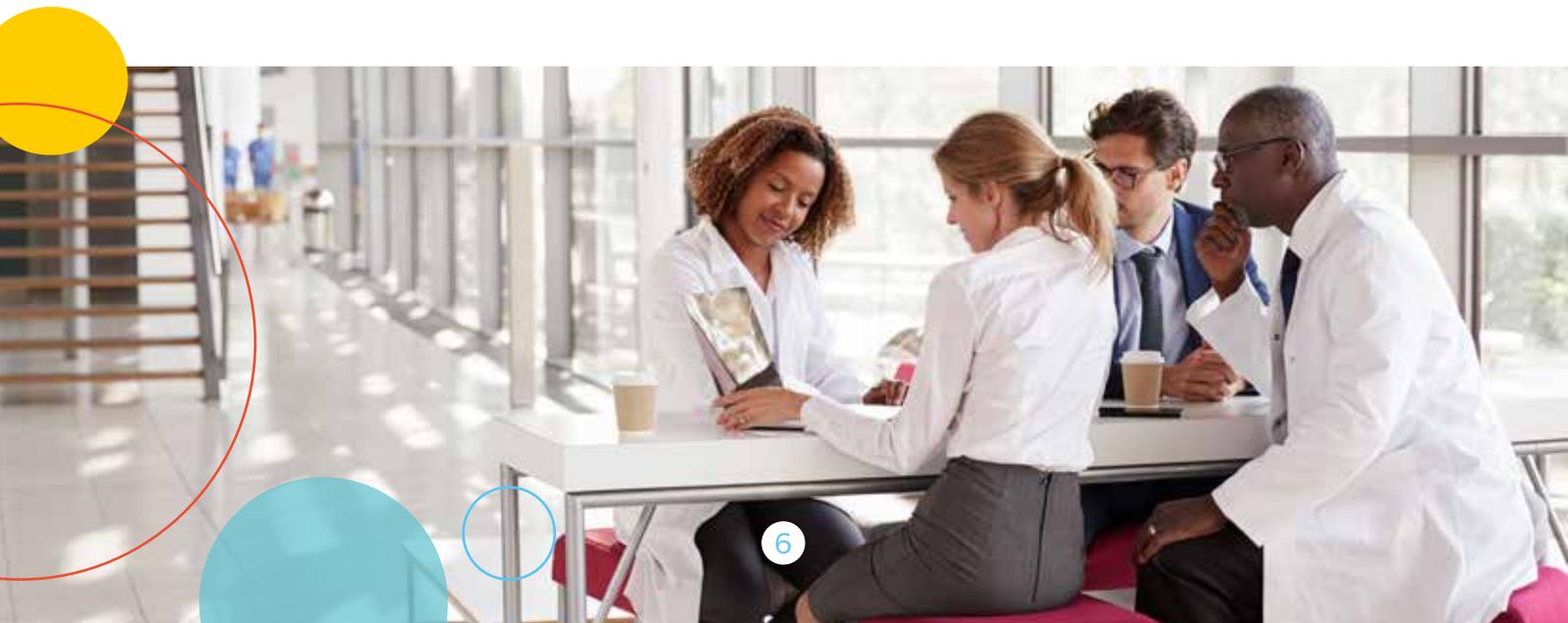
# Business Central plans

Cobweb offers Business Central and Deployment & Support packages within two main streams:

1. All Business Central functionality (excluding Manufacturing* and Servicing**)

2. All Business Central functionality, extended to include Manufacturing* & Servicing**

In addition, an External Accountant is Included in each tenant for free and Central Team Member licences are available for users needing to access basic information, but not carry out accounting tasks.

*Production functionality, covering stock planning and costing, production planning and reporting
**Customer service functionality, to promote swift, easy case resolution

# Business Central – business benefits

Business Central incorporates greater functionality than Sage, QuickBooks and Xero, and is fully scalable to be able to meet your businesses need – growing as you grow. Business Central can help businesses:

**Address**
- Clunky, time-consuming, manual processing
- Security concerns
- Duplicate data issues
- Siloed working
- Inadequate reporting

**Implement secure, one experience working**
- Across desktop, laptop, tablet, or phone, across Windows, iOS, and Android
- Managing the quote to payment process from within Outlook
- Using Excel data to update sales and purchase orders

**Aid General Data Protection Regulation (GDPR) compliance**
- Privacy-by-design and privacy-by-default practices are in-built
- Benefit from automatic encryption protection
- Audit trails enhance security and accountability

**Integrate solutions across the business**
- With third party applications – payroll, banking, CRM, etc.
- For data access – to Excel, SharePoint, CRM records, etc.
- To industry-specific systems and apps

# cobweb

## For more information about Business Central

For more information about Dynamics 365 Business Central and Cobweb's Deployment and Support package, speak to any of the Cobweb team – you can call us on **0333 009 5941**, email **hello@cobweb.com**, or contact us through the Cobweb website **cobweb.com/contact-us**.

Let the Cloud work for you. Call us now to find out how Cobweb can help your business become more agile, productive and mobile.
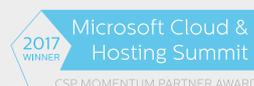
📞 **0333 009 5941**       ✉ **hello@cobweb.com**       🖰 **www.cobweb.com**

### About Cobweb

Cobweb is one of Europe's largest cloud solutions providers. Founded in 1996, the company draws on in-depth expertise and decades of experience in what is now known as cloud, empowering organisations of all sizes to grow into flexible, agile businesses through the deployment of best-of-breed cloud technologies.

A member of the Cloud Industry Forum and a Microsoft Gold Certified Partner, Cobweb was the first provider in Europe to deliver Microsoft cloud services through the Microsoft Cloud Solution Provider programme. The company prides itself on innovation and liberating its customers and partners through technology. This is backed up by UK support and advice 24 hours a day, 365 days per year. Based in London and Dubai, with an operations centre on the south coast, Cobweb is a British company with a global outlook.

Microsoft Partner of the Year 2018 Finalist | 2018 WINNER Mimecast Partner Awards — MSP PARTNER OF THE YEAR | 2017 WINNER Microsoft Cloud & Hosting Summit — CSP MOMENTUM PARTNER AWARD | CLOUD INDUSTRY FORUM | CERTIFIED INFORMATION SECURITY MANAGEMENT SYSTEM — UNITED REGISTRAR OF SYSTEMS — URS — ISO 27001 | CERTIFIED QUALITY MANAGEMENT SYSTEM — UNITED REGISTRAR OF SYSTEMS — URS — ISO 9001

- #1 UK hosted provider
- UK top three Office 365 reseller
- 24*7 support
- Simple monthly billing
- UK datacentre

**Microsoft Gold Partner**

**Gold** Cloud Platform
**Gold** Cloud Productivity
**Gold** Small & Midmarket Cloud Solutions
**Gold** Communications
**Gold** Messaging
**Gold** Datacentre
**Silver** Enterprise Mobility Management

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