



Choose your fighter: which Dynamics 365 application is right for you?

Every business has a boss battle. What's yours?



SPREADSHEET SLAYER

Dynamics 365
Business Central

If your enemies are:

- Spreadsheet chaos
- Manual finance processes
- Disconnected operations
- Stock and inventory headaches

Business Central is the champion you need to gain control of your finances and operations so you can grow with confidence.

Special abilities include:

- Finance management
- Supply chain visibility
- Purchasing and inventory control
- Operational reporting



REVENUE RANGER

Dynamics 365
Sales

If your enemies are:

- Unreliable forecasts
- Poor pipeline visibility
- Lost opportunities
- Time-consuming admin

Sales is here to help your team win more business, build stronger customer relationships and forecast with confidence.

Special abilities include:

- Pipeline management
- Opportunity tracking
- Sales forecasting
- Activity management



CUSTOMER CHAMPION

Dynamics 365
Customer Service

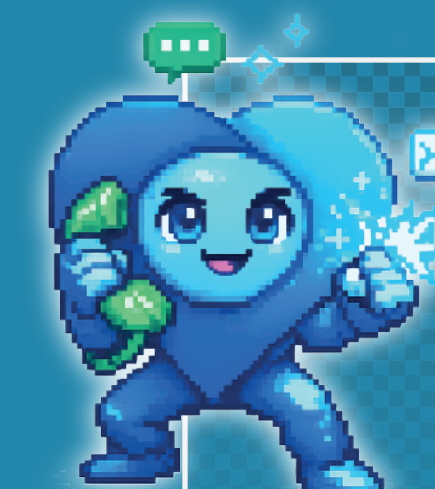
If your enemies are:

- Slow response times
- Case management chaos
- Limited service visibility
- Customer satisfaction that is moving in the wrong direction

Customer Service is what you need to deliver faster, more consistent support that keeps customers happy and loyal.

Special abilities include:

- Case management
- SLA tracking
- Knowledge management
- Customer service analytics



CONVERSATION COMMANDER

Dynamics 365
Contact Centre

If your enemies are:

- Long wait times
- Multiple support systems
- Fragmented customer journeys
- Rising service expectations

Contact Centre is what you need to create seamless customer experiences across every channel from a single platform.

Special abilities include:

- Omnichannel engagement
- AI-powered agent assistance
- Unified agent workspace
- Call and conversation management



FIELD FORCE

Dynamics 365
Field Service

If your enemies are:

- Scheduling headaches
- Missed appointments
- Excessive travel time
- Limited visibility of field work

Field Service is the warrior to keep your engineers productive, your customers informed and your service operation running smoothly.

Special abilities include:

- Intelligent scheduling
- Work order management
- Asset management
- Mobile workforce tools



PROJECT PROTECTOR

Dynamics 365
Project Operations

If your enemies are:

- Resource bottlenecks
- Project overruns
- Margin uncertainty
- Inaccurate time tracking

Project Operations will help to deliver projects more profitably with greater control over people, budgets and timelines.

Special abilities include:

- Resource planning
- Project management
- Budget tracking
- Time and expense management



INSIGHT ARCHITECT

Dynamics 365
Customer Insights

If your enemies are:

- Siloed customer data
- Generic communications
- Poor audience segmentation
- Marketing that feels more guesswork than science

Customer Insights is the champion you need to turn customer data into actionable insights that improve engagement, retention and growth.

Special abilities include:

- Unified customer profiles
- Audience segmentation
- Customer analytics
- Personalised engagement

UNLOCK COMBO MOVES

Some fighters are powerful alone. Together, they're game changers.

Business Central + Sales

Connect sales and finance to move seamlessly from opportunity to invoice.

Business Central + Customer Service

Give every customer-facing team a complete view of the customer journey.

Customer Service + Field Service

Resolve issues faster by connecting support teams with engineers in the field.

Sales + Customer Insights

Turn customer intelligence into more personalised marketing and more successful selling.

Business Central + Project Operations

Connect project delivery, resources and finances in one place.

The ultimate combo: Business Central + Sales + Customer Service + Customer Insights

Create a connected business where finance, sales, service and marketing work together using the same data, processes and AI-powered insights.

NOT SURE WHICH FIGHTER TO PICK?

Dynamics 365 is designed so you can begin with a single application to fight your biggest challenges and add new capabilities as your business grows.

Whether you're looking to improve finance, sales, customer service, project delivery or customer engagement, we'll help you choose the Dynamics 365 applications that best fit your goals, challenges and growth plans.



Talk to Infinity Group for tailored advice on building your ideal Dynamics 365 team.