The Total Economic Impact[™] Of Microsoft Dynamics 365 For Finance And Operations

Through seven customer interviews and data aggregation, Forrester concluded that Microsoft Dynamics 365 for Finance and Operations has the following three-year financial impact for the modeled composite organization.

SUMMARY OF BENEFITS

Three-year risk-adjusted present values



KEY IMPACTS



10% reduction Cost of goods sold



6% reduction Avoided shop floor staffing



20% increase Finance employee productivity



3% lift Wholesale sales revenue

VOICE OF THE CUSTOMER

"We've reduced overtime and made [employees] more efficient. It has enabled us to grow without adding expense. . . . We're going to grow our core business by six to seven percent with minimal additional labor."

Chief operating officer, specialty foods manufacturing and retail

"[Dynamics 365 for Finance and Operations] keeps us from putting a poor-quality product out the door. We find the problems before they get discovered [by the customer]."

ERP manager, automotive manufacturing

This document is an abridged version of a case study commissioned by Microsoft titled: "The Total Economic Impact Of Microsoft Dynamics 365 For Finance And Operations", September 2018.

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