Microsoft Dynamics Business Solutions

New Era of Business Productivity for the Dynamic Organization
Move your data to the cloud

Azure
What is happening with cloud technology?

The cloud is transforming how businesses consume IT

Consumption-based resources and services can scale up or down

Scale used to be cost-prohibitive to small businesses

SMBs can reduce costs by 50% by moving data to the cloud
<table>
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<tr>
<th>Need to increase data capacity</th>
<th>Need to ensure compliance with government and industry regulations</th>
<th>Need to secure data in the cloud and at all access points</th>
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<tbody>
<tr>
<td>Need to reduce costs</td>
<td>Need to ensure data availability and infrastructure reliability</td>
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What is Azure?

Data back-up  Disaster recovery  Security
Data Back-up

Capacity
Manage data growth while lowering deployment and management costs.

Backup and data archive
Improve productivity by spending less time managing and maintaining on-premises backup storage infrastructure and software.

Compliance
Take advantage of policies designed to meet your business or regulatory compliance requirements.
Disaster Recovery

Protect IT systems
Achieve low recovery point objective (RPO) and recovery time objective (RTO) targets for every major system in your organization, simply and cost-effectively.

Unify data management, security, and protection
Help secure your data with industry-leading protection offered by encryption features.

Ensure apps work
Fail over apps with automated recovery plans in a matter of hours instead of weeks or months.

Test at any time
Test business continuity plans, or run dev-test copies of production workloads in Azure.
Security

**Secure on-premises and cloud workloads**
Get a unified view of security across on-premises and cloud workloads.

**Remediate vulnerabilities**
Use actionable security recommendations to remediate issues before they can be exploited.

**Minimize threat exposure**
Enable adaptive threat protections to reduce exposure to attacks.

**Respond to attacks**
Monitor networks, machines, and cloud services for incoming attacks and post-breach activity.
Dynamics 365 for Energy
**Dynamics 365 for Energy** is Data Communication’s 360° software solution for the Electricity and Gas industries. Based on Dynamics 365 platform, Dynamics 365 for Energy incorporates innovative features and specialized functionality to fully meet the Sales, Marketing & Service needs of energy companies, whether they are energy suppliers or network administrators. At the same time, Dynamics 365 for Energy is a fully customizable solution offering unlimited flexibility and adaptability.

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<tr>
<th>Challenges</th>
<th>Ideal Solution</th>
<th>Desired Outcomes</th>
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<tbody>
<tr>
<td>• Lack of flexibility in adapting constant business changes</td>
<td>• Flexible deployment</td>
<td>• Efficient business management, as dictated by Greek legislation</td>
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<tr>
<td>• Time-consuming and costly consulting services</td>
<td>• In alignment with Best international as well as Greek Business Practices</td>
<td>• Extensive management &amp; reporting capabilities for energy market</td>
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<tr>
<td>• Time consuming integration with 3rd party systems</td>
<td>• Native integration with Microsoft Dynamics NAV and Dynamics 365 CRM platforms</td>
<td>• Practical data-driven decision making and accelerating the decision-making cycle</td>
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<tr>
<td>• Lack of 360° consumer view in the energy market</td>
<td>• Centralized customer view from different business units (such as Electricity and Gas)</td>
<td>• Operating costs’ reduction</td>
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<tr>
<td>• Incorporation with existing Microsoft solutions</td>
<td></td>
<td>• Quick adaption to changes to a multi participant market</td>
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**Dynamics 365 for Energy** combines the innovative features of an internationally leading CRM, NAV solution along with rich functionality necessary to meet the best practices of Energy market.

### 360° customer view
- Personalized service processes
- Faster and efficient customer service

### Decision Making
- Practical data-driven decision making
- Acceleration of the business decision-making cycle

### Business Agility
- Scale as needed and changes on demand
- Adding a new user or branching out your business regionally “On The Fly”

### Reporting
- Automated sales’ cycle
- High reliability of financial statements
- Improved accuracy of financial forecasts

Data Communication fully meets the **Sales, Marketing and Service** needs of the Energy industry
Dynamics 365 for Energy is an innovative CRM and NAV solution leveraging Microsoft Azure Services for energy enterprises. It provides all the functionality as well as the tools necessary for efficient Business Management and fulfils the Sales, Marketing and Service needs of Energy Suppliers / Network Administrators. Microsoft Power BI natively incorporates with CRM, NAV and other Microsoft stack.

Upgraded service experience, faster service delivery at sales points, quick adaption to energy sector business changes in international and Greek market and Marketing Automation and Social Media Listening make Dynamics 365 for Energy the most suitable CRM and ERP solution for Electricity and Gas industry.

Solution Alignment

GDPR compliance
- Data Management
- Data integrity
- Compliance with complex regulations
- Appliance no matter where you are located

Microsoft Power BI
- Connection to hundreds of data sources, in and outside of Microsoft stack
- Drive ad hoc analysis
- personalized dashboards with a unique, 360-degree view of the energy industry

Microsoft Biztalk
- Digital integration via Biztalk Server interface with third party systems (portal, AJPS soft billing, Loyalty Awards program, external partner network etc)
- Integration with back office systems
- Seamless connection
Customer Success Story

Dynamics 365 for Energy

ZeniΘ, the top energy provider (natural gas & electricity) in the Greek market, has fully exploited the capabilities of Dynamics 365 for Energy as the comprehensive business information solution for the energy industry and as the main support tool for Sales, Marketing and Service needs of the company.

Due to its strategic decision to enter the energy supply industry, ZeniΘ has sought a modern, advanced 360° software system that:

- Covers both its activities, the supply of energy and natural gas, in a single system
- Achieves business process optimization & further automation
- Brings integrated Sales, Service & Marketing Management
- Provides extensive management reporting & data analysis capabilities
- Project delivered in 2017 (tight time framework)
- Utilizes state-of-the-art technologies
- Connects with 3rd party systems

Win Results

- Utilization of international Best Practices & implementation of Greek Best Practices offered by Microsoft Dynamics NAV & Dynamics 365
- Direct response & quick adaptation to new market challenges
- Automation of the entire sales cycle
- Premier financial & commercial management
- Enhanced productivity & reduced operating costs
- Organized external partners’ network
- Targeted Marketing Activities
- Improved data analysis process, more informed decision making
- Personalized and upgraded customer and consumer service processes
- Increased customer satisfaction
- Information availability on any device
- Easy and friendly Microsoft Office environment
- Safety and high reliability
- Gold award in the Greek Technology Institution, “IMPACT BITE Awards”, in 2018
Implementation

Methodology
SureStep® Methodology

Minimize Cost, Risk & Time

Maximize Your Microsoft Dynamics R.O.I.
DATA COMMUNICATION

MAIN IMPLEMENTATION STEPS

**DIAGNOSTIC**
- Record As Is Situations
- Define project Goals and expectations

**ANALYSIS**
- Analysis requirements and deliverables definition
- Functional Requirements Document (FRD)

**DESIGN**
- Design Solution Architecture and define system components - modules

**DEPLOYMENT**
- Installation, User Training
- User Acceptance Tests & Fine Tuning - Final Migration (Phase 2)
- Go-Live

**UPGRADE**
- New Version Upgrades

**DEPLOYMENT**
- Migration (Phase 1)
- System parameterization
- System Development
- Possible Interfaces and Add-ons

**OPERATION**
- Day to Day Support
- First & Second Level
Data Communication
Support options
Data Communication Support Services

- Dynamic Services prepaid Support Plan
  (1st and 2nd Level Support)

- Service Level Agreement
Collaboration Benefits
The Added Value

Certifications
- Microsoft GOLD Partner (ERP, CRM)
- CFMD for InnovEra
- SureStep® Certification
- ISO9001 (Software Dev/nt)

Strong Experience
- >200 ERP & CRM Projects
- Complicated Environments
- Medium - Huge Accounts
- Long Term Relationships

Multi Award winner
- Product Quality (Energy & Pharma CRM Accelerators)
- Service Quality
- Business Excellence
- Working environment

High Professionalism
- Microsoft Certified Prof/nals
- Highly educated
- High Experienced
- High Loyalty

Software House since 1987
Microsoft ERP & CRM Partner Since 2004

Strong & Continuous BOARD COMMITMENT
Distinctions and Awards

Microsoft Partner

Gold Enterprise Resource Planning
Gold Cloud Platform
Silver Cloud Customer Relationship Management
Silver Cloud Business Applications
Silver Small and Midmarket Cloud Solutions

Great Place To Work

Best Workplaces

2010 Microsoft Dynamics
ISV of the Year Finalist
Central and Eastern Europe
Dynamics 365 for Energy

Data Communication’s award-winning solution now in the cloud!
Certified for Microsoft Dynamics 2018

Microsoft Dynamics NAV - InnovEra

Is awarded for the 4\textsuperscript{th} time

Microsoft’s highest accreditation

for Microsoft Dynamics NAV 2018 release