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Technosoft Solution Microsoft Dynamics 365 & Microsoft Power Platform

Microsoft Partner
Microsoft

Gold Application Integration
Gold Application Development
Gold Data Analytics
Gold Data Platform
Gold DevOps

Microsoft Dynamics 365

Azure

Microsoft Power Platform

Technosoft Introduction

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❑ 1996 – Technosoft Consulting (Indonesia) in Jakarta

- Customers: 120+ customers in 10+ countries
- Focus on Business Solution Consulting & Implementation
- Achievements:
  - Microsoft Gold Certified Partner for the past 15+ years
  - Indonesia Partner of the Year 2018 – Business Application Category
  - Microsoft Dynamics Indonesia Best in CRM Revenue 2009-2014
  - Microsoft Dynamics Indonesia Best in Innovation 2011 & 2012

❑ 2012 – Technosoft (SEA) in Singapore

- Finalist of Automotive Awards 2020 Microsoft Partner of the Year
- Software engineering company, focus on product development
- Industry: Automotive Retail Solutions, including Dealer Management, CRM & Car-Owner Mobile App
- Microsoft Dynamics Global ISV Partner for Integrated CRM & DMS

❑ **Total Employees:** 200+ in Indonesia, Singapore, Bangkok, Manila, Vietnam, Turkey, Australia, and Lithuania

Microsoft Partner
Microsoft
2020 Partner of the Year Finalist
Automotive Award

Microsoft Partner
Microsoft
Gold Data Platform
Gold Data Analytics
Gold Cloud Platform
Gold Cloud Productivity
Gold Enterprise Resource Planning

Our Solutions

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Understand your customers, create right decisions. Designed to understand customers fully, to maximize the value of customers and to really strengthen the relationship with customer.

Customer Relationship Management

Take control of your business, empower your people. Adaptable business-management solution that enables you and your people to make business decisions with confidence.

Enterprise Resource Planning

Transforming Your Automotive Business. Nothing Less. Developed based on Microsoft Dynamics CRM, Technosoft Yana DMS adopts the flexibility and ease of use of Microsoft technology with advance workflow and powerful reporting capabilities.

Dealer Management System

Manage your property more efficiently and effectively. Designed to understand customers fully, to maximize the value of customers and to really strengthen the relationship with customer.

Property Management System

Strengthen relationships throughout their study lifecycle and beyond. Initiate and develop lifelong relationship with your students with our holistic 360° customer relationship management solutions built specifically for the higher education industry.

CRM for Higher Education

Get started right away

Contact our Technosoft Sales Team to get pricing and we'll help you find the right business solution for your needs.

info@technosoft.co.id

Partial List of Technosoft Indonesia Customers

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Finance & Insurance Industry

Manulife
PermataBank
BCA
bank btpn
ADIRA FINANCE
BAF Bussan Auto Finance
taf MAKE IT yours

Manufacturing

PT VOKSEL ELECTRIC Tbk. POWER AND TELECOMMUNICATION CABLE
MULIA CERAMICS
MIURA
DHANAR MAS CONCERN
MAP-I
OGAWA Flavors & Fragrances
HAKATEX
DALIA
CISARUA LEATHER TANNERY
Bitratex
MULTI STRADA ARAHSARANA

Distribution

PHILIPS sense and simplicity
P&G
KIRIN
SPC
INDOMAS
SANOH
TANABE
1965
AMS

Property

TOWNSQUARE CILANDAK
TUNJUNGAN PLAZA
Gandaria City
SPTC SUPERMAL PAKUWON TRADE CENTER
CONSORCIO TERRENOS
RDTX GROUP

Automotive

sera member of ASTRA
MITSUBISHI MOTORS
mobil88
PLAZATOYOTA Authorized Toyota Dealer
LEXUS
NISSAN
MPM AUTO
ALUN
ACC member of ASTRA
mpm motor
HONDA

Other

KALBE Nutritionals
TECHNISCHE UNIVERSITÄT MÜNCHEN
PAESA We build trust
UPH UNIVERSITAS PELITA HARAPAN
mic ETHIOPIA
LEMBAGA ALKITAB INDONESIA
fx

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Select your Microsoft Application

(click icon to warp into selected apps)

Microsoft Dynamics 365 Sales

Microsoft Dynamics 365 Customer Service

Microsoft Dynamics 365 Marketing

Microsoft Dynamics 365 Business Central

Microsoft Dynamics 365 Finance and operations

Microsoft Power Platform

What is CRM?

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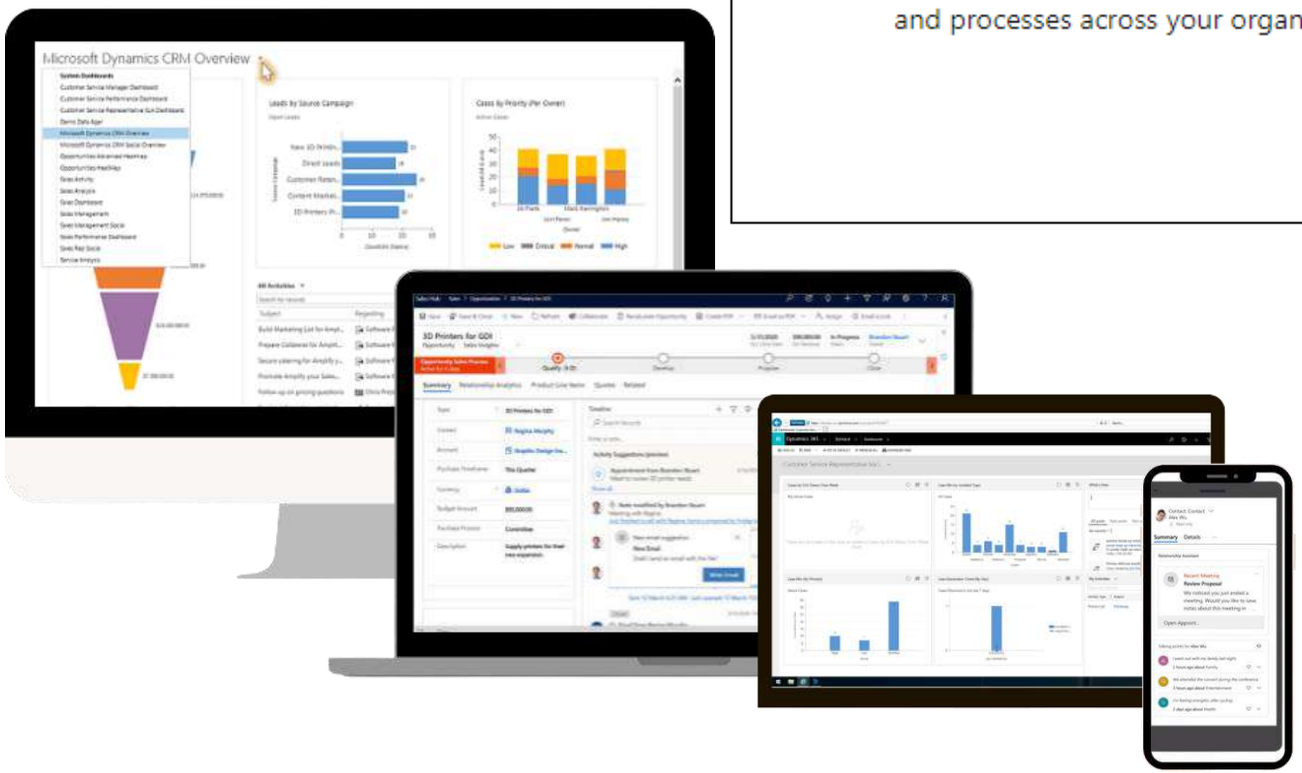
Customer relationship management (CRM) is a set of integrated, data-driven software solutions that help manage, track, and store information related to your company's current and potential customers. By keeping this information in a centralized system, business teams have access to the insights they need, the moment they need them.
Without the support of an integrated CRM solution, your company may miss growth opportunities and lose potential revenue because it's not optimizing operating processes or making the most of customer relationships and sales leads.

Some ways you can use CRM capabilities to benefit your company are to:

1. **Monitor each opportunity through the sales funnel for better sales.**
2. **Use sales monitoring to get real-time performance data.**
3. **Plan your next step with insight generation.**
4. **Optimize workflows with automation.**
5. **Track customer interactions for greater impact.**
6. **Connect across multiple platforms for superior customer engagement.**
7. **Grow with agility and gain a competitive advantage.**



Dynamics 365 helps your teams do more with less

Drive more efficiency, reduce costs, and create a hyperconnected business by connecting people, data, and processes across your organization.

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Dynamics 365 Sales

One connected solution
to accelerate sales

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Gold Application Integration
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Microsoft Dynamics 365

Microsoft Power Platform

Azure

Microsoft Dynamics 365
Sales

Why Dynamics 365 Sales

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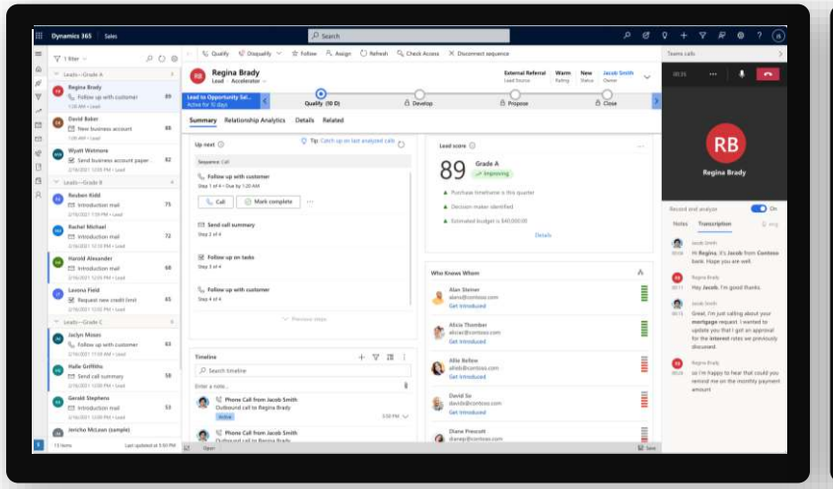

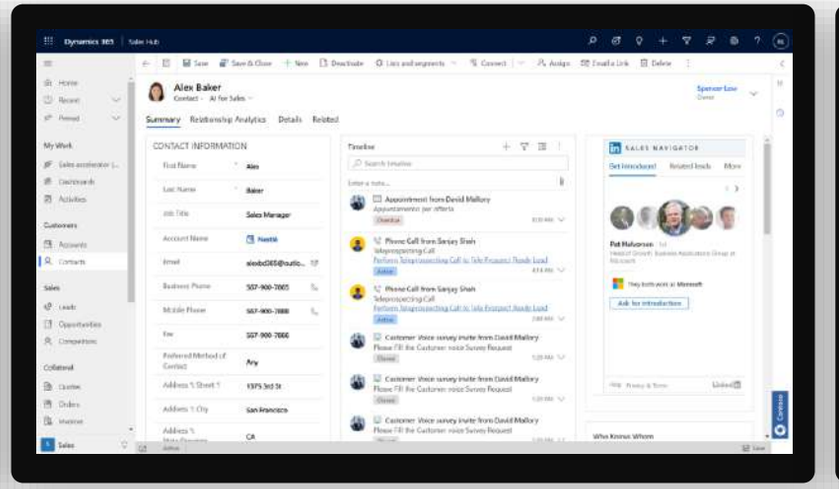

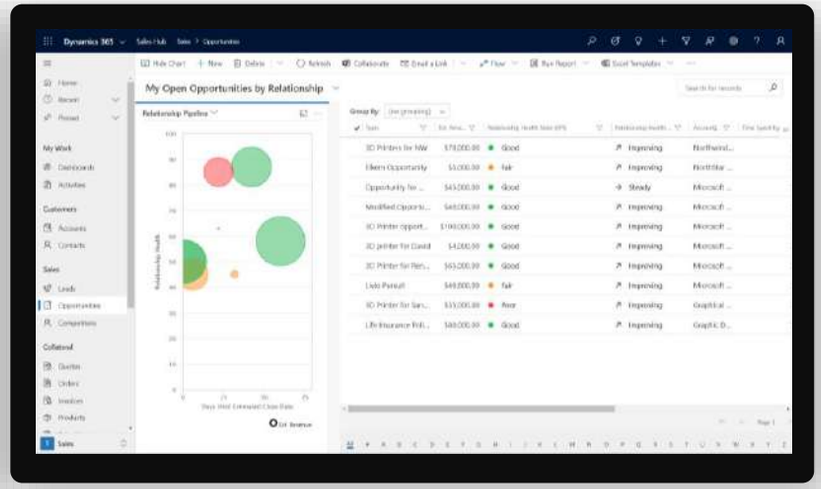

Know the next best customer and activity

Find new leads

Identify customers who need attention

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Dynamics 365 Customer Service

Everything you need to deliver outstanding customer engagement across all channels

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Gold Application Integration
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Gold DevOps

Microsoft Dynamics 365

Microsoft Power Platform

Azure

Microsoft Dynamics 365
Customer Service

Why Dynamics 365 Customer Service

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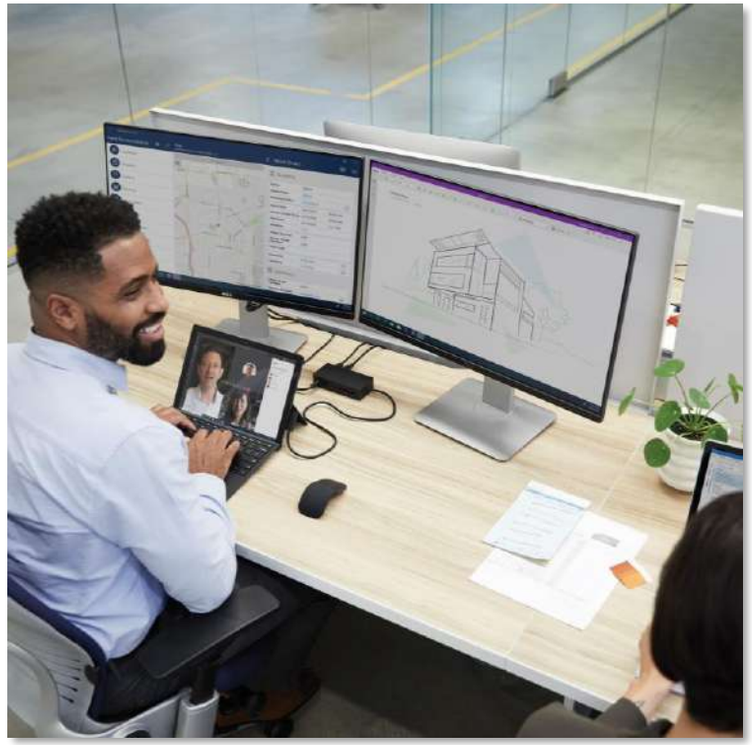
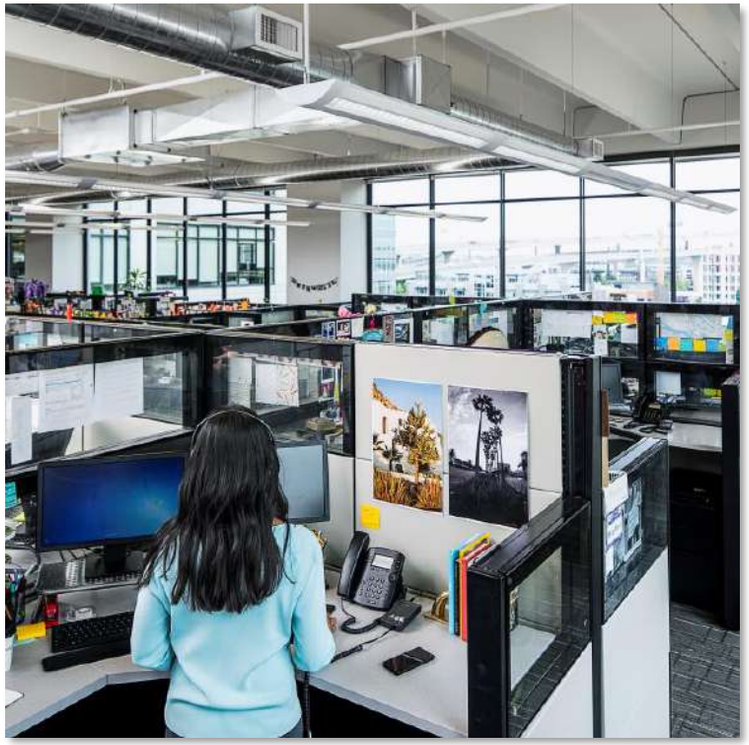
Tailor customer engagements



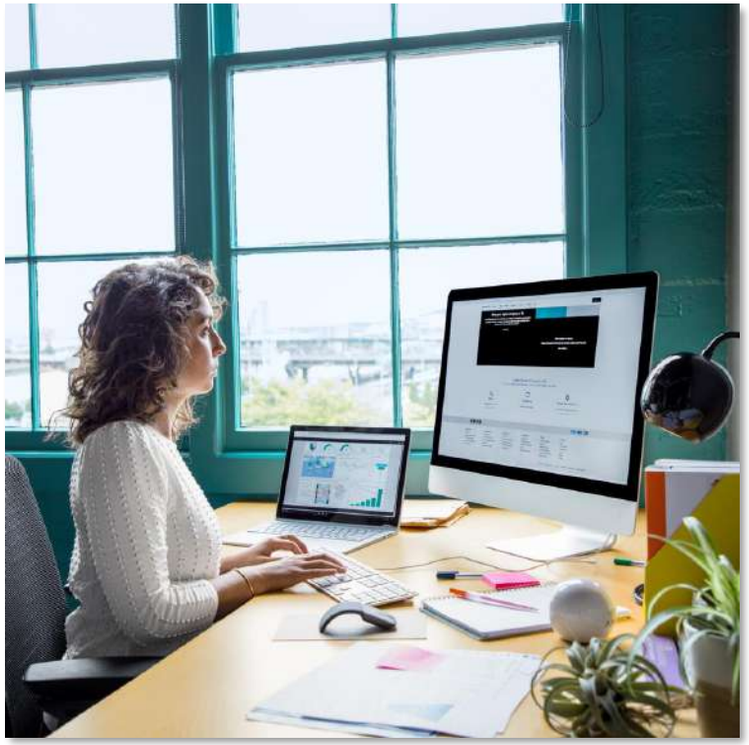
Deliver empathetic connected experiences that adapt to the evolving needs of customers across every channel.

Elevate agent effectiveness



Empower employees across your service organization to solve problems faster with actionable insights, enriched data signals and mixed reality.

Optimize service operations



Drive proactive service with IoT, unlock new service revenue streams, and reduce downtime and service costs.

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Dynamics 365 Marketing

Enable moments-based marketing with Real time journey orchestration

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Azure

Microsoft Dynamics 365 Marketing

Why Dynamics 365 Marketing

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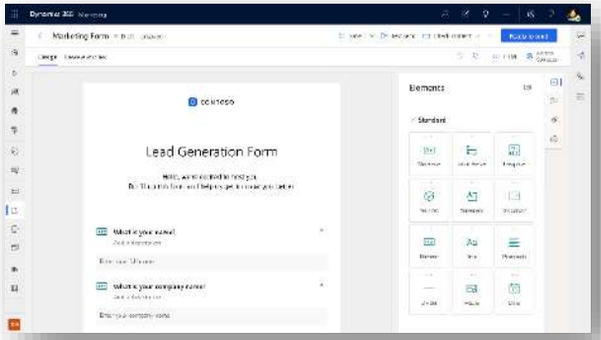
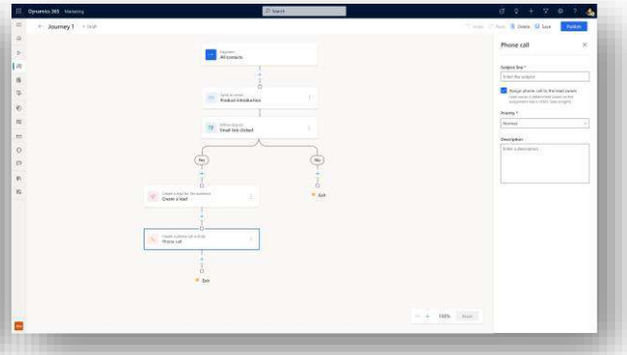
Enable moments-based marketing - with real time journey orchestration



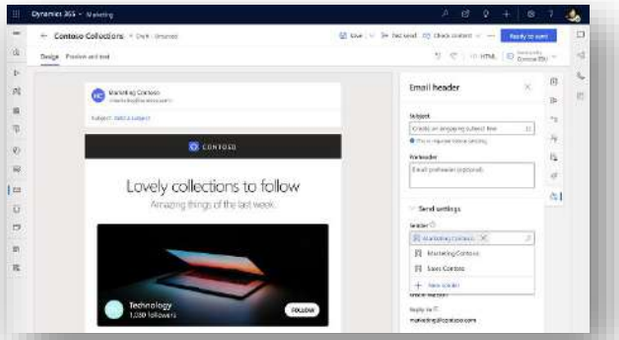
- Create lead capture forms that convert visitors to customers
- Extend your outreach with custom communication channels
- Simplify journey creation by consolidating repeated steps to drive customer action
- Easily optimize live journeys with incremental updates
- Maximize email engagement with feature-rich text links and QR codes
- Test all paths customers will take before publishing journeys
- Limit number of messages sent to prevent message fatigue
- Send email quickly without the overhead of using segment and journey builder

Build collaborative experiences - across people, departments, and channels to enable meaningful engagement



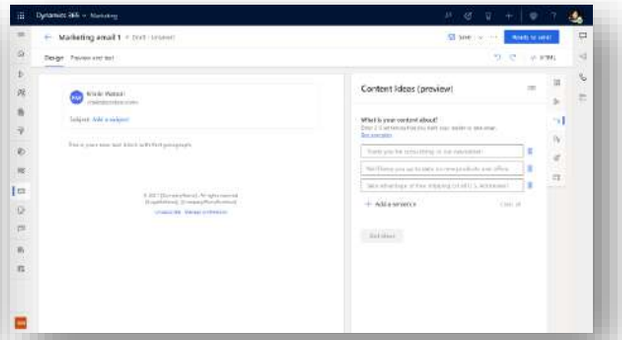
- Close leads fast by automating handoffs with sales

Embrace personalized content - to grow your audience interactions



- Capture consent and preferences to match your business needs
- Increase your reach using the new segment builder
- Easily manage content across multiple brands
- Efficiently create consistent high-quality emails with reusable content blocks

Leverage the power of data and AI - to market at scale and achieve higher levels of marketing maturity



- Trust your email analytics' results thanks to improved bot detection
- Boost your creativity with AI-powered email content ideas
- Gain productivity by defining access and visibility of marketing assets to match your business structure
- Scale your business with confidence with 300M maximum monthly interactions

Why you need an ERP system

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Enterprise resource planning (ERP) systems help organizations manage their businesses with efficiency and flexibility—bringing together finance, manufacturing, retail, supply chain, warehouse, and inventory.

What can enterprise resource planning systems do?

1. Automate routine tasks
2. Provide a single source of intelligence
3. Unify operations
4. Identify areas needing support

The benefits of enterprise resource planning systems

In addition to driving improved visibility and insight, here are additional benefits that enterprise resource planning systems can bring your business:

1. More efficient operations.
2. Lower costs.
3. Shared best practices.
4. Improved team productivity.
5. Smarter strategies.

Microsoft Dynamics 365

Dynamics 365 gives you a unified view of your business

Streamline your everyday financials and operations with Dynamics 365—an ERP software solution that helps you collaborate effectively, optimize business tasks, and drive growth.

Cloud ERP: Flexible, fast, and cost-effective

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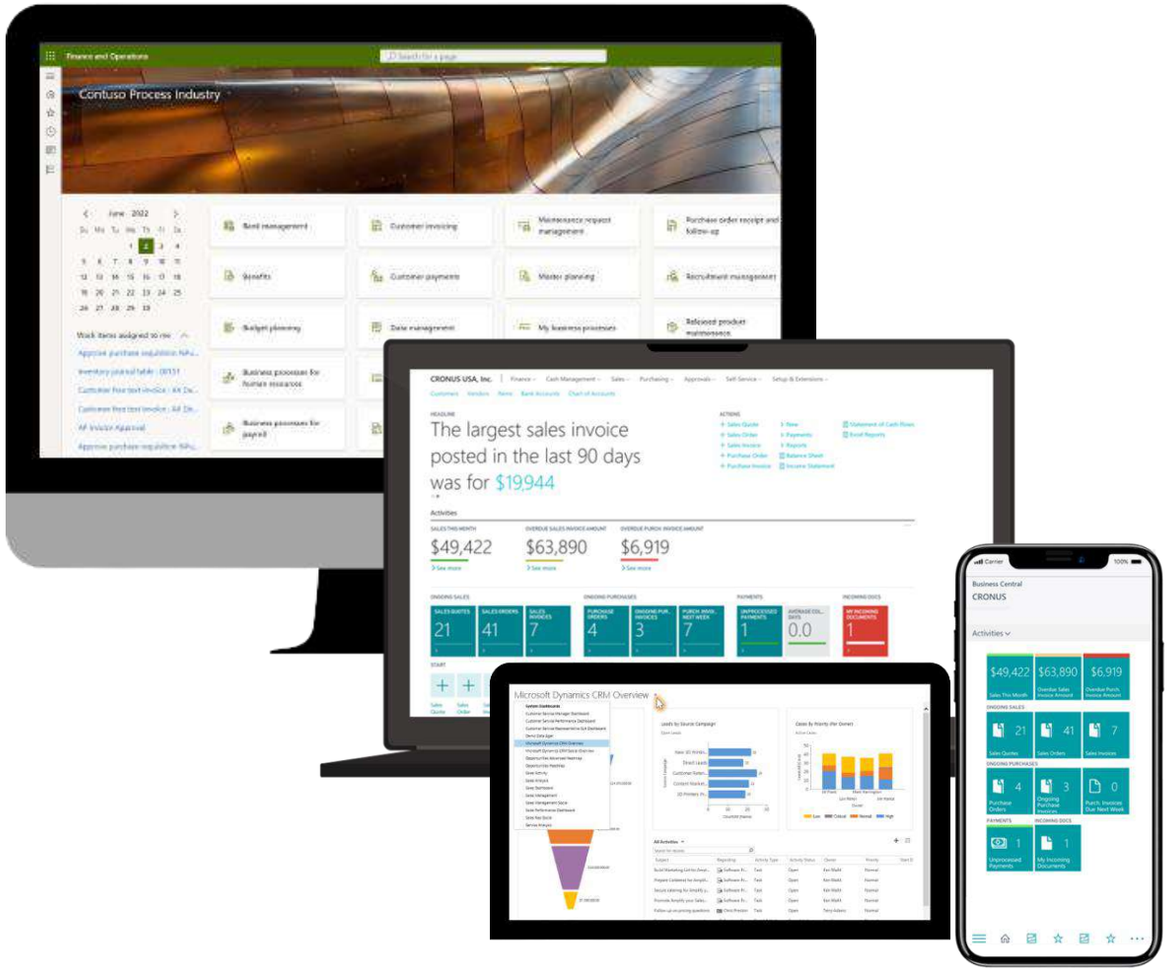
Microsoft Dynamics 365

In the past, enterprise resource planning implementations were mostly on-premises. But with the convenience of accessing data in the cloud, cloud ERP implementations are more and more common.

Cloud ERP systems are flexible, giving you anywhere access to your information, boosting productivity, and keeping teams connected throughout the globe. Being able to access data when on-the-go, or on-location with customers, partners, and suppliers offers a level of convenience that moves business forward.

The straightforward implementation of cloud ERP systems can save time, resources, and the headaches that may occur from complicated, on-premise implementations.

Operating on a monthly subscription, cloud ERP systems often do not require a high, up-front investment, which can make a big difference for smaller businesses.



Microsoft Dynamics 365

Dynamics 365 Business Central

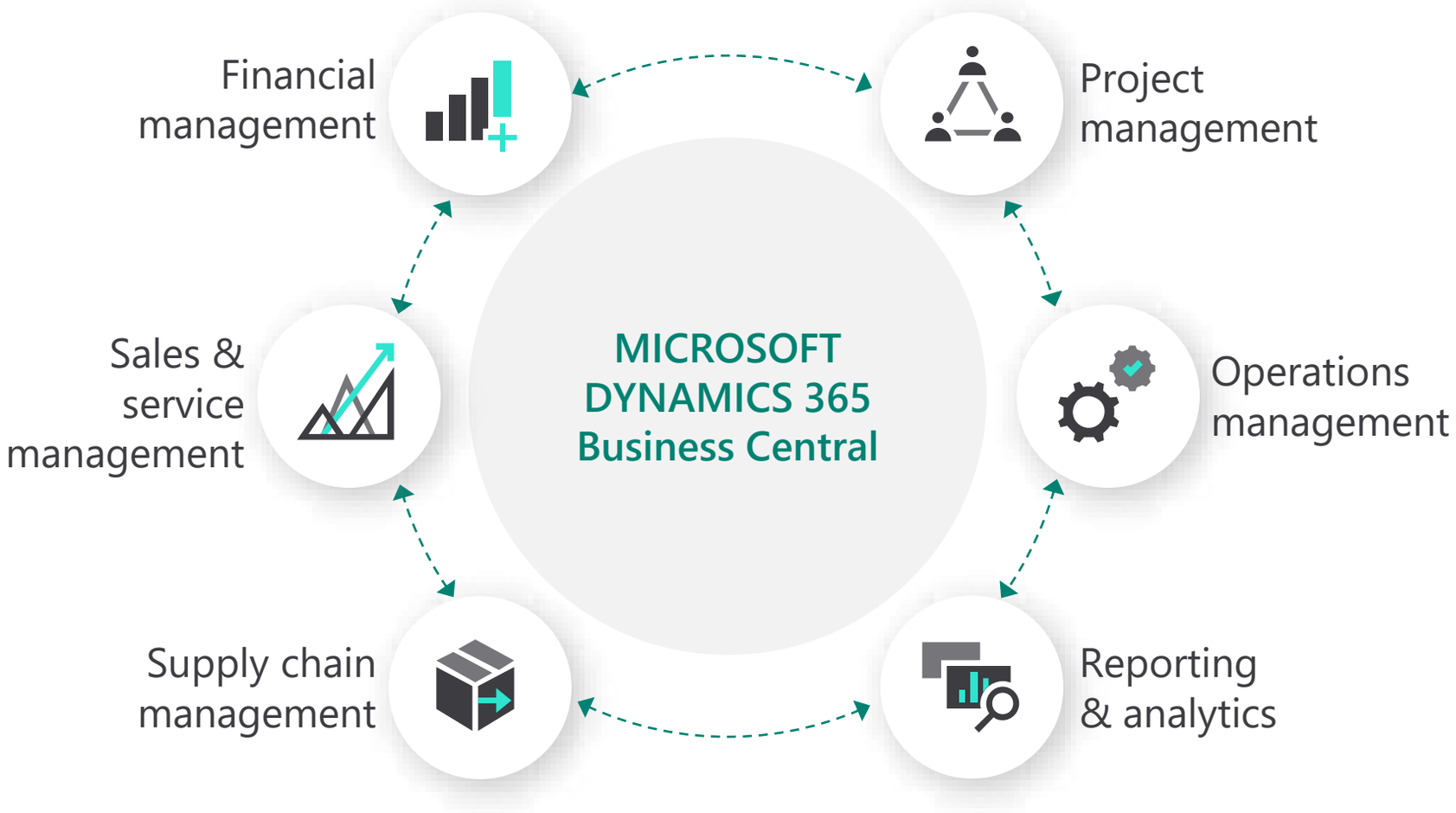
Optimize your team's productivity with seamless, integrated processes and tasks

Microsoft Dynamics 365
Business Central

A single, comprehensive solution to meet the needs of growing businesses

Automatically pull systems and processes together to manage financials, sales, service, and operations

Connect with 3rd party applications like payroll, banking, CRM, or industry-specific systems



Dynamics 365 Business Central

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Core capabilities

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

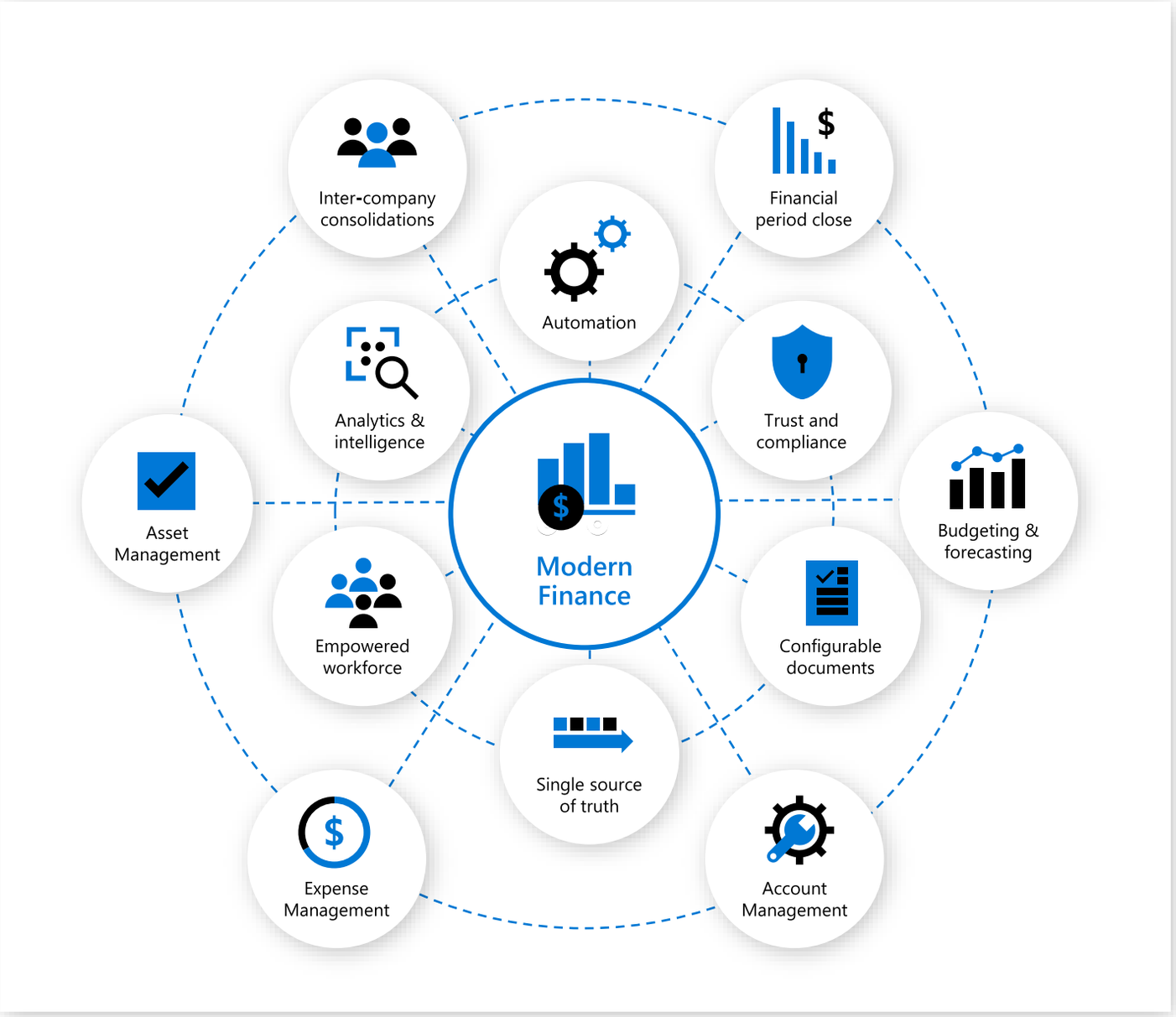
Microsoft Dynamics 365

Dynamics 365 Finance and Operations

Microsoft Dynamics 365
Finance and operations

Dynamics 365 Finance

- Holistic and insightful financial reporting and analytics
- Intuitive role-based workspaces
- Simplified, cost-effective compliance with no-code configurability
- Flexible – Cloud, Edge, Hybrid
- Intelligent, composable, extensible and continuously updated



Dynamics 365 Finance and Operations

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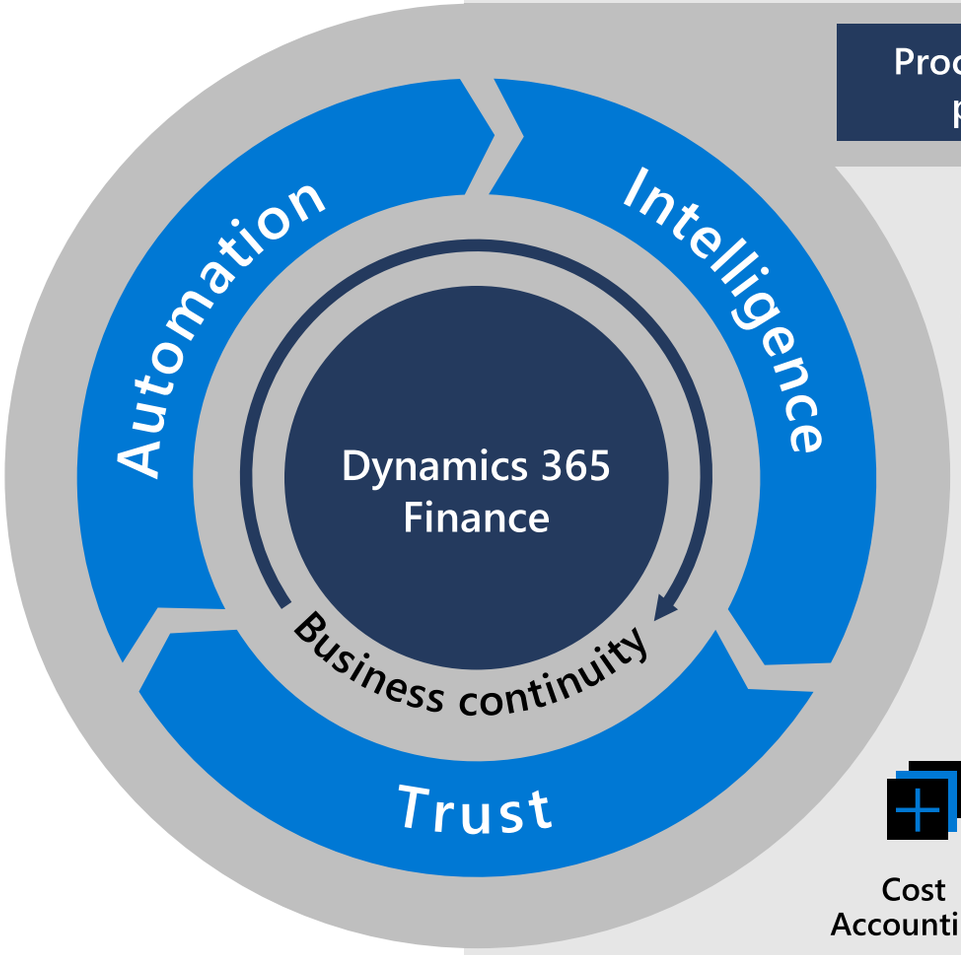

Procure to pay	Quote to cash	Record to report	Plan to perform	Tax
General Ledger	Accounts Receivable	Accounts Payable	Budgeting & Forecast	Time & Expense Management	Financial Reporting & Analytics
Credit and Collections	Cash & Bank Management	Fixed Assets	Public Sector Financials	Revenue Recognition
Cost Accounting	Consolidations	Regulatory Compliance	Configurable E-invoicing & Payments	Configurable Tax & Regulatory Reporting	Regulatory Discovery & Alerting Service

Dynamics 365 Finance and Operations

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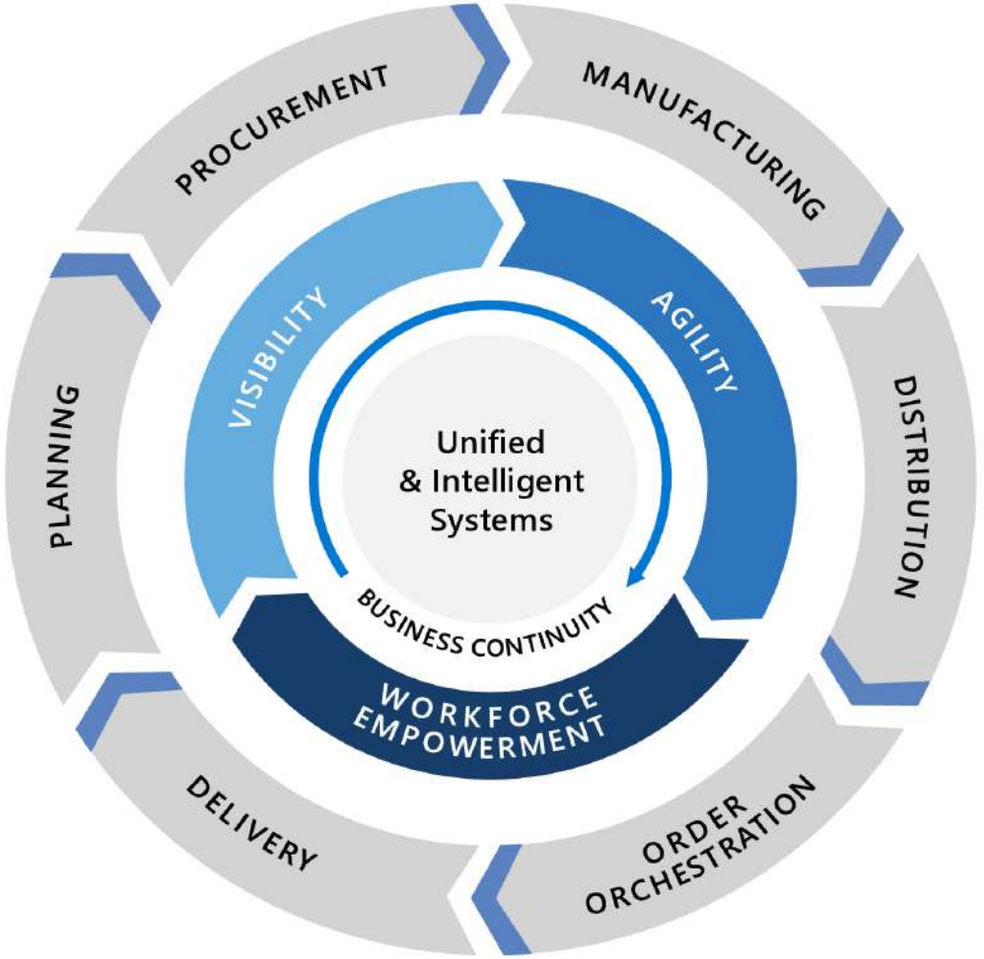
Building business continuity through intelligent, unified systems



Dynamics 365 Finance and Operations

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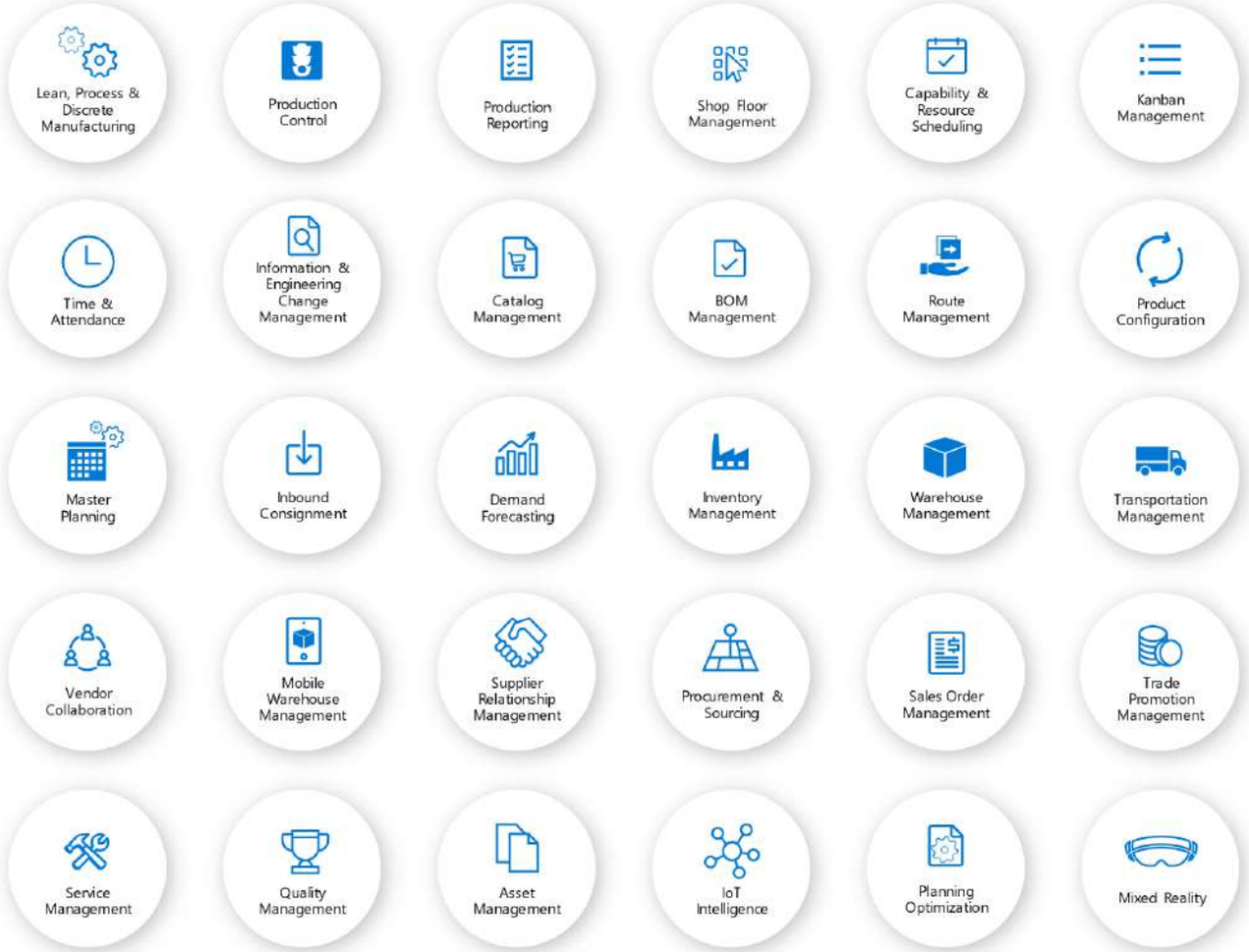
Dynamics 365 Supply Chain Management is an agile solution that enables customers to create a resilient supply chain by enhancing visibility, gaining planning agility and maximizing asset uptime to operate profitably during disruptions.



Microsoft Power Platform

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What is Microsoft Power Platform

Empower everyone at your organization with an intuitive, collaborative, and extensible platform of low-code tools that makes it easy to create efficient and flexible solutions.

Why choose Microsoft Power Platform?

Because it offers the only set of low-code tools your teams need to stay agile and build solutions that move your business forward. Microsoft Power Platform is built from the ground up to work together with strong security, management, and compliance—plus room to grow.

No code

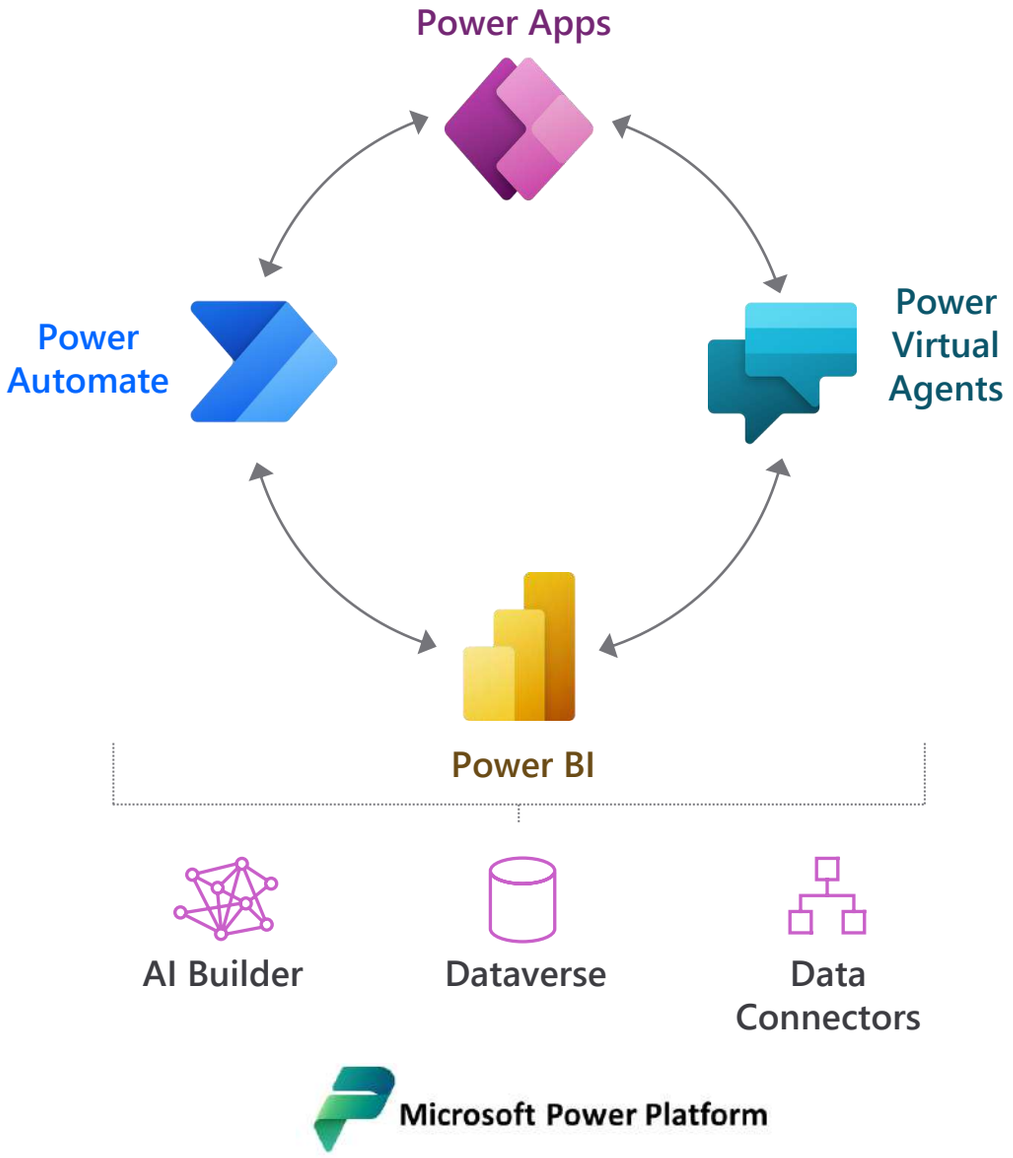
Drag and drop experiences that are like PowerPoint

Low-code

Drag and drop plus Excel-like formulas for functionality

Code first

Professional development & extensibility across Microsoft



Power Apps

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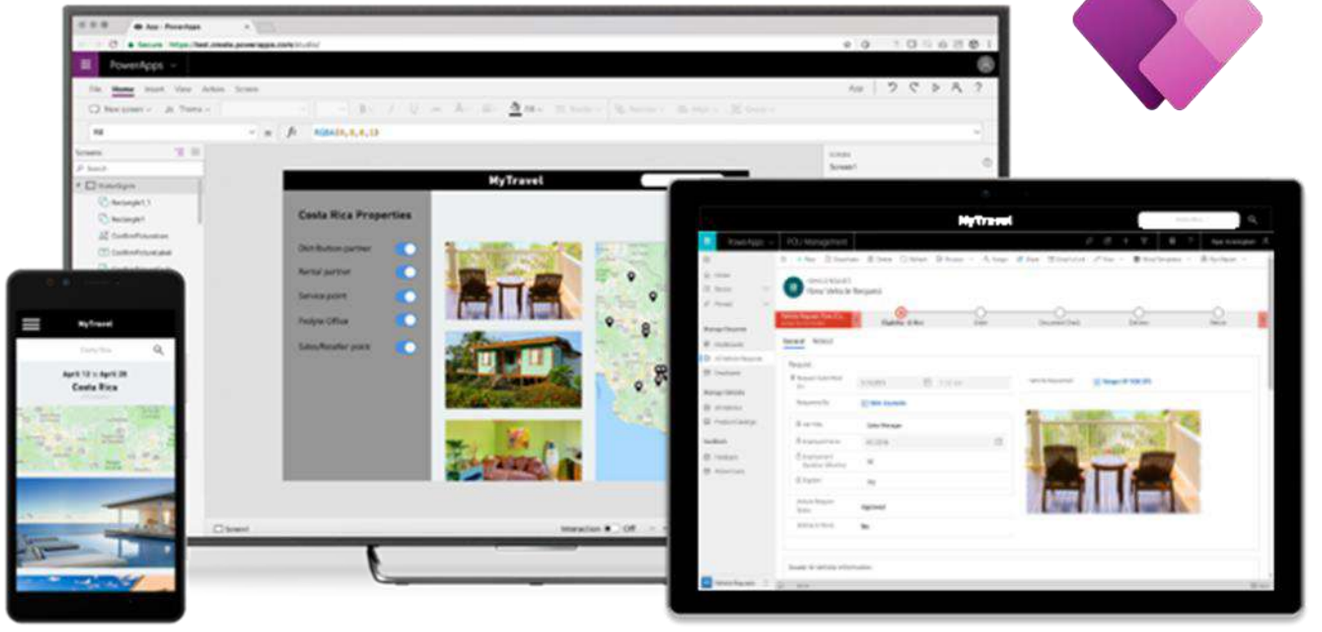
Empower everyone to create apps to solve business challenges

Power Apps

- Use Power Apps to rapidly create web and mobile front ends using a drag and drop UI.
- Build once and deploy apps in one click across iOS, Android, Windows, and Web.
- Customize every detail of an app to optimize for specific tasks, roles, and industries.
- Enable pro developers to create re-usable components to share with citizen developers
- Connect to data using pre-built or custom connectors.



Build standalone web and mobile apps, or customize existing apps in Microsoft 365 and Dynamics 365

Connect to all your data with 400+ pre-built connectors and custom connectors

Add AI and intelligence with ease through built-in cognitive services

Provide IT guardrails with enterprise-grade governance and security controls

Pro-developer extensibility enables a “no limits” platform that spans business users to professional developers

Low-code back end with Microsoft Dataverse

Power Apps

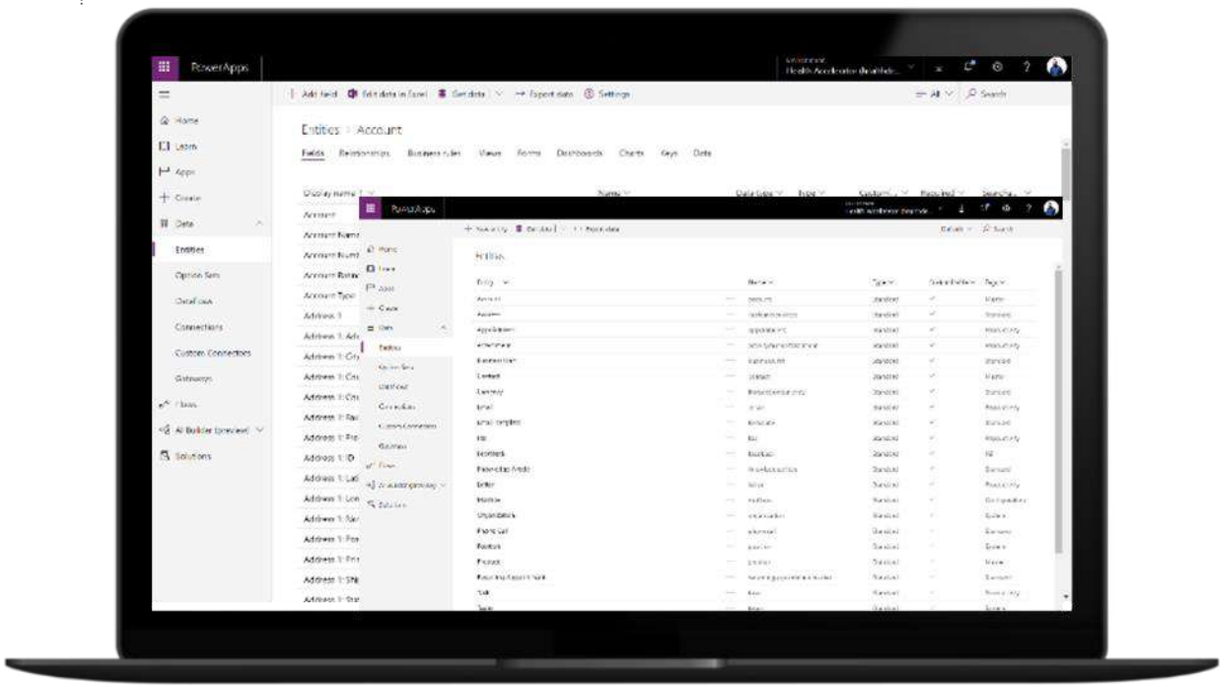
Jumpstart apps using an extensible data model with business logic, security, and integration built in

Enable AI through built-in cognitive services powered by AI Builder and Azure

Extend data and processes to external and anonymous users with Power Apps portals

Support all your data: relational data, file and blob storage, logs, and search indexing

Effortless Dynamics 365, Microsoft 365, and Azure integration as well as powerful integration capabilities



Power Apps Portals

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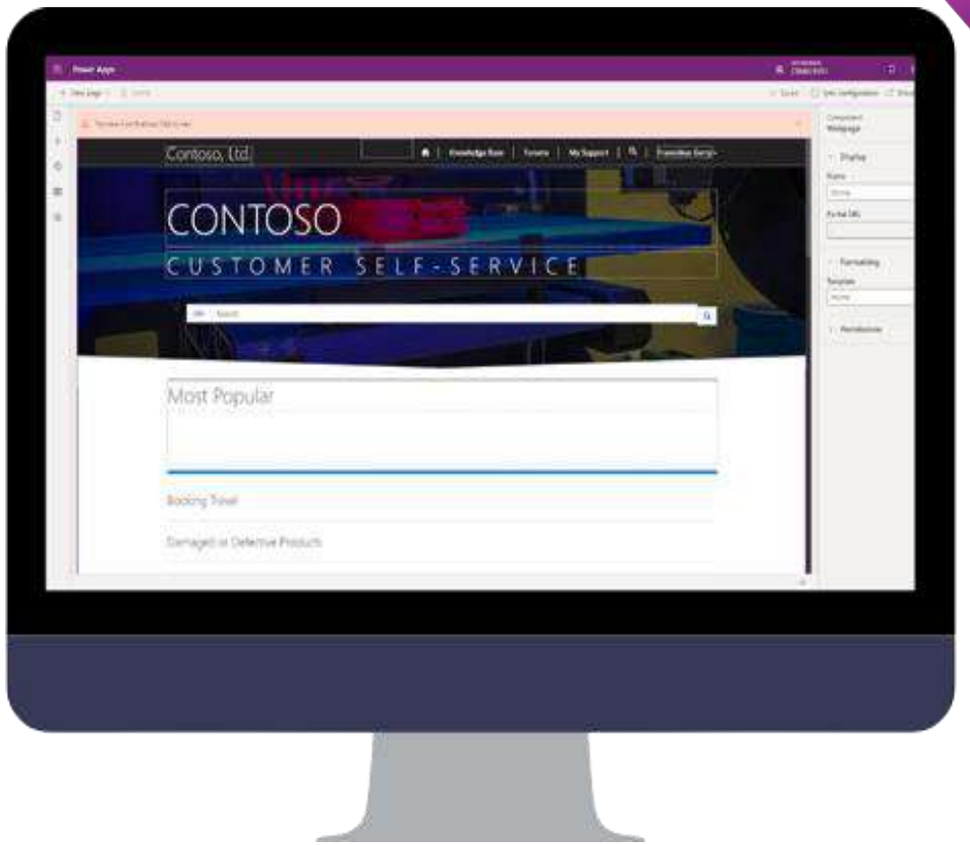
Power Apps

- Enable anyone to build responsive websites by easily matching websites to the look and feel of your branding with customizable portal templates and responsive themes.
- Use the data across the apps that you use to enrich portals with model-driven forms, views, lists, charts, and dashboards for greater value per interaction.
- Engage external customers and partners with portals providing them secure access to your data.



Power Automate

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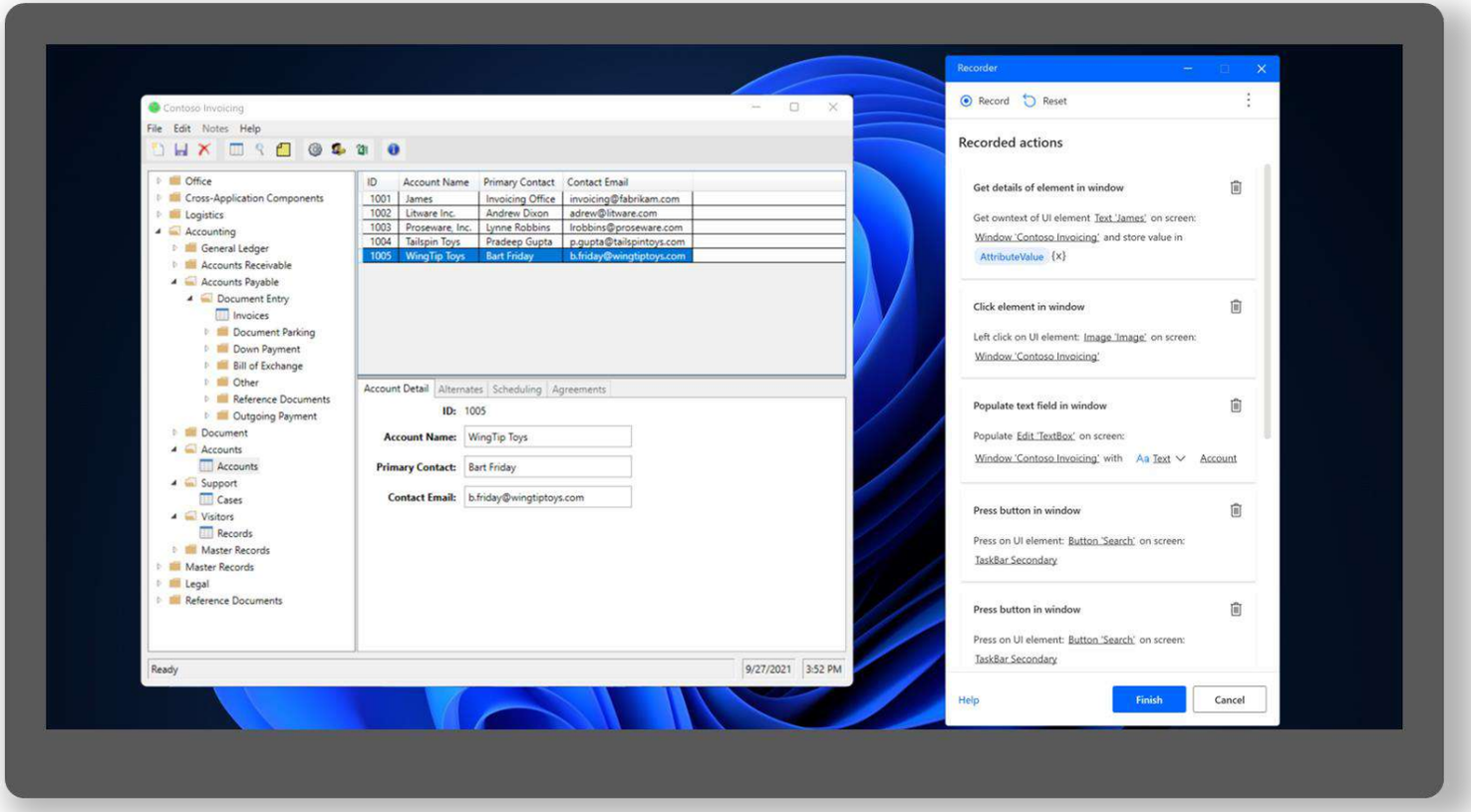
Automated business processes across Power Platform

Power Automate

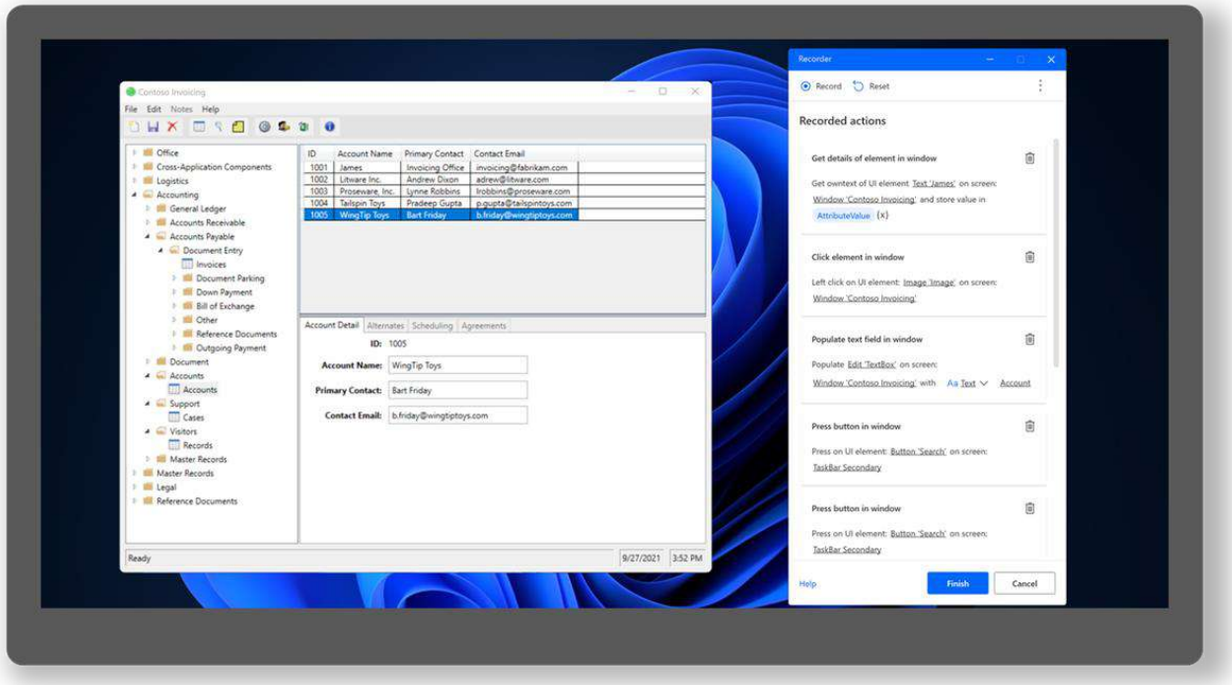
- Expand and improve business processes with integrated RPA workflows.
- Send automatic reminders for past due tasks.
- Move business data between systems on a schedule.
- Create a flow once and enable makers to use it across the Power Platform.
- Extend the automation capabilities in Power Automate to on-premises processes and tasks with Power Automate Desktop.



Easy to use visual designer

Power Automate

Build and **troubleshoot** with simple tools
to **test and debug** automation



- ~400 actions to choose from
- Precise 2-level error handling on actions and blocks
- Target custom UI elements to save time from app updates
- Step by step execution, breakpoints, values viewer for ease of testing

Power Virtual Agents

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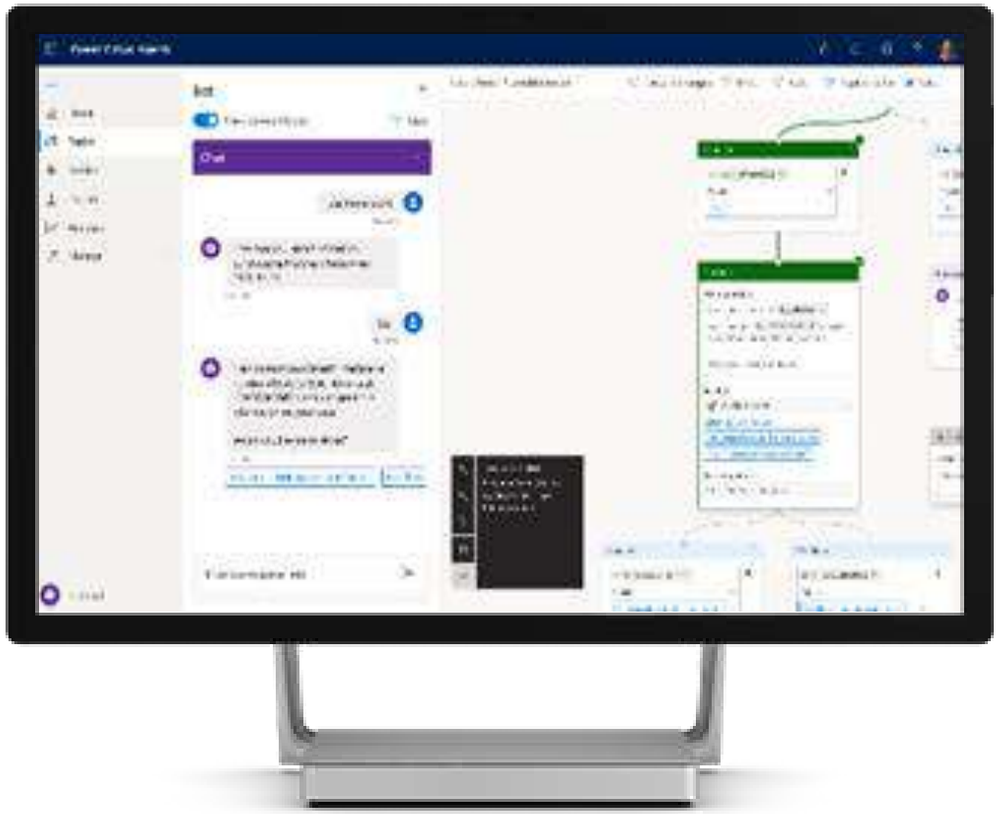
Build intelligent bots for customers and employees in minutes

Power Virtual Agent

- Create and manage powerful chatbots without the need for code or AI expertise.
- Easily integrate your chatbots with the products and services you use every day.
- Look up records, personalize conversations, hand off conversations to live agents, and call APIs.
- Choose from hundreds of prebuilt connectors, build custom workflows using Power Automate, or create complex scenarios with Microsoft Bot Framework.
- Monitor and improve your chatbot's performance using AI and data-driven insights.



Power BI

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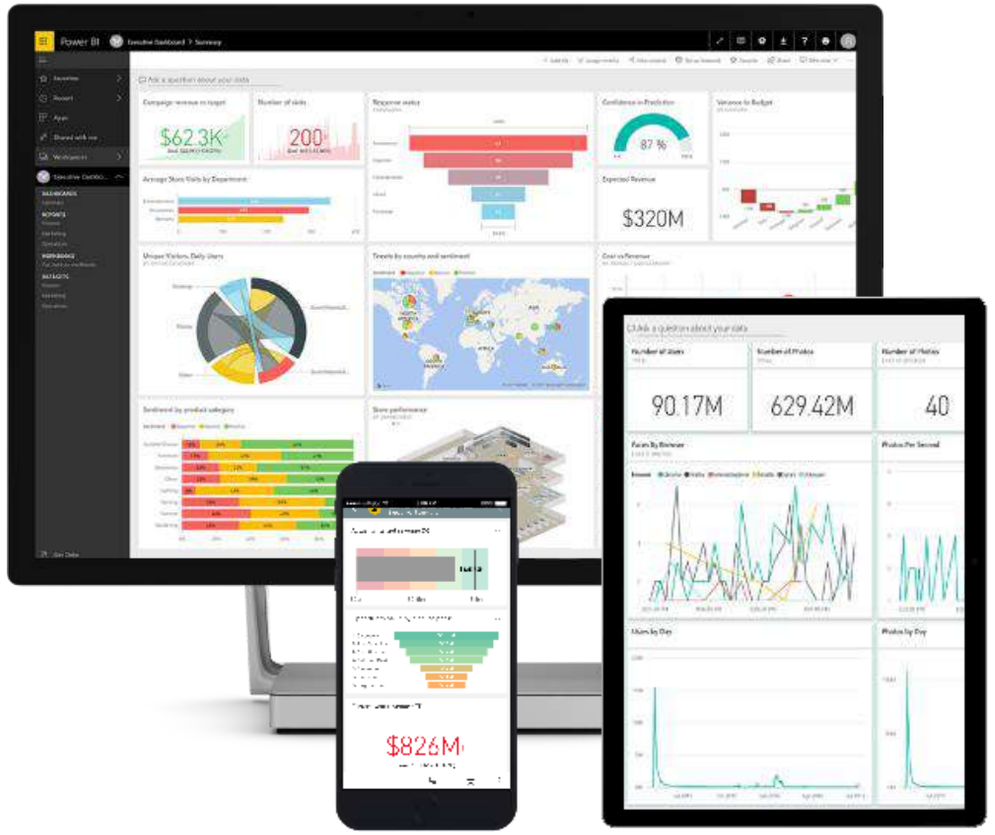
Stay connected with consolidated view of your data across your business through a single pane of glass.

Power BI

Experience any data, anyway, anywhere

- Enable everyone to create real time dashboards & interactive reports using low-code tools and pre-built formats.
- Connect to hundreds of data sources from spreadsheets to on-premises data.
- Produce beautiful reports, then publish them for your organization to consume on the web and across mobile devices.
- Empower your organization with self-service analytics.



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Your Strategic Partner in Digital Transformation

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Thank you

We Appreciate your feedback!