![Microsoft]

# DYNAMICS 365 & POWER PLATFORM

Brings your business to a higher level

# MICROSOFT ONE CLOUD

## Switzerland Data Centres

**Microsoft continues investing in cloud services to deliver powerful integrated experiences across Azure, Dynamics 365 and Microsoft 365. Only Microsoft offers this broad set of cloud capabilities to enable customers and partners in the areas of CRM, ERP, modern workplace, Data, AI and infrastructure. Dynamics 365 and the Power Platform are also available out of the Microsoft Cloud in Switzerland.**

To be successful in the future, organizations need the capability to digitally connect every facet of their business, from their customers to their employees, their operations to products and across organizations.

The Microsoft cloud is designed to address that need. It consists of Microsoft 365, Dynamics 365, LinkedIn, GitHub, and Microsoft Azure brought together with the Power Platform—to help customers break through these friction points on their digital transformation journey. It is a comprehensive offering of connected industry-leading clouds – built to enable your organization's **digital feedback loop by design.**

The holistic offering spans application infrastructure, data & AI, developer tools and services, security & compliance, business process, productivity, and collaboration. It is the interconnected nature of a cohesive platform and its experiences which enables customers to achieve the key outcomes that make up their organization's digital feedback loop:
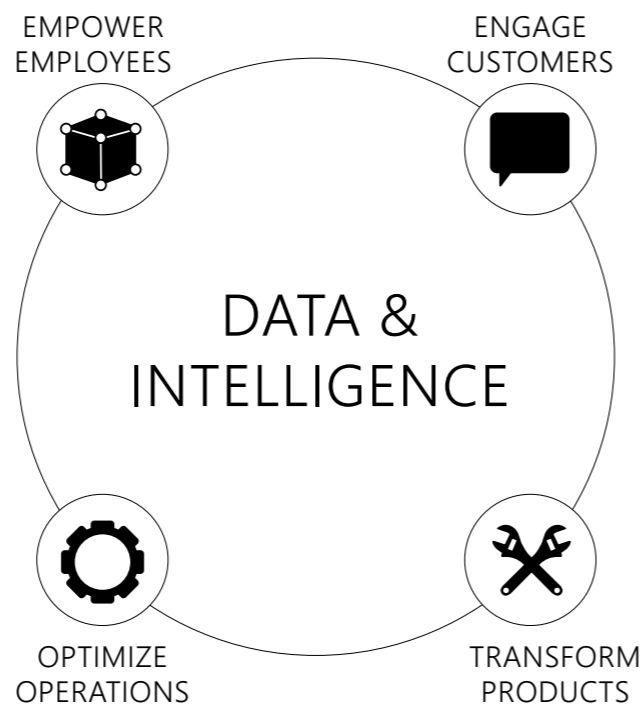
• Empowering employees with connected collaboration
• Engaging customers with connected experiences
• Transforming products with connected innovation
• Optimizing operations with connected insights

| MICROSOFT 365 | LINKEDIN | MICROSOFT DYNAMICS 365 |
|---|---|---|
| GITHUB | MICROSOFT POWER PLATFORM | |
| MICROSOFT AZURE | | |
| Identity, security, management, and compliance | | |

# DIGITAL FEEDBACK LOOP – DATA AT THE HEART OF DIGITAL TRANSFORMATION

Organizations can innovate to engage customers, empower employees, optimize operations and transform products. With data and intelligence at the core, establishing a digital feedback loop is how organizations can transform, become resilient, and unlock new value for their customers.

**The local cloud offering enables Swiss data residency to meet compliance and regulatory needs. In addition, lower latency supports data-intense scenarios due to a nearby deployment of data and applications.**

EMPOWER EMPLOYEES

ENGAGE CUSTOMERS

DATA & INTELLIGENCE

OPTIMIZE OPERATIONS

TRANSFORM PRODUCTS

# DYNAMICS 365 & POWER PLATFORM

## Available in the Swiss Data Centers

**Meet today's challenges by bringing your customers and business together with the next generation of CRM and ERP applications, together with a platform to build agile business processes and to generate valuable insights.**

### WHAT IS DYNAMICS 365

Dynamics 365 is a set of intelligent business applications that helps you run your entire business and deliver greater results through predictive, AI-driven insights. Choose one, some, or all: Dynamics 365 applications work seamlessly together for a comprehensive solution that runs your entire business – including sales, marketing, service, operations, and commerce. You'll get a 360-degree view of your organization to uncover the real-time data insights that bring better results.

Microsoft Dynamics 365

### WHAT IS POWER PLATFORM

The Microsoft Power Platform is more than the sum of its parts. Connect them together – and to Office 365, Dynamics 365, Azure, and hundreds of other apps – and build end-to-end business solutions. All parts work together to meet challenges effectively: analyze data, build solutions, automate processes, and create virtual agents (chat bots). Microsoft Power Platform gives everyone the ability to create solutions that accelerate business.

Microsoft Power Platform

# THE WORLD'S CONNECTED BUSINESS CLOUD

### SALES AND MARKETING

**Turn prospects into engaged customers:**
• Nurture more sales-ready leads
• Personalize buyer experiences
• Build customer relationships at scale

Dynamics 365 Sales
Dynamics 365 Marketing
Dynamics 365 Customer Insights
Dynamics 365 Sales Insights
Dynamics 365 Customer Voice
Dynamics 365 Product Visualize

### SERVICE

**Exceed your customers' expectations & Resolve service issues before they occur**
• Empower your agents to take the right action
• Personalize customer interactions across channels
• Deliver timely, proactive field service
• Detect service issues remotely with IoT

Dynamics 365 Customer Service
Dynamics 365 Field Service
Dynamics 365 Customer Service  Insights
Dynamics 365 Customer Voice
Dynamics 365 Remote Assist
Dynamics 365 Guides

### FINANCE & OPERATIONS

**Accelerate your business growth**
• Elevate your financial performance
• Bring processes together to streamline operations
• Help your employees succeed

Dynamics 365 Finance
Dynamics 365 Supply Chain Management
Dynamics 365 Human Resources
Dynamics 365 Business Central
Dynamics 365 Project Operations
Dynamics 365 Finance Insights
Dynamics 365 Fraud Protection
Dynamics 365 Guides

### COMMERCE

**Exceed your customers' expectations & Resolve service issues before they occur**
• Empower your agents to take the right action
• Personalize customer interactions across channels
• Deliver timely, proactive field service
• Detect service issues remotely with IoT

Dynamics 365 Commerce
Dynamics 365 Fraud Protection
Dynamics 365 Customer Insights
Dynamics 365 Connected Store

| POWER PLATFORM | POWER BI | POWER APPS | POWER AUTOMATE | POWER VIRTUAL AGENTS |
|---|---|---|---|---|

# RESOURCES



AVAILABILITY OF D365 WORKLOADS IN THE SWISS DATA CENTRES

Explore product availability by geography



SWISS DATA CENTERS

Consisting of two regions Switzerland North, in the greater area of Zurich, and Switzerland West, in the greater area of Geneva. Meeting highest security and data privacy demands, in line with the global Microsoft cloud trust principles.



YOUR CONTACTS AT MICROSOFT

Customers: Contact your Account Team Partners:
- Managed Partners:
  Contact your local Partner Development Manager (PDM)
- Unmanaged Partners: please
  contact **partch@microsoft.com**

# FAQ'S

**Q: Is there a pricing difference for hosting D365 in the Swiss Data Centres?**

A: In contrast to Azure, there is no price uplift for Dynamics 365 and Power Platform deployed in Swiss DCs.

**Q: Is there a Dynamics and Power Platform Tenant Migration program to Swiss DCs?**

A: There is no move program similar to M365. A migration can be requested through support. Depending on client extensions and custom plug-ins, there might be migration efforts required by the partner and/or client. This needs to be addressed on a case-by-case basis due to the individual nature of such deployments. Migrations might not apply to every service.

# USEFUL D365 <u>PARTNER</u> RESOURCES

## <u>DIGITAL FEEDBACK LOOP</u>
- Data at the heart of digital transformation

## <u>TRAINING GALLERY</u>
- Training, resources and events to grow your business with Microsoft

## <u>PARTNER NETWORK FOR BUSINESS APPLICATIONS</u>
- Empower your customers to unlock growth in their businesses with Dynamics 365.

## <u>BECOME A DYNAMICS PARTNER</u>
- Build innovative business apps and services that reach millions of customers by becoming a Microsoft Business Applications partner.

## <u>BUSINESS APPLICATIONS FOR SMALL AND MEDIUM-SIZED BUSINESSES (SMBS)</u>
- Discover Dynamics 365. Here, we've pulled together tools, trainings, and resources with your SMB customers in mind.