How Dynamics 365 addresses manufacturing pains

Manufacturers face challenges that drain profit and reduce productivity. If these issues sound familiar, you're not alone — and Dynamics 365 has a clear answer for each one.

We can't see what's really happening on the shop floor.

Teams are relying on spreadsheets, whiteboards or walking the floor to understand what's running, what's delayed and where work is stuck.

How Dynamics 365 fixes it:

- **Supply Chain Management** captures real time machine and operator data.
- **Business Central Production Orders** track progress end to end.
- **Power BI** turns all that data into clear dashboards.

The benefit:
Track WIP, delays and throughput in real time — no more guesswork.

Planning is always a step behind demand.

Material shortages, inaccurate forecasts and constant changes mean the plan is never stable.

How Dynamics 365 fixes it:

- **Business Central MRP** and **Demand Forecasting** automatically calculate what to make, buy and stock.
- **Supply Chain Management** keeps production, materials and supply aligned.
- Both systems show clear **machine and labour capacity** so planners don't overload the schedule.

The benefit:
Plans stay accurate, changeovers reduce and you consistently hit delivery dates.

Quality escapes and rework are killing margins.

Quality issues aren't caught early enough, NCRs sit in inboxes and rework costs climb.

How Dynamics 365 fixes it:

- **Supply Chain Management** enforces digital in process checks.
- **Power Apps** handle NCR capture, approvals and corrective actions.
- Full **lot and serial traceability** links issues back to components, batches or suppliers instantly.

The benefit:
Fewer escapes, quicker fixes and higher first pass yield.

Unplanned downtime hits at the worst time.

Machines fail unexpectedly, forcing production to halt.

How Dynamics 365 fixes it:

- **Asset Management** monitors asset performance and maintenance history.
- **IoT sensors** send real time data into the system.
- When something looks likely to fail, **Field Service** automatically creates a work order and schedules a technician.

The benefit:
You fix issues before they cause downtime, not after.

Service is revenue, but field teams are disconnected.

Engineers arrive on-site without the right information or parts, and service history is scattered.

How Dynamics 365 fixes it:

- **Field Service** gives engineers everything they need: asset history, warranties, SLAs, parts lists.
- **Remote Assist** enables experts to support engineers via video without a site visit.
- Work orders, parts consumption and invoicing flow automatically into **Business Central.**

The benefit:
More first time fixes, less travel time, happier customers.

Costs aren't clear until month end.

You only find out margins after finance closes the books.

How Dynamics 365 fixes it:

- **Business Central** tracks actual labour, material and overhead costs live as production happens.
- Real time WIP and cost roll ups show **true margin by product**, whenever you need it.

The benefit:
Instant visibility of true costs, not weeks later.

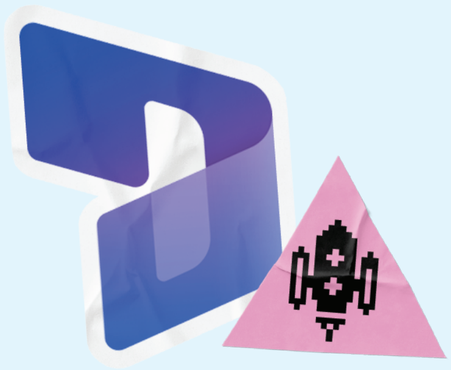
Data is everywhere; people can't find answers.

Information is scattered across email, shared drives, paper forms and individual brains.

How Dynamics 365 + Copilot fix it:

- **Copilot** lets employees ask natural questions ("Show me yesterday's scrap logs").
- It searches SOPs, maintenance notes, quality documents and internal data instantly.
- **Power Apps** make critical info accessible on mobile, tablet, or desktop.

The benefit:
Faster decisions - whether you're on the line, in the office or in the field.



Ready to modernise your manufacturing operations?

Get in touch and we'll show you how Dynamics 365 can work for your factory.

Get in touch