Microsoft Dynamics 365

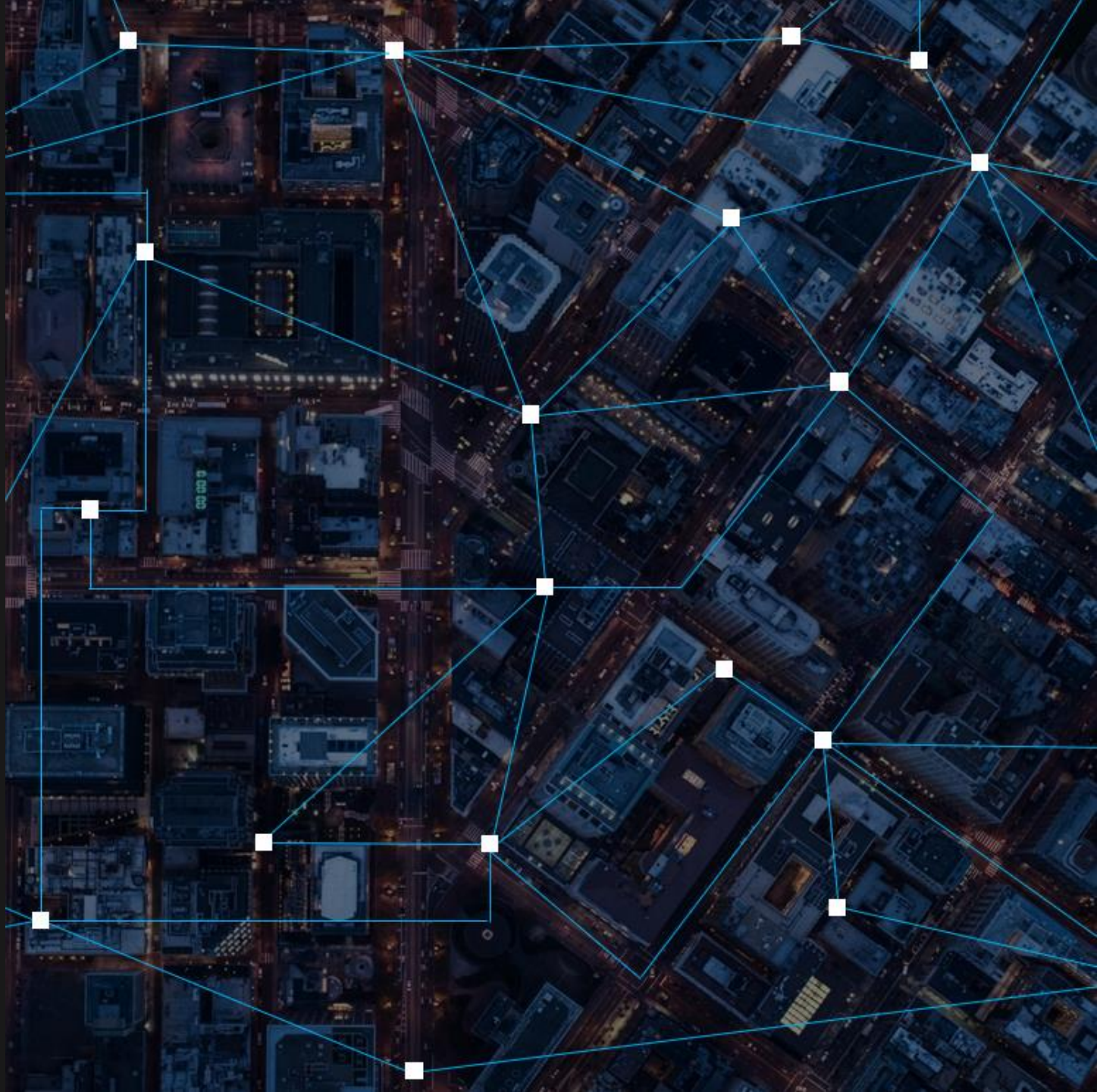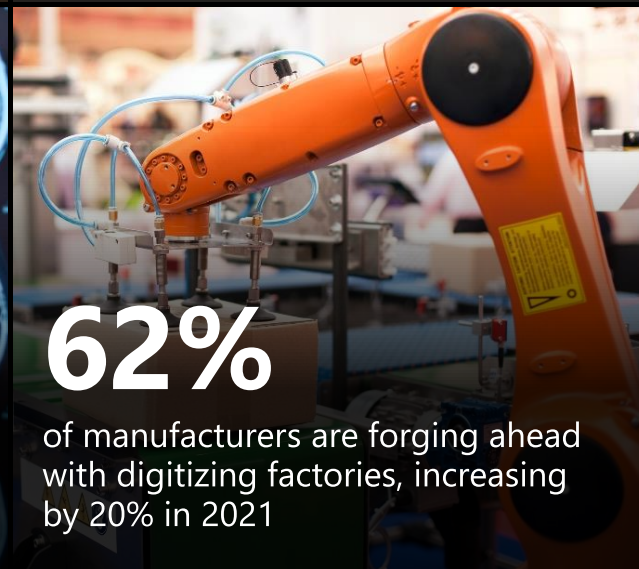# Come Microsoft abilita la trasformazione digitale

Giusy Daniele
Direttore Business Applications
Microsoft

Industries in transition

35M
expected annual growth of K-12 device market

76%
of financial institutions say improving the customer experience is a top goal

96.7M
federal hours annually can be saved with AI and automation

25%
of customers will switch telco providers after one bad experience

90%
of healthcare data is currently unstructured and inaccessible for data-driven decisions

62%
of manufacturers are forging ahead with digitizing factories, increasing by 20% in 2021

86%
of consumers would switch vehicles to get some form of an advanced driver-assistance system

85%
of consumers have increased curbside pickup frequency

CURBSIDE SERVICE
PICK UP HERE

In every industry, three things matter

Faster time to value

Increased agility

Reduction of costs

Business Applications: l'opportunità di mercato

Gli analisti proiettano stime di crescita del 18% nel comparto per i prossimi 3 anni.

«Il 70% di workload e dati risiederanno nel Public Cloud entro i prossimi 12 mesi»

Fonte: Flexera 2020 State of the Cloud Report

La sfida principale o l'opportunità principale per qualsiasi organizzazione è quella di essere in grado di convertire i **dati in azioni intelligenti**.

In effetti, la core intellectual property di qualsiasi azienda in futuro - la core currency di qualsiasi azienda in futuro - sono i loro dati.
E il modo per trarne vantaggio è convertirli in intelligenza e azioni intelligenti... vuoi essere in grado di prevedere le cose che potrebbero accadere per arrivare a fare automaticamente le cose in seguito alle tue previsioni. "
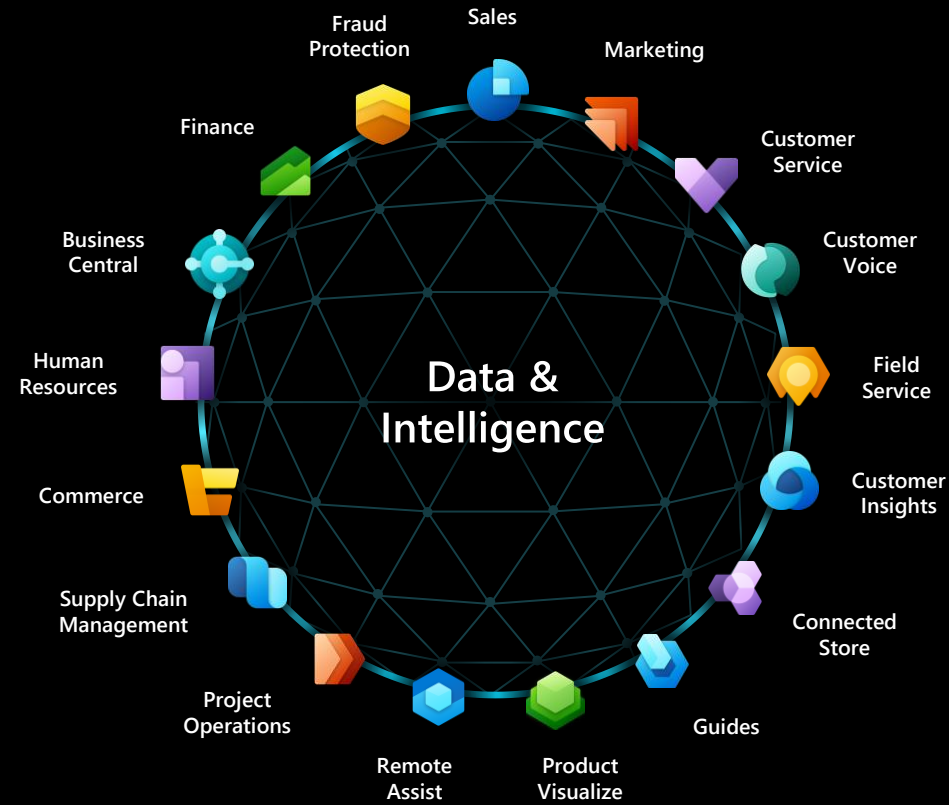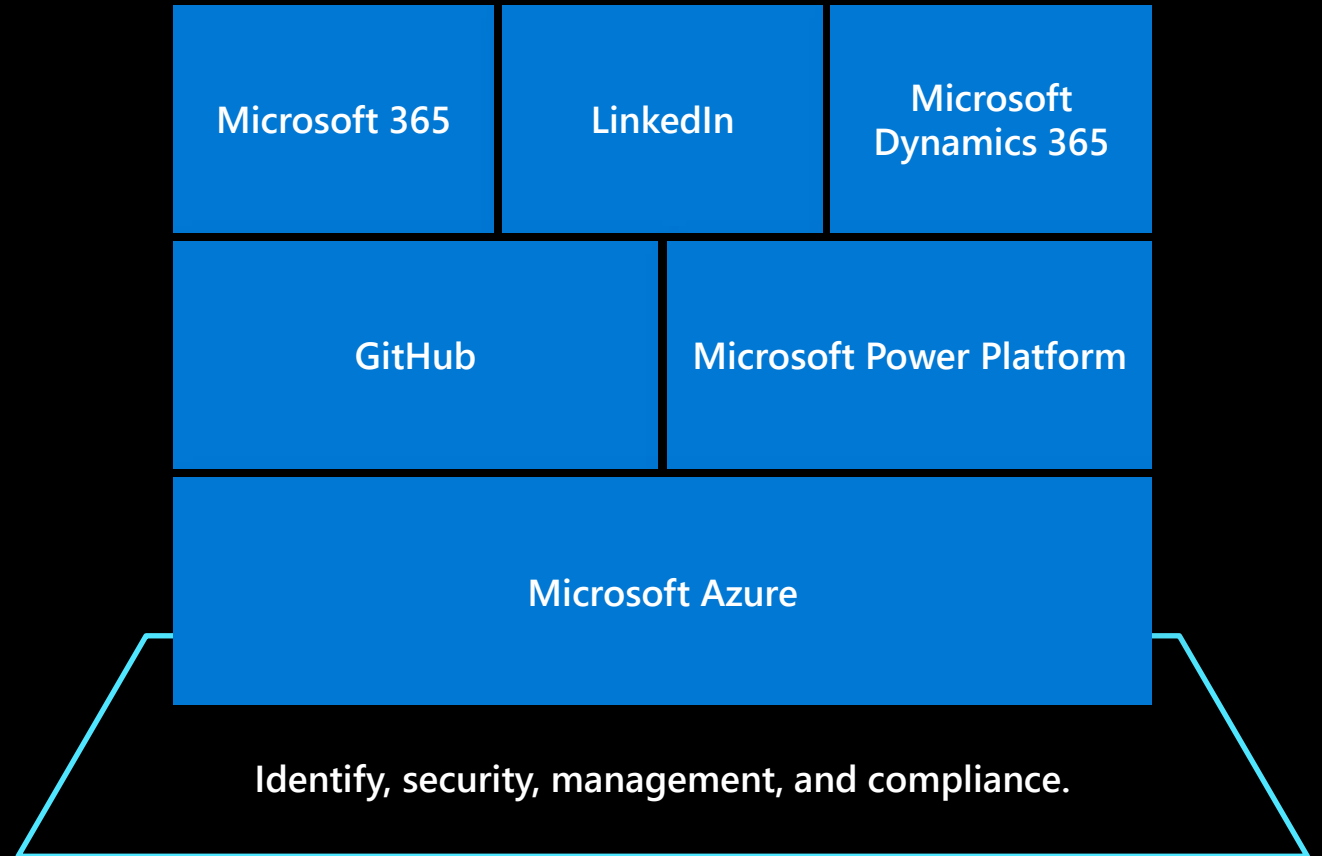
Satya Nadella
CEO, Microsoft

Digital feedback loop

Engage customers

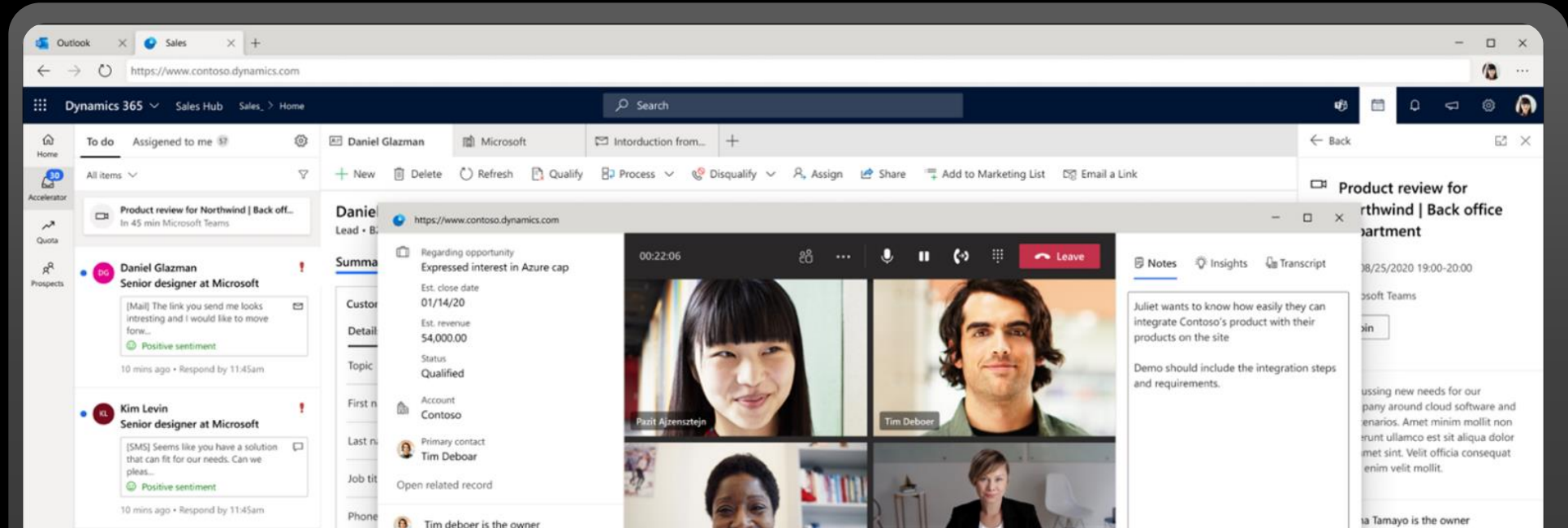**Empower people**

Data & Intelligence

Optimize operations

Transform products

Microsoft Business Applications

Why Microsoft

Create impact faster
Break through barriers
Adapt to anything
Innovate everywhere

Microsoft 365	LinkedIn	Microsoft Dynamics 365

GitHub	Microsoft Power Platform

Microsoft Azure

Identify, security, management, and compliance.

Dynamics 365 + Microsoft Teams
Better together

Be more productive

Reduce context-switching
Separate signal from noise

Work better together

Unify experiences with personalized workspaces
Break down organizational barriers

Strengthen customer relationships

Spend more time with customers
Turn event attendees into fans

Latest Innovation of Microsoft Digital Transformation Platform

Deep commitment to **Microsoft Cloud for Industry Solutions**

Gain a new perspective with Dynamics 365 **Connected Spaces**

Mitigate disruptions with Dynamics 365 **Supply Chain Insights**

Increased collaboration and productivity with **Context IQ & Voice Channel**

Customer Insights: AI led B2B marketing & **New Consent Management**

Collaboration to the next level in **Mixed Reality**

Data & Intelligence

Sales
Fraud Protection
Marketing
Finance
Customer Service
Business Central
Customer Voice
Human Resources
Field Service
Commerce
Customer Insights
Supply Chain Management
Connected Store
Project Operations
Guides
Remote Assist
Product Visualize

Build a resilient supply chain

Predict disruptions and respond fast with an agile and digital supply chain. Create connected factories, improve asset performance and adapt quickly to changing business models.

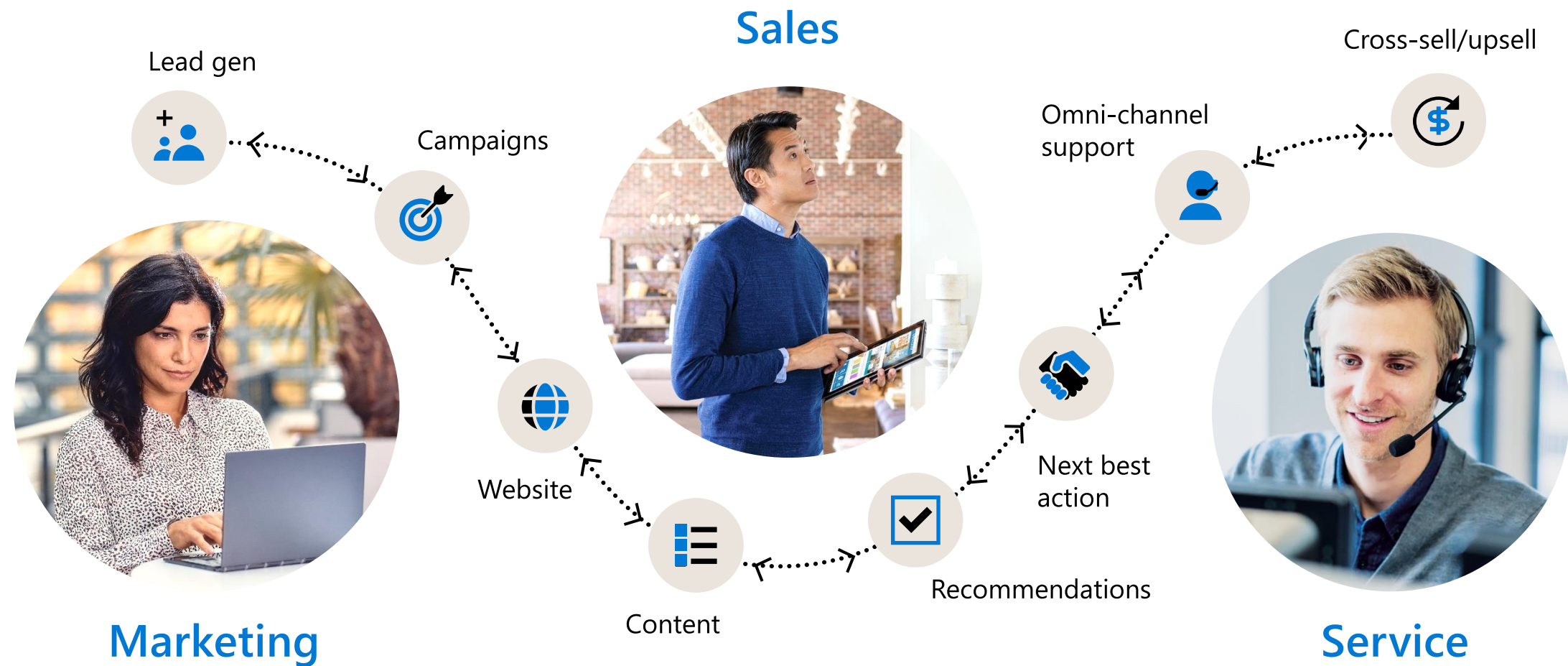| 1	2	3	4
Maximize asset performance	**Innovate with intelligent manufacturing operations**	**Turn order fulfillment into a competitive advantage**	**Enhance visibility and mitigate risk**

Unlock data and intelligence

Power end-to-end customer experiences

Marketing

Sales

Service

Lead gen

Campaigns

Website

Content

Recommendations

Next best action

Omni-channel support

Cross-sell/upsell

Thank you