

# The Power of Dynamics 365 Business Central in Manufacturing

Dynamics 365 Business Central  
plus Dynamics 365 Sales,  
Marketing & Customer Service  
for growing manufacturers



# Dynamics 365 Business Central always has your back in the manufacturing industry; from your factory floor to the customer's door and everything in between!

An efficient business is not just the stuff of dreams. Dynamics 365 Business Central, implemented by Tecman, can transform your manufacturing business and make it the well-oiled machine (pardon the pun) you've always dreamt of!



Microsoft Dynamics 365 Business Central together with Dynamics 365 Sales, Marketing & Customer Service (previously Dynamics CRM) from Tecman unlocks productivity and business insight, optimises stock and traceability, increases production and financial control, boosts sales and service levels and ultimately keeps employees and customers happy... what's not to like?

Not only can it deliver a full picture of what's happening across your organisation but Dynamics 365 Business Central can grow with your business. That could be by adding users or integrating with other key business applications like an integrated eCommerce store, EDI, handheld devices in the warehouse, finite production scheduling or a whole host of other apps available from Microsoft AppSource.





# Why Tecman?

Simply put, we are the manufacturing and distribution experts! Many of our consultants come from manufacturing and distribution and all of them work with other manufacturing and distribution businesses each and every day.

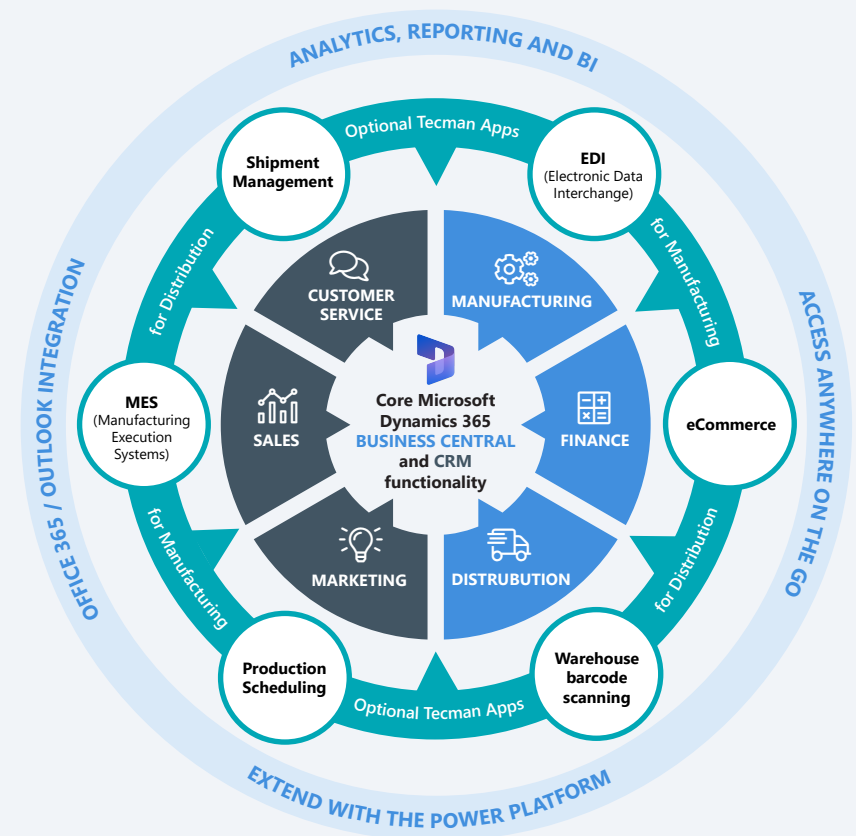
Based slap-bang in the middle of the country in the West Midlands (often known as the home of manufacturing) and with almost 30 years of experience in the field - we know what we are on about.

Our team understands the complexities of business processes such as purchasing, production, stock management, shipping & logistics, selling internationally (and many more) and how business software can help. Dynamics 365 Business Central, together with Dynamics 365 Sales, Marketing &

Customer Service and our carefully selected portfolio of additional apps deliver a comprehensive solution for manufacturers and distributors alike.

Our clients range from discrete manufacturers like Birmingham pressings company Brandauer and British Steel to some of the more process-driven manufacturers like Border Biscuits and Grenade. And with customers' user numbers ranging from 5 to 250, our customers are typically small to medium sized businesses with ambitious growth plans.

Dependent on the requirements of your business, we can deploy Dynamics 365 Business Central on-premise or in the cloud (both public and private clouds) – the choice is yours!



# 300+

Organisations supported

# 29

Years and counting

# 35,000+

People rely on us every day



*"Yes, we really are based in a church!"*

Epwin Group

made by  
**JIM LAWRENCE**

*jura.*

**MEGAGEN**  
For Lifetime Smiles

**NET WORLD SPORTS**

**Persimmon**  
Together, we make a home.

**Rosewood**



“

*It's speaking with people who understand, not just the software, but understand the business that we're in. And I don't mean in the sense that they understand our products intimately, but they understand manufacturing and they understand logistics and they understand international business.*

”

Slingco



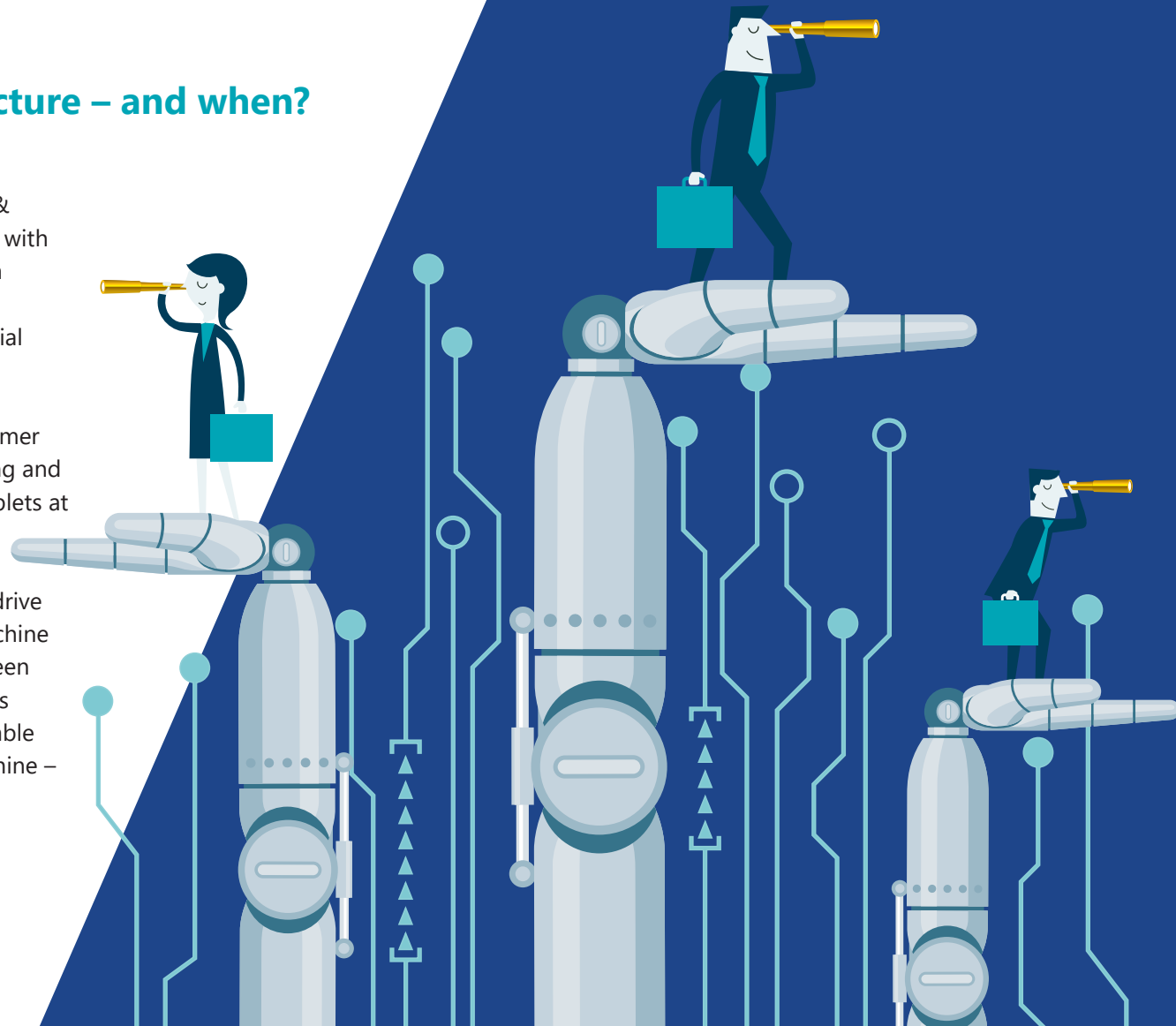
# Solving the complexities of modern manufacturing & distribution

## Struggling to know what to manufacture – and when?

Say goodbye to production bottlenecks and a disorganised/overloaded shopfloor with effortless, and flexible production & capacity planning. Dynamics 365 Business Central is equipped with the ability to give you tighter control of your factory floor with accurate data (by the bucketload!) based on actual or forecast demand, reliable routings, Bills of Materials (BOMs) and material availability – plus a load more.

Add integrated apps to help manage capacity/changing customer demands through visual, drag and drop finite capacity planning and real-time data acquired directly from low-cost touchscreen tablets at each work centre.

Get instant visibility of the progress of every customer order, drive what jobs happen next and analyse stop times & scrap by machine and operator to identify areas for improvement. The touchscreen tablets also mean no more lost paperwork or missing drawings slowing things down - all the information for each job is available at the touch of a button for the operator assigned to the machine – making your shop floor more productive than ever.



# Warehouse and shipping headaches driving you and your customers - up the wall?

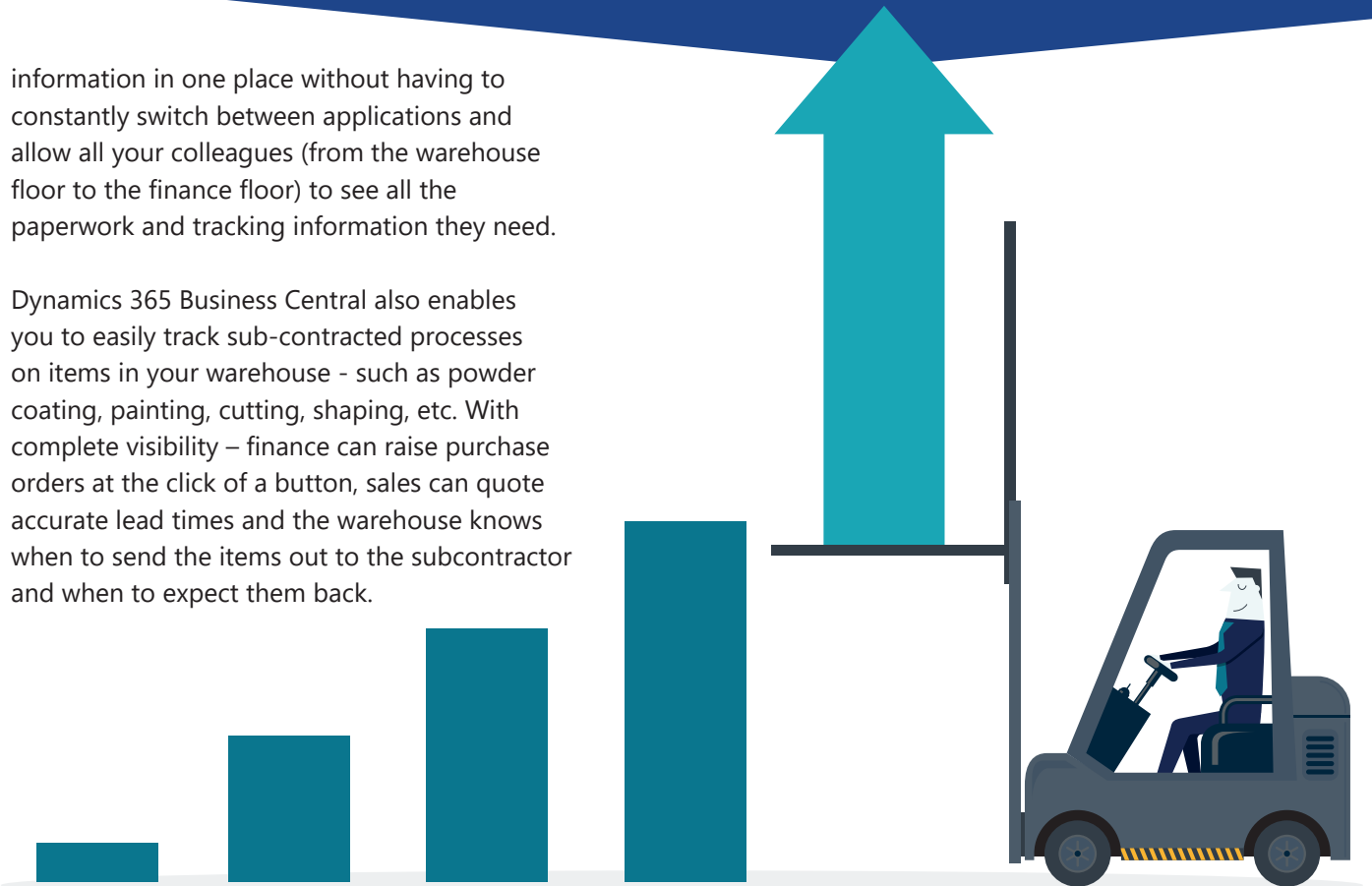
Having issues managing your stock, warehouse movements or despatch? Under pressure from customers to ship to ever-sooner deadlines – and struggling to hit your On-time, In-Full (OTIF) targets as a result?

Stop off-system/paper-based stock transactions in their tracks with easy to use, integrated handheld devices that direct efficient warehouse movements and ensure data is automatically and immediately updated into Dynamics 365 Business Central for real-time stock availability. Deploy intuitive handheld scanners - suitable for gloved hands - or wearable and/or voice-activated devices that are easy to use in any environment. Use the devices to inform users what to pick next, where to pick from, and how many to pick then they simply scan the barcodes on each item and bin, so you can then print any labels and ship the item(s). It's that simple!

Use that same information to easily manage shipments to customers via third-party distribution partners, such as DPD and FedEx or your own transport. See all customer tracking

information in one place without having to constantly switch between applications and allow all your colleagues (from the warehouse floor to the finance floor) to see all the paperwork and tracking information they need.

Dynamics 365 Business Central also enables you to easily track sub-contracted processes on items in your warehouse - such as powder coating, painting, cutting, shaping, etc. With complete visibility – finance can raise purchase orders at the click of a button, sales can quote accurate lead times and the warehouse knows when to send the items out to the subcontractor and when to expect them back.







“ Since implementing Dynamics 365 Business Central with barcode scanning, we reduced our inventory by over 25% ”

Cameron Price  
Plastic Injection Moulding Specialists

# Manage all your customer information in one truly integrated solution

## Poor financial control costing you money?

In a pickle with customer-specific pricing & promotions? Dynamics 365 Business Central is a truly integrated financial control system that not only automatically selects the correct pricing or volume bands for your customers, eliminating customer service headaches, but also handles promotions and all financial transactions within your business. For instance, statements and payment notifications are all in one place so that you can see clearly what you are owed, when, and who from. Invoices can be automatically raised upon shipment – meaning faster invoicing and faster payment.

Still getting caught out by customers being able to add further to their overdue balances? Spending too much time chasing late payments? Add the integrated Clever Credit app to put specific customers/customer orders on hold, streamline debt collection and ultimately reduce your overall days sales outstanding (DSO).





“Dynamics Manufacturing & Clever Credit is easy to use and gives great flexibility at a customer level to define individual credit limits...”

Karndean



# Don't let purchase or sales quotes burn a hole in your profitability

## PURCHASING



Create purchase quotes



Compare quotes



Convert chosen quote to a purchase order

## SALES



Track quotes and orders



Check pricing



Evaluate overall pricing of your products

It's easy to underestimate the costs associated with your products, whether that's labour or the physical materials. Throw scrappages into the mix and you could be seriously underplaying your costs. For some raw materials, for example Metals, Paper and Wood, prices regularly differ day to day depending on supply and demand, so you may need to shop around to get the best deal.

When purchasing your raw materials or components, Dynamics 365 Business Central allows you to create a purchase quote quickly for each supplier, compare them and then simply convert the quote of choice to a purchase order at the click of a button. When your team are quoting to win new customers, you can also keep track of all quotes and orders, check pricing and evaluate the overall pricing of your products so you know when to compete and when not to.





“

*It's not a new IT system, it's a business simplification project. We have reinvented our business process and Tecman have been fundamental in helping us through that process.*

”

Brandauer

# Chaos on the sales floor?

Multiple sales channels, and the resulting multiple systems/spreadsheets, causing chaos for your sales & order processing team?

Stop limiting your sales potential by wasting time trawling through disparate systems to find a customer's order history or account information. Dynamics 365 Business Central can bring all your quotes, stock availability and orders together in one single integrated system – orders via your e-commerce website, EDI, telephone and email. Easily quote your customers with all the costs you need to factor in such as routings and a full bill of materials ensuring that you cite the correct final price, every time you quote.

Dynamics 365 Sales, Marketing & Customer Service allows you to create exciting email marketing campaigns, track every lead and opportunity, as well as keep on top of your customer service issues and requests – all in one easy to access location. Boost productivity with access to all this information on the go, wherever you are, on your device of choice. If your sales team are in the know, so are your customers and who doesn't want well-informed, happy customers?



## *Just some of our EDI Trading Partners*



amazon

ASDA



BOOKER



COSTCO  
WHOLESALE

culina GROUP

ebay

Grafton Group plc



M&S

Musgrave



TESCO

TP Travis Perkins







“ Integrated EDI with Dynamics 365 Business Central allows us to receive daily EDI orders as late as 1:30pm and still have the lorries loaded and en route to the retailers by 4pm the same day. ”

Faccenda Foods

# Finally gain the customer service visibility and tracking that your business is crying out for!

## Manage your customer service, returns and warranties all in one place

Keep seeing the same products in your service department? Or feel certain customers need extra training and support? Dynamics 365 Customer Service allows you to log and track all customer issues/service & warranty requests by product (by serial number) and by customer to give you accurate information to spot persistent problems in time to make a difference. Keep track of when products are still in warranty and/or when a customer has a current service contract so you don't undertake work free of charge unnecessarily. Utilise the powerful reporting & dashboarding capabilities of either Dynamics 365 Customer Service or Microsoft Power BI, to visualize how the department is performing overall and in real-time against Key Performance Indicators (KPIs).



Log and track all customer issues/ service & warranty requests by product and by customer



Keep track of when products are still in warranty



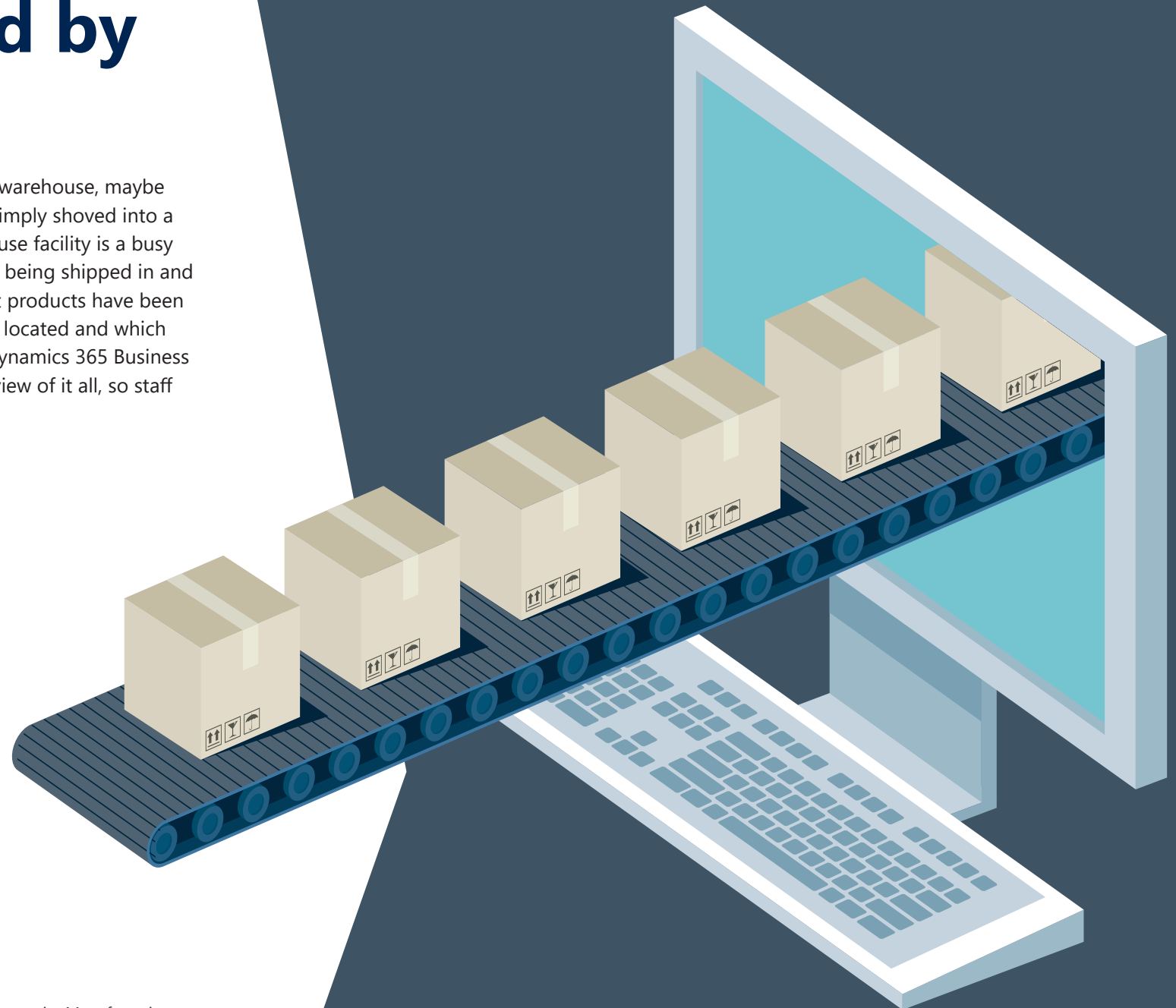
Identify when a customer has a current service contract



Powerful reporting & dashboarding capabilities

# Run ragged by returns?

It's easy to lose track of returns in your warehouse, maybe they have been put back into stock or simply shoved into a corner of your warehouse. Your warehouse facility is a busy hub of activity with products constantly being shipped in and out so tracking returns is vital. See what products have been returned - and why. See where they are located and which products are in the servicing process. Dynamics 365 Business Central delivers an instant, up-to-date view of it all, so staff and customers are always in the know.





“

*We have a contractual requirement to make sure that we track materials. One of the main reasons for moving to Dynamics 365 Business Central is it allows us to work through data much more efficiently, actually on system, as opposed to working in spreadsheets.*

”

McGeoch Technologies



# The Power of the Microsoft Platform: Solutions that fit you. Not the other way around.

**Stop waiting for end of month reports. Get the information when you need it.**

No one wants to wait forever to gather all the information needed to make important decisions. Informed decision-making is vital to any business, ill-informed decisions can cause havoc and potentially be the nail in the coffin for your business.

Often when you require data you need it now, whether that's for yourself or someone else. As a single integrated system Dynamics 365 Business Central Manufacturing gives you data you can trust – with up-to-the-second accuracy. No more second-guessing which data set is correct! Get the information you need from the system itself or the in-built reporting & filtering. Visualise the data with Microsoft Power BI with dashboards. Or simply use Excel with a single click for that ad-hoc analysis.



# Work from within Outlook & Teams

Manage your interactions with customers and suppliers, directly from within Microsoft Outlook – the tool you already know and trust. See key financial data related to customers and suppliers as well as create and send financial documents, such as quotes and invoices, without ever leaving your inbox.

Co-ordinate with colleagues over Teams directly from Dynamics 365 Business Central or Dynamics 365 Sales, Marketing and Customer Service to quickly get the right information in response to customer issues, keeping everything in one place and saving you time.



## Extend the solution further...

There's a whole host of capabilities within the Microsoft Power Platform that allow you to develop your own apps (for your key business processes), automate error prone manual processes and increase productivity with intelligent chat bots. The possibilities are endless and all in one end-to-end solution.



# About Tecman

Our aim is to make the lives of Manufacturers and Distributors easier through the implementation of Microsoft Dynamics 365 business software.

Our unique combination of manufacturing and distribution industry know-how, Microsoft Dynamics implementation expertise and technical skills means we have delivered over 7000 successful projects for our customers.

We are a Microsoft Gold Certified Partner and can deliver Microsoft Dynamics solutions in the Microsoft Cloud or on your own IT infrastructure. Based in the Midlands and North East, we support clients across the UK and further afield.

Take your first steps towards enhancing your business processes and contact us today:

Call: 01902 578 300

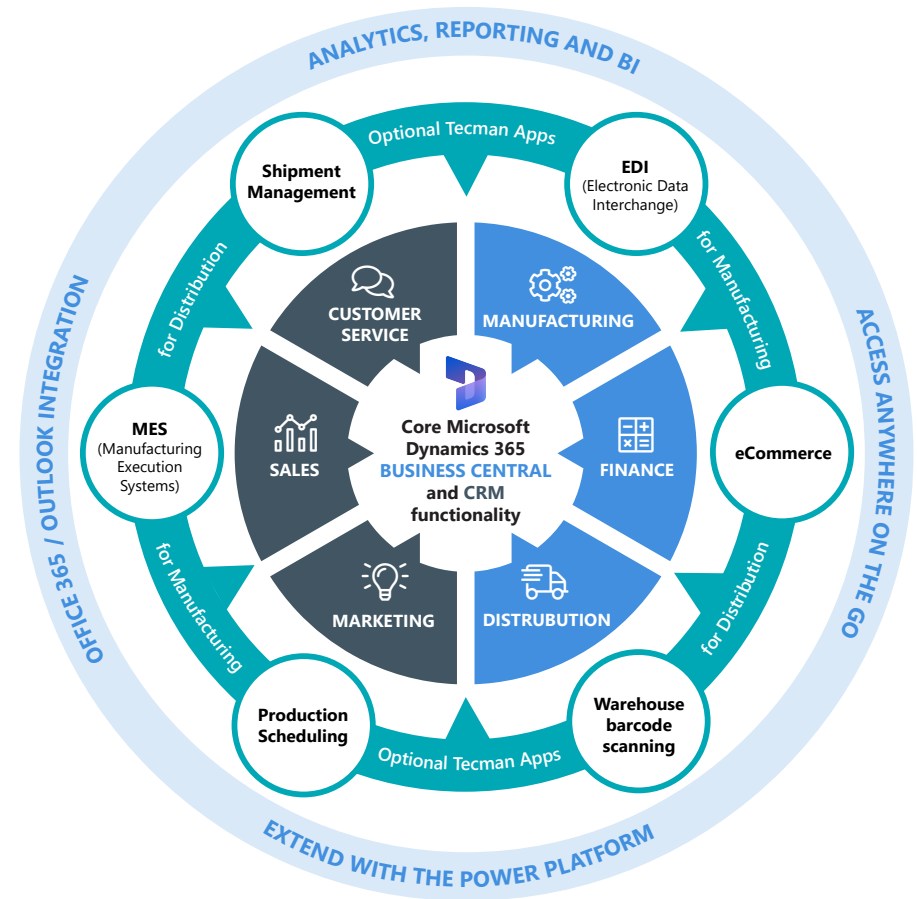
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