

Dynamics Food:

The perfect recipe for business transformation in the food industry

Microsoft Dynamics 365 Business Central, Dynamics 365 CRM and industry apps for a fully integrated business software solution for food manufacturers and distributors. All backed by a Microsoft Dynamics 365 partner who knows the food industry.



Driving business transformation in the food and beverage industry - for both manufacturers and distributors

With consumers always looking for bargains and more variety, your food and beverage business has to move fast in a competitive market. You need to produce and/or distribute quality, fast-moving and often perishable goods.

To stay ahead and grab a bigger slice of the market, you're always fine-tuning your strategies. You need to keep on top of your costs whilst keeping customers, retailers and regulators happy.

To boost your business, you need modern software that supports your whole organisation, simplifies your repetitive tasks, helps you make better decisions and grows with you. That's where **Dynamics Food** from Tecman comes in.

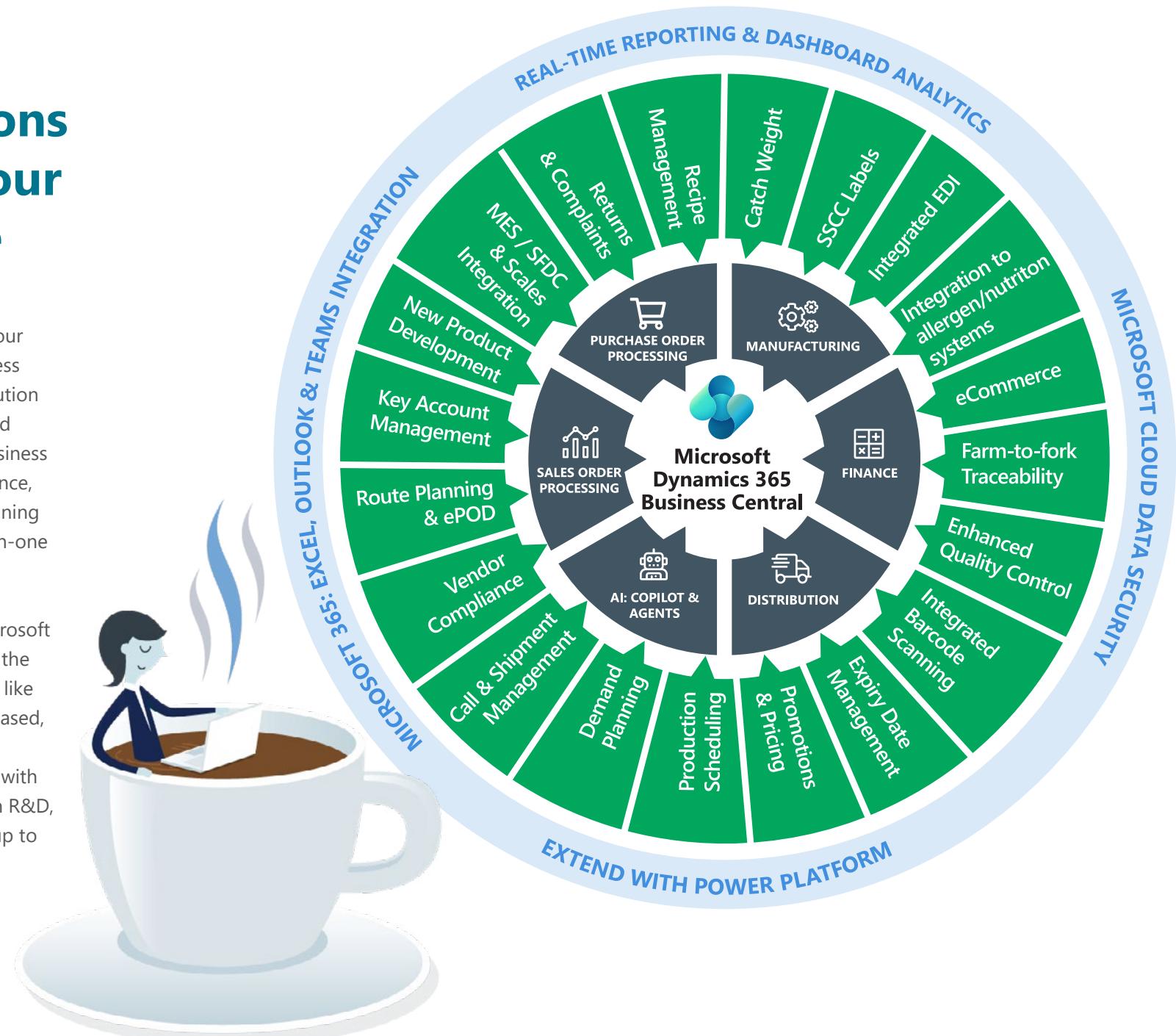
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Business solutions as reliable as your morning coffee

Dynamics Food is powered by Microsoft Dynamics 365 Business Central. Adding our Microsoft-approved apps extends Business Central and makes it the perfect ERP solution for food and beverage manufacturers and distributors. By adding the apps your business needs, you can bring together sales, finance, production, warehousing, transport, planning and customer service, giving you an all-in-one business software solution.

Dynamics Food also fits right in with Microsoft Dynamics 365 CRM, Power Platform and the Microsoft 365 tools you know and love - like Outlook, Excel and Teams. Being cloud-based, it means you get top-notch security and compliance to keep your data safe. Plus, with Microsoft's massive annual investment in R&D, you can be sure your solution is always up to date with the latest market trends.

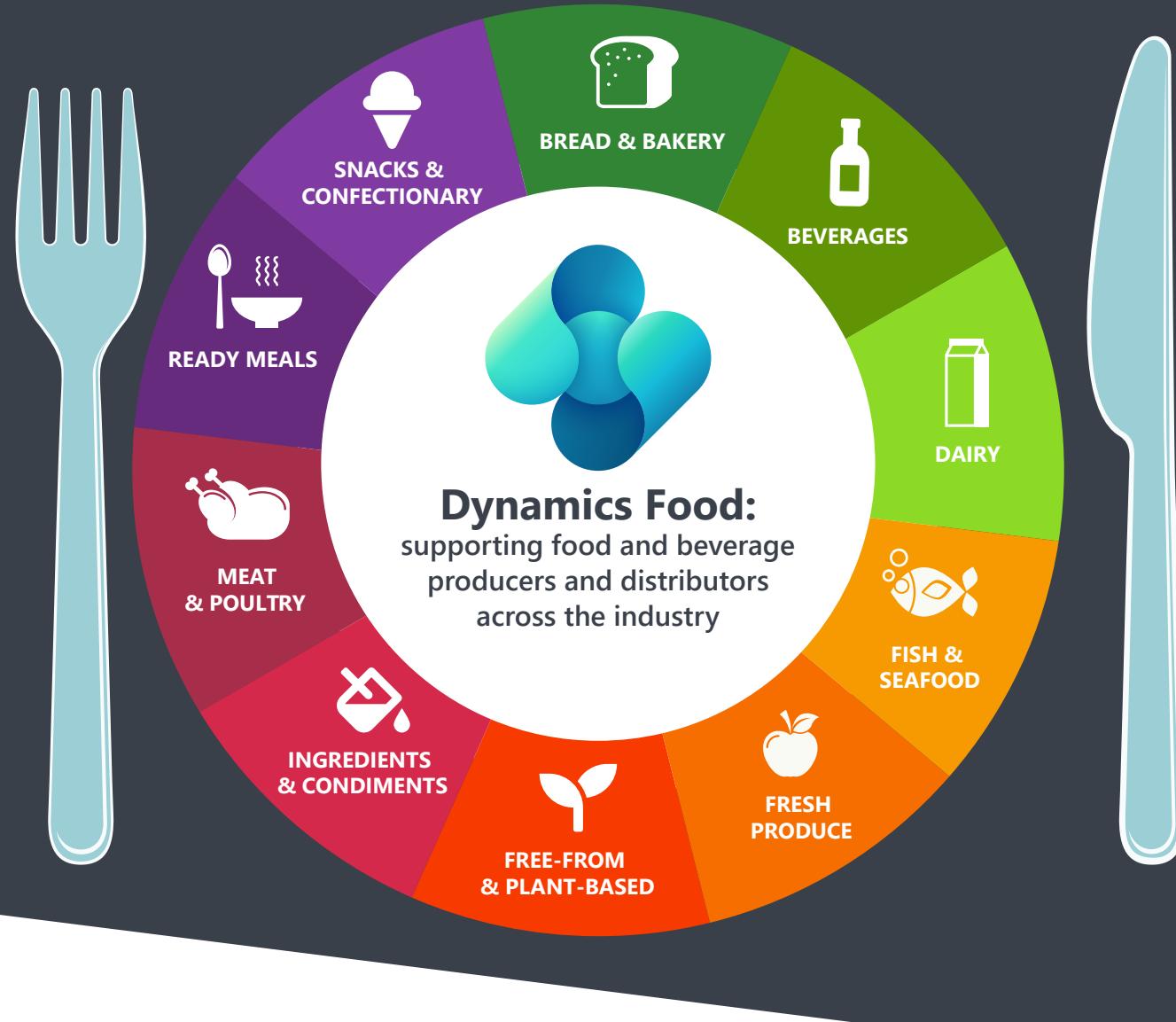


Why choose Tecman?

Since 1992, we've been the secret ingredient for manufacturers and distributors wanting to stay ahead in their markets. We help you grow, work smarter and adapt faster with Microsoft Dynamics 365.

But we're not just Microsoft Dynamics 365 experts. We're business pros too. We know manufacturing and distribution - and the food industry - inside-out. Our team speaks your language, so you don't need to explain industry jargon - we get it! Whether it's navigating complex business processes, managing EDI setup with major retailers, or helping you manage stock with multiple sell-by dates, we've got you covered.

No matter where you are in the food and beverage industry, we're here to help.



Trusted by



Farm-to-fork traceability, compliance and quality, all-in-one system

Strong traceability and quality control are vital parts of any food business, so that means it should also be a vital part of your ERP solution.

Traceability throughout the supply chain:

With Dynamics Food, you can keep track of all the raw materials, work-in-progress and finished products by batch/lot. This includes packaging and equipment used in manufacturing. It ensures you have complete traceability (both forward and backwards) at your fingertips - critical if you ever need to recall a product or respond to a customer or British Retail Consortium (BRC) audit.

Quality control embedded in your business processes:

Set up a variety of quality checks and rules to ensure your raw materials, manufactured or imported products are always to the expected quality before they get used or dispatched. This keeps customers happy and minimises waste too.

The checks are set up to follow your business flows and utilise workflow automation to ensure the right checks are done at the right time by the right people. They can also be used to ensure items meet the right material specs, such as Halal or Red Tractor certification.

Dynamics Food enables the following categories of quality checks:

- Scheduled checks
- In-process manufacturing checks
- Equipment checks (e.g. metal detection)
- Inbound inventory checks
- Pre-acceptance checks
- Lab checks
- Dispatch checks





"Food safety challenges are on the rise. 2024 saw 127 food product recalls in the UK, a **10%** increase compared to the previous year. More ingredients from diverse sources and faster product development can mean more points of potential failure unless rigorously managed."

OAL 2024

Supplier compliance made easy:

Stay compliant with industry regulations with vendor compliance documentation all contained within Dynamics Food. There's automatic notifications when certificates or compliance documents are due to be renewed, plus you can store electronic copies of these documents all within Business Central, helping you stay on top of the complexities of regulatory requirements so that your business is always audit-ready.

Know the cost of quality in your business:

Do you really know what scrap and wastage is costing your business? With Dynamics Food you can calculate your mass balance quickly and easily, taking into account everything from raw materials, wastage and the finished product. This supports your traceability efforts and helps you understand exactly what your product is costing you to make. With a clearer view of production costs, you'll know what you should be charging and avoid money going straight into the bin.

Customer confidence:

When quality and compliance are guaranteed, customer confidence follows. Dynamics Food enables you to give customers the information they need to trust in the safety and quality of your products, strengthening your brand and customer loyalty.

With a clear understanding of quality, simplifying regulatory compliance, ensuring traceability and managing supplier quality, Dynamics Food allows you to focus on what you do best-delivering safe, high-quality food products to the market.

Real-time data to keep your warehouse running smoothly



Up to the second, accurate inventory tracking

See stock availability in real-time thanks to integrated barcode scanning - handheld and handsfree! Plus, cutting out paper is good for the planet and makes your inaccurate inventory a thing of the past. From receipts and put-aways through to picking, packing and shipping, Dynamics Food's integrated barcode scanning has your warehouse sorted.



Reduce waste AND keep customers happy

Make sure allergens or strongly scented items are kept separate. Get greater visibility of shelf life by retailers to ensure the right products are shipped at the right time. Use demand-driven replenishment to ensure your warehouse is stocked based on actual sales data (or forecast) to avoid overstocking or jeopardising your OTIF (on-time, in-full) stats.



Maximise warehouse efficiency and responsiveness

With directed movements on barcode scanners, you can streamline the "path of the picker" to speed up picks, improve overall throughput and ensure the right items are picked in time for the right deliveries - even when things change. Heatmap your warehouse to identify your most popular bins and move them to your pickfaces. Use containers or "license plating" to process multiple items within containers, pallets or crates, all in one go.

Stay on top of food fashion with a clear picture of NPD

The food industry never stays still. With changing consumer habits to contend with and seasonal challenges to keep you on your toes, it can be a challenge to keep up. It's not just about getting creative in the kitchen, you've got costings, advertising, allergens and more to stay on top of.

With the help of Dynamics Food (powered by Dynamics 365 CRM integrated to Business Central), you can become the next trendsetter without creating excess paperwork.

Spreadsheets are a thing of the past: Using separate spreadsheets for managing your NPD efforts is a recipe for disaster. Keep everything in one integrated system to help you manage costs, materials, feedback and more, so you can focus on innovative product development rather than staying on top of admin requirements. Use process flows and workflow automation to trigger the right action or approval at the right time by right person to keep NPD on track.

Costs analysis: Remove the guesswork when it comes to the cost of your materials and build up a picture of what your new products are likely to cost, with a variety of costing methods.

Supplier integration: You can also integrate supplier requirements into the NPD process. By working closely with suppliers, you can ensure that the materials used meet your standards and contribute to successful product launches.

Fully integrated system: With Dynamics Food, you've got a fully integrated solution for your NPD, keeping you organised.

With a clear picture of your NPD efforts, Dynamics Food encourages innovation. By understanding what's working and what's not, you can refine your product development process to stay ahead of the curve.

"84% of manufacturers are primarily focused on UK sales to grow their business, with new product development as the second highest growth strategy."

Food and Drink Federation (FDF) - State of Industry Report Q1 2024



Poor demand planning and stock visibility seeing your money disappear down the drain?

By optimising inventory and reducing waste, you're bringing huge benefits to your business. With the help of Dynamics Food's purchasing, forecasting and stock management functionality, you'll see improved operational efficiency, a healthier bottom line and a stronger commitment to sustainability. Plus, with strengthened supply chain resilience, you'll be confident you're agile enough to adapt to market changes.

"Suppliers must be agile - those who can't quickly scale production up or down to match supermarket needs may end up with overstocks (perishable waste) or missed sales."

Food & Drink Federation (FDF) -
State of Industry Report Q1 2024

Optimised stock management:

No more seeing excess stock go to waste or having to eat into profit margins by selling to the discount houses. With better stock management, you can fulfil demand and avoid overstocking, as well as missing out on orders due to lack of stock when you need it. Ensure your money is used wisely and maintain your profit margins.



Demand planning:

Effective demand planning is an important part of inventory optimisation. Dynamics Food's demand planning tools allow you to align your inventory with actual sales data, reducing the risk of overstocking or running out of products. This alignment not only saves money but also ensures happy customers by having products available when they are needed.

Advanced demand planning/forecasting tools:

By adding on our recommended demand planning tool, you can bring the power of advanced forecasting to your fingertips. By analysing historical sales data, seasonal trends and market dynamics, the software can intelligently forecast future demand.

Waste reduction:

In an industry where products have a limited shelf life, reducing waste is not just an economic concern - it's an environmental and safety one. Dynamics Food helps you minimise waste through better inventory management, ensuring that products are used or sold before they expire (and with the specific retailer's expiry dates) and that excess stock is avoided.

Real-time inventory visibility across multiple locations:

Dynamics Food gives you real-time visibility into your inventory levels across all locations, including 3PLs. This visibility allows you to make informed decisions on the fly, whether it's transferring stock between locations or adjusting purchase orders to meet unexpected demand.

Efficient, multi-channel sales order processing so you can focus on the bigger picture

An efficient, multi-channel sales approach is essential if you want to reach more customers and maximise sales. The major retailers demand EDI and small independent shops, bars, restaurants and takeaways might want to deal with you on the phone, face to face or even order online at a time that suits them best. However your customers want to interact with you, Dynamics Food has the answer.

A single solution for order management:

Dynamics Food gives your team a single platform for managing all sales-related activities - however the orders arrive. With tools for handling samples, order prompts/ regular re-orders, nominated day "milk runs" and fast order entry, your sales process will boost efficiency and keep those orders coming in.



E-BOOK

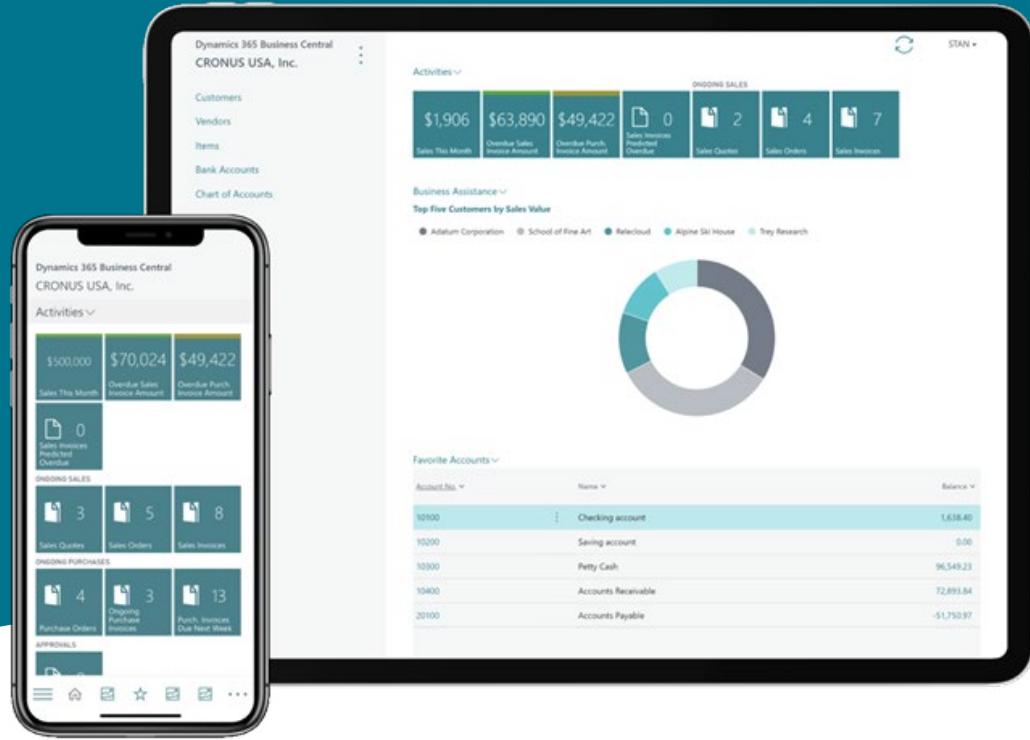
Fast order entry and field sales:

Irrespective of whether you are office or field based, Dynamics Food (with Business Central at its core) can be used anytime, anywhere on almost any device. And with easily customisable screens, you can simplify and streamline your order processing for faster order entry.

Integrated EDI:

Streamline transactions with retailers thanks to inbuilt EDI handling orders, invoices, ASNs, credits, returns and forecasts - with over 100 different trading partners. Work at speed, with complete accuracy and present yourself as a proactive supplier ready to exchange transactions with your customers. No more incorrect deliveries or time wasted reconciling transactions; get the orders in faster and the deliveries out on time.





Integrated eCommerce:

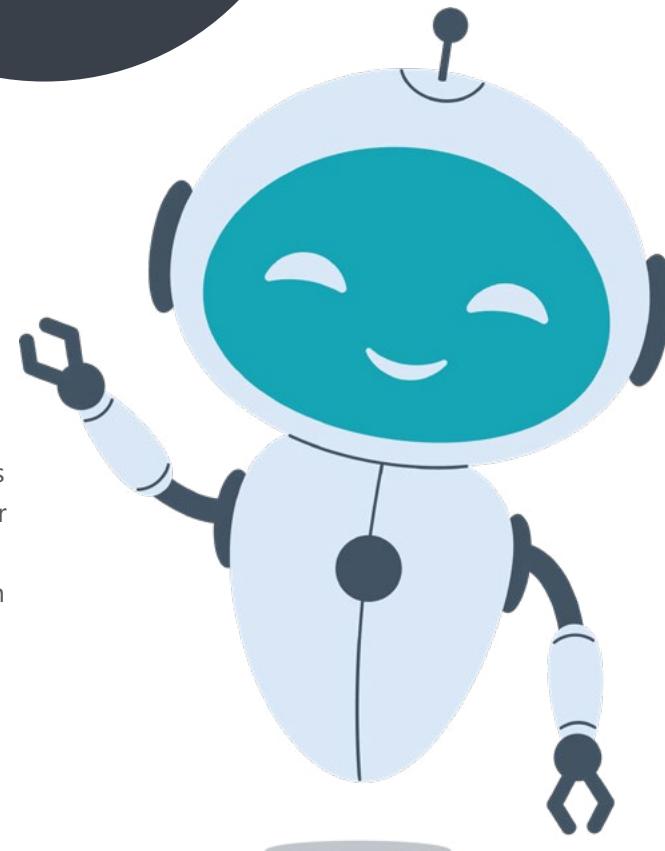
Based on Dynamics 365 Business Central, Dynamics Food comes with Shopify connectors built-in as standard. One of the key benefits of Business Central is how easy it is to integrate to other solutions. If you're using another eCommerce solution/online sales platform, it's likely there's an out-of-the-box connector to be utilised or we might even have integrated it to Business Central for another customer elsewhere.

Scale your order management with built-in AI:

Microsoft is bringing AI to all its products, and Business Central is no different. The first "autonomous agent" is the Sales Order Agent, which automates capturing sales orders from emails. Once set up for your business, the Sales Order Agent can handle email queries with natural language replies, check item availability, create sales quotes and turn them into sales orders - with as much or as little human help as you want. This lets your team tackle the more complex and rewarding customer orders and questions.

"75% of UK food and drink business leaders recognise the benefits of automation and digital tech. Digital integration is increasingly seen not just as an efficiency booster but as essential for competitiveness."

Food Processing 2024





Production management from shop floor to top floor

Production planning and purchasing:

Bring together recipes and ingredients for optimised production planning, stock control, quality, traceability, compliance and demand planning all in one system so you can always hit your customers' needs.

Optimise your Materials Requirements

Planning (MRP) by expiry date to utilise soon to be expiring materials or warn you that some ingredients are about to expire - and get them automatically re-ordered. Use sub-lotting to create expiry dates for open packaging.

Optimise manufacturing and monitor in real time:

Capture shop floor data with integrated MES displays - no more inaccurate paper or end-of-shift updates. Simple touch screens show only what operators need, directing activity for efficient scheduling, routings and quality checks, with instant access to drawings and documentation. Track order progress and expected completion times in Dynamics 365 Business Central. Analyse output, downtime and scrap by machine or operator to uncover improvements and see the true cost of your products.

Scales integration at your fingertips:

Use integrated scales for the accurate recording of consumption of ingredients with visual displays. This speeds up production and improves accuracy and the quality of your products, meaning happier customers.

By-product management made simple:

In food manufacturing, every ingredient counts for profitability and sustainability. Dynamics Food helps you track and manage by-products and co-products across production. Turn trimmings into animal feed, recycle waste or maintain accurate mass balance - all with full visibility and control. Reducing waste and disposal costs, creates new revenue streams and supports sustainability goals, while ensuring compliance. With Dynamics Food, by-product management becomes a seamless part of your operations, helping you get the most value from every batch.

A solution that works with you to get your product out the door

Dynamics Food offers a comprehensive solution to streamline the dispatch and shipping process, ensuring your products are efficiently managed from production to delivery. Here's how Dynamics Food can help get your product out the door:



Next level relationship management and customer service to set you apart from the competition

It's key to be easy to do business with and deliver great customer service to stand out from the competition. Dynamics Food can combine the strengths of Dynamics 365 Business Central and Dynamics 365 CRM to create a fully integrated system that benefits every part of your business - including customer service.

Better relationship management

management: Keep track of all your communications. Emails, calls, meetings and website visits, all in one place for a more personalised customer experience.

Managing opportunities:

Stay on top of buying cycles, tenders, price list renewals or new product development projects.

Smooth issue resolution and returns:

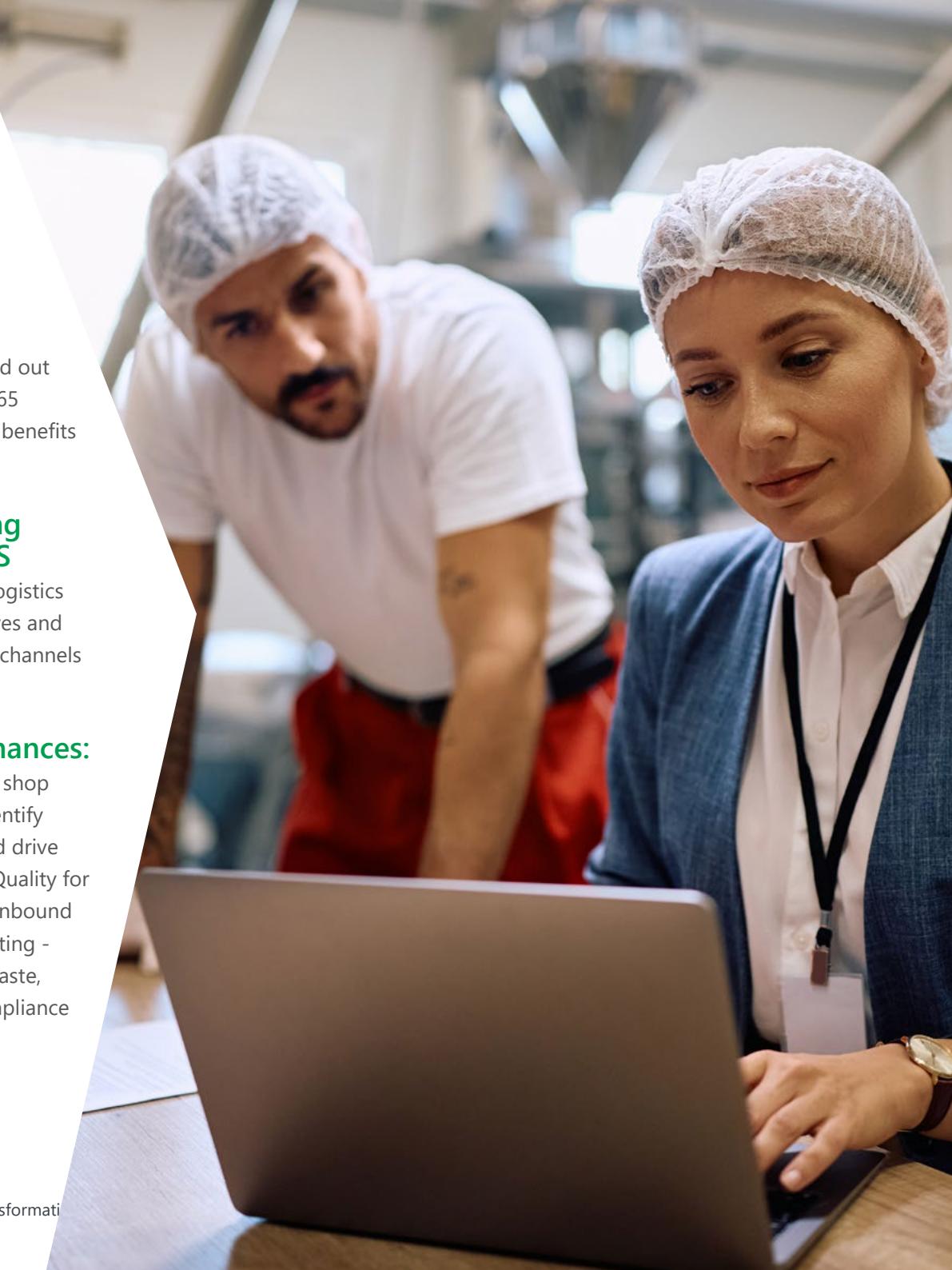
Handle issues and returns quickly and professionally to turn a negative experience into a positive one, showing your dedication to customer satisfaction. You can also track performance against agreed Service Level Agreements (SLAs).

Tracking samples, tasting demos, rebates and POS

merchandise: Manage the logistics of common food industry incentives and understand their impact on sales, channels and costs.

Managing non-conformances:

Track issues from customers, your shop floor or suppliers in one place. Identify causes, implement resolutions and drive preventative actions. Add Clever Quality for traceable checks at every stage - inbound inventory, in-process and pre-posting - to catch problems early, reduce waste, prevent defects and maintain compliance with full audit trails.



Grow efficiently with business insight, automation and AI

Relying on gut feelings when it comes to business decisions can only get you so far. As you grow and expand, you need reliable, up-to-date data across all your business operations and that's where Dynamics Food can help.

With Dynamics 365 Business Central at its centre, Dynamics Food provides in-built, out-of-the-box reporting and analytics with:

- financial reports and KPIs to monitor company health and spot problems in time to make a difference
- almost 80 Power BI apps to visualise, filter and drill down across finance, sales, purchasing, inventory, warehousing, projects and manufacturing
- list views and “open in Excel” capabilities for all the ad-hoc analysis you’ll ever need

“The food and drink manufacturing sector has the potential to unlock £7-14bn of extra value for the UK economy.”

‘Future Factory: Supercharging digital innovation in food and drink manufacturing’
Food and Drink Federation (FDF) 2024

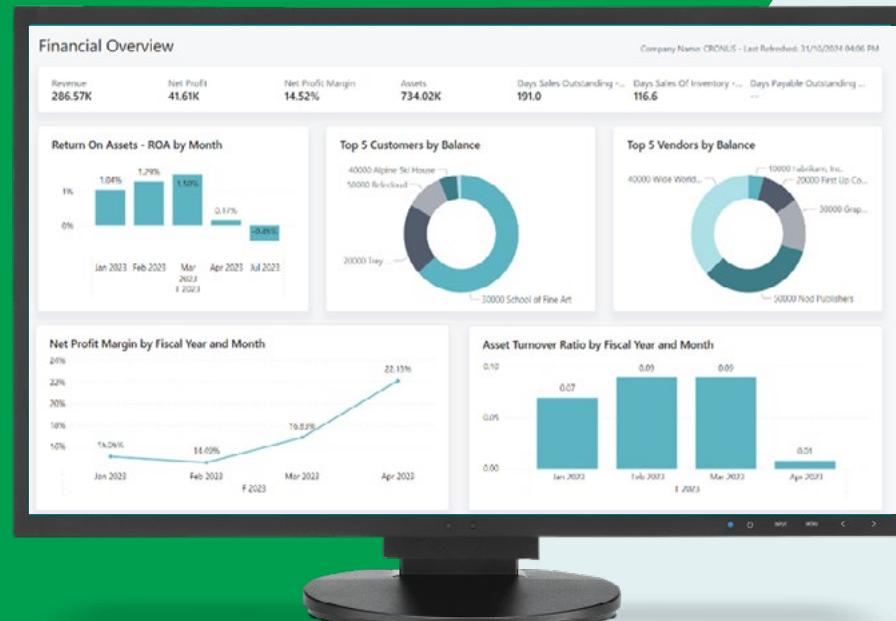
The power to automate, extend and share to drive productivity:

Working seamlessly with Dynamics 365, Microsoft Power Platform lets you extend Business Central and CRM all while benefiting from the enterprise-grade compliance and governance of the Microsoft cloud.

Use Power Automate to rid your staff of those pesky, manual, repetitive tasks with process automation and workflows, as well as integration to other business systems.

Build customer and supplier portals with Power Pages to make self-service a breeze and cut down on admin.

Use Power Apps with embedded AI to build custom apps, replacing error prone spreadsheets, paper-based systems and legacy software.



Over the last six years, **whilst our revenues have increased by over 50%, our headcount has risen minimally**. We're achieving that growth through being more productive and efficient through the technology that we've invested in.

Matthew Worsnop, Commercial Director, Henry Colbeck



Microsoft Copilot: Your sous chef for day-to-day operations

Take advantage of faster processes, greater insights, automation and enhanced productivity, leaving behind tedious tasks with the help of Microsoft Copilot. As we enter the age of AI, no business can afford to be left behind, and that's why Microsoft Copilot is integrated directly into Dynamics Food, providing your team with intelligent assistance to grow your business and stay ahead of the competition.

Natural language interaction:

It's easier than ever to locate records, complete tasks and get answers quickly. Forget navigating through different menus and views, just ask Copilot to do the legwork for you.

Automated task management:

Repetitive tasks are a thing of the past. With automated processes, you can free up time and focus on more meaningful work, helping you get more done in less time.

Creative content generation:

Instantly generate marketing text, helping your product managers create compelling product descriptions tailored to specific attributes, boosting creativity and ensuring consistent messaging.

The data you need at your fingertips:

Create data views from natural language instructions, rather than advance technical know-how. Empower your users to make data-driven decisions to drive your business forward, without the time-consuming processes of building custom views by hand.

Sales Order Agent: The newest member of your sales team:

Sales order processing is a vital aspect of any business, but it can be a time-consuming one. Let AI take the pressure off your team by providing a helping hand to get those orders processed quicker.



Introducing AI Agents: Automate, Accelerate, Achieve AI Agents, powered by Microsoft Copilot, handle repetitive tasks and support data analysis for critical decision-making - freeing your team to focus on what matters most: growing your business.

Sales Order Agent: The newest member of your sales team

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Automated order processing:

Copilot reviews customer email requests, matches them in Business Central and follows up for any missing details. Ensuring accurate orders and happier customers.

Quote creation and order conversion:

Quickly check item availability, create quotes and draft email responses. It's simple, fast and cuts down on admin.

You're in control:

Dial human involvement up or down. Get notified to approve any outbound correspondence for accuracy, ensuring that appropriate actions have been taken.



This is just the beginning!

Microsoft is rolling out more AI Agents across Business Central - from accounts payable to expenses and fulfilment. You can even create your own custom agents. The possibilities are endless. Talk to us about what's available now and what's coming next.



Ready to transform your business?

AI is here to stay and will change the way we work. It's exciting, but it can feel daunting. We're here to help. With Microsoft Copilot, getting started is easy. Digital transformation is the key to success, so don't let your business get left behind.

The perfect recipe for business transformation: Dynamics Food and Tecman

Here at Tecman, we're all about helping manufacturing and distribution businesses transform their processes and operations with Microsoft Dynamics 365.

Dynamics Food, powered by Microsoft Dynamics 365, provides a complete end-to-end business software solution for food and beverage manufacturers and distributors.

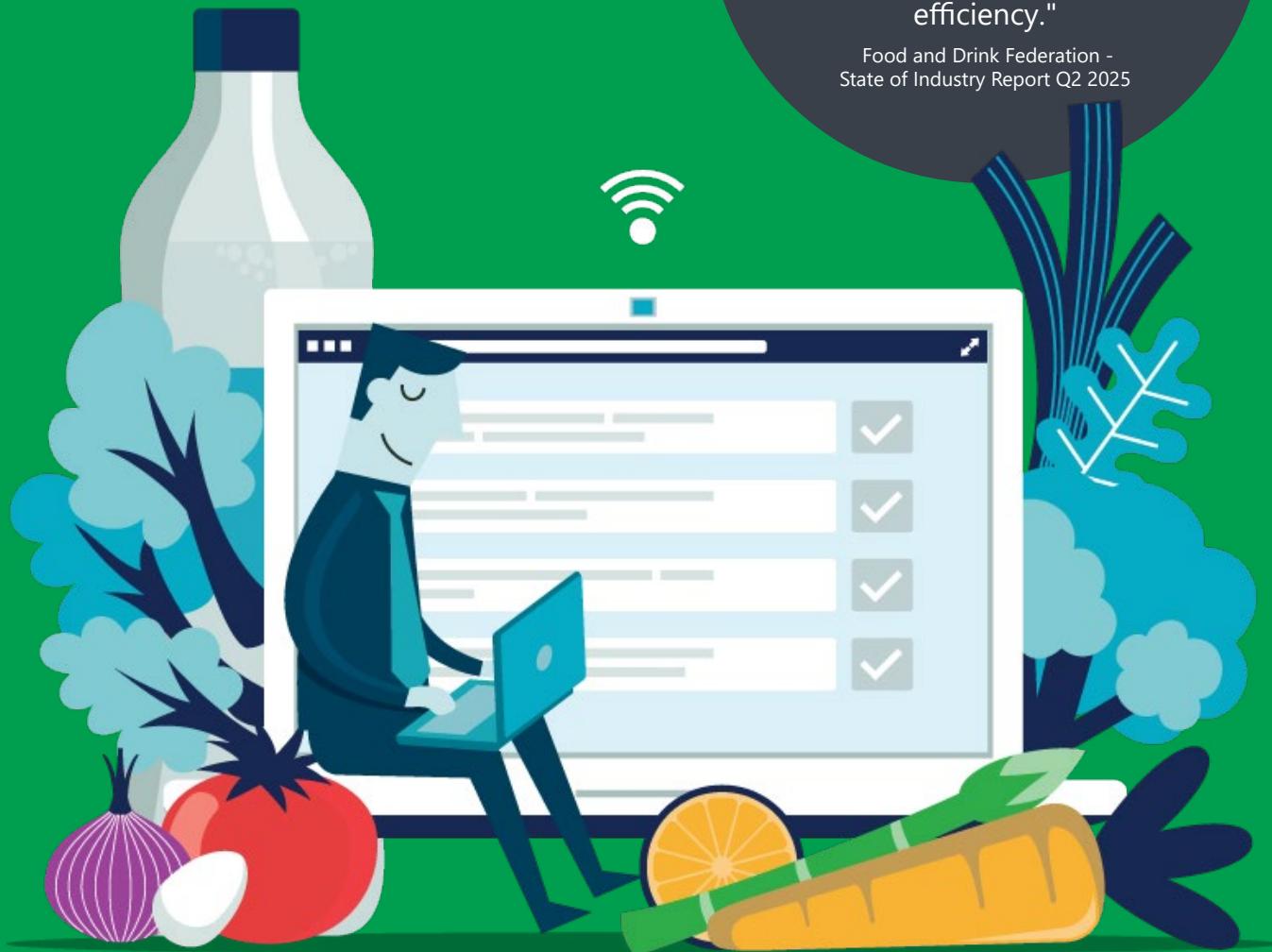
And just like any good recipe, Dynamics Food is flexible and can be tweaked to suit individual tastes and business needs. At its core is Microsoft Dynamics 365 Business Central; then you just add the apps and other Microsoft solutions you need.

We've got apps like Clever Quality and Clever EDI from our own development team, Clever Dynamics, which we've developed by working with hundreds of other manufacturers and distributors. Other apps come from our handpicked partners. But no matter what apps you choose, you can trust they've got the Microsoft stamp of approval after being reviewed and tested before hitting Microsoft AppSource.

Microsoft Dynamics 365 CRM (aka Microsoft Dynamics 365 Sales, Customer Insights, and Customer Service) and Microsoft Power Platform extend the solution as needed.

"Digital transformation has gained traction as a priority for 32% of manufacturers, with this proportion rising to two-thirds (67%) among large businesses, underlying the growing recognition of technology's role in operational efficiency."

Food and Drink Federation -
State of Industry Report Q2 2025





Food industry experts: We speak your language

Implementing a new ERP solution is no small task, but working with a partner that knows your industry can make the process much smoother. You don't need to explain the ins and outs of food manufacturing and distribution.

We get it! Instead, we'll use our specialised food industry knowledge to build a deep understanding of your business and your unique challenges.



Dedicated support team on hand to help

We offer support from 8am to 6pm, Monday to Friday, providing you with 10 hours of daily dedicated support throughout the working week. Our UK-based support team is always here to help you navigate any niggles with your system, making sure your operations run smoothly.



Committed to ongoing complimentary education

The world of Microsoft Dynamics 365 Business Central is ever evolving and to keep our customers up to date, we provide a range of resources to support your Dynamics 365 Business Central know-how. Whether it's new features, latest industry trends or ensuring you're making the most of your existing functionality and best practice, our complimentary training videos, live workshops, blogs and in-person events ensure that you are always equipped with the knowledge and skills needed to stay ahead in a competitive market.



Cloud managed services:

Sit back and relax, we've got this! Our Cloud Control service gives you the confidence that your Dynamics 365 Business Central system is running as it should, without any nasty surprises or storage charges popping up. With automatic updates and top-notch security, you can focus on growing your business without worrying about the technical details.

We're here for the long term. When you partner with Tecman, you'll experience the benefits of working with a team that truly understands your industry.

Let us help you streamline your operations, improve efficiency and achieve lasting success.



01902 578 300

hello@tecmancouk

www.tecmancouk

Technology Management, St Mark's Church, St Mark's Road, Wolverhampton, WV3 0QH

