

21 Reasons **Millennials** Prefer **Microsoft Dynamics**

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Millennials are quickly taking their place as the driving force in the workplace. In 2020, those born between about 1980 and 2000 are expected to comprise half of the workforce and by 2025, 75% of the global workforce.¹

Having grown up with technology, millennials view the world through a connected, digital lens. They expect technology to simplify tasks and assume instant access to any information they need. So when the organization they work for uses outdated systems that make tasks more cumbersome and data impossible to find, they get frustrated and explore new options.

Millennials know there is a better way to get work done.

In this white paper, we'll look at the unique ways that the ERP and CRM functions in Microsoft Dynamics help millennials (and the organizations they work for) get work done. From mobile support to industry-leading collaboration tools, Dynamics is built for the future. Read on to see how you can tap into the power of the millennial workforce to ensure the future of your organization.

¹ <https://www.inc.com/peter-economy/the-millennial-workplace-of-future-is-almost-here-these-3-things-are-about-to-change-big-time.html>



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Productivity anywhere

The definition of “workplace” has profoundly changed over the past decade. On-the-go employees want to work when and where they can, staying productive with apps and information they need. Also, your customers expect the employees they engage with to be fully connected no matter where they are. Dynamics unifies data and functions to allow every worker to achieve their full potential anywhere.

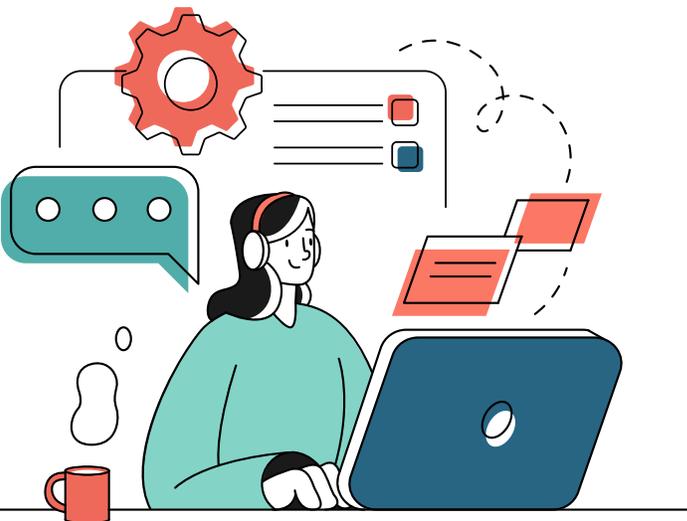
1. Work/life balance for parents. There is no predicting when a child will wake up sick and need to stay home from school. Parents appreciate the flexibility to work from home—and still be productive—when the unexpected happens. Dynamics is fully integrated with familiar Office tools like Outlook, Word, and Excel, so working from home is no less productive than being in the office.

2 Access to current data anywhere. When they meet with a customer over coffee, and the customer asks how many items they ordered last time, millennials expect to look up the information instantly on their phone . With Dynamics, your sales reps can look up previous orders, confirm inventory status before committing to delivery, and place the order, all from their mobile device.

“From our experience, millennials find it convenient to work from home or on the road. It gives them the mobility and flexibility they enjoy. Microsoft Dynamics ERP and CRM products also integrate very easily with other Microsoft products so they don’t have to learn new applications. This also helps to increase millennial user adoption and engagement.”

- [Express Information Systems](#)

3. Productive travel time. For seasoned travelers, time at the airport is time to catch up. With centralized access to sales, projects, marketing and more, traveling employees can stay engaged no matter where they are. A consistent and secure experience on a desktop, laptop, tablet, or phone allows traveling workers to complete all of their tasks efficiently so they can spend more time building profitable relationships with clients and more time at home with their families.



Integration and automation

Millennials are accustomed to using personalized applications to simplify every aspect of their lives. From shopping to banking, when they need to get something done, they click on an app. Employees get very frustrated when they have to work through cumbersome processes that require switching back and forth between multiple business applications, email, and document storage. Dynamics brings together financials, sales, service, and operations to create a unified platform for workers. And a thriving marketplace of connecting applications, [AppSource](#), extends the personalized experience.

“Stop using human productivity on repetitive tasks like uploading data. It’s time to automate these processes and eliminate the hassles and errors that go along with manual entry. Designing your system in this way can yield enhanced business productivity as well as significant cost savings.”

- [Express Information Systems](#)

4. Single source of action. Dynamics surfaces business tasks like requests for quotes or invoices within Outlook, allowing workers to take immediate action without leaving their inbox. The cross-function with other Microsoft products, including Teams, SharePoint, and Office 365, etc. supports efficient work in programs that people are comfortable using.

5. Breaking down barriers in the organization. Centralized data management allows departments and business units to work as one. Data flowing in, through and out of your business enables everyone in the organization—from sales and marketing teams to production and service groups—to work with one version of the truth.



Integration and automation

6. Providing service with pride. As millennials seek meaning in their work, they want to provide great service to the customers, patients, and clients they interact with. Through connected customer relationship management and back office processes, customer-facing employees have complete information—like order history, schedules, and inventory—so they can answer questions with confidence and provide personalized service.

7. Workflows to simplify work. Today's workers expect tedious manual processes to be automated so they can focus on more important work. Through automated processes, Dynamics manages the most common tasks, such as creating invoices, purchase orders, and production schedules. Workflows automate email notifications to keep orders moving through departments, ensuring prompt approvals, and keeping projects on track.



"An integrated system ensures that you and your employees have accurate information and immediate access to all the customer statistics they need to service and sell to your customers. Customer retention is key to your company's continued success."

- [Express Information Systems](#)



"When your solution is browser-based and mobile-friendly, you can use it anywhere, at any time and on any device. You can give your business the ability to have more productivity and greater security, while supporting growth without increasing your staff."

- [Express Information Systems](#)

Data mastery

Millennials have a different perspective from previous generations on “following your instincts” and making “gut decisions.” They want data, relevant and focused, to provide a firm foundation for decisions. Human interpretation is still critical to good decision making but it should be supported by rich decision-driving data.

The Common Data Model underlying Dynamics provides the foundation to centralize data and deliver consistent information across the organization. Robust visualizations bring focus and perspective to provide the context and relevance that supports informed decisions.

“Merely collecting big data sets without steady and rigorous analysis equates to only half of the effort in driving great decisions. Whether it is improved profitability, the right product offerings, deeper employee productivity, reducing direct or indirect costs or freeing up cash flow, we understand that arming our clients with the ability to turn collected data into real knowledge is the reason and only measure for success.”

- [Express Information Systems](#)

8. Instant answers. Finding the answer to most any question today is just a simple search away. The connected data of Dynamics provides instant visibility into the relevant information each employee needs. No matter where they are working, employees can have a unified view of the financial and customer information to deliver real-time responses to the people they work with—both internally and externally.

9. Personalized, interactive data visualization. Power BI is Microsoft’s powerful business analytics solution and data visualization tool. Power BI delivers real-time insights from Dynamics to provide deep visibility across company-wide operations. Employees can easily connect Excel queries, data models, and reports to Power BI Dashboards to gather, analyze, publish, and share Dynamics business data. Configurable dashboards and multidimensional reports help employees analyze data to meet their own needs and share information clearly and concisely.

“We find the most important tools to be the ones centered around communication. Many of these applications have integrations to your phone so that you can collaborate more easily. Most millennials avoid e-mails and prefer a direct message or an app that allows you to “chat” like Teams.”

- [Express Information Systems](#)

Data mastery

In addition to connecting data from accounting, sales, purchasing, inventory, and customer interactions, Dynamics provides the gateway for the next generation of data management through artificial intelligence (AI) and augmented reality.

10. Artificial intelligence. With Dynamics, employees can take advantage of the latest advances in Microsoft AI. Machine learning models can reveal insights from both structured and unstructured data, including text, and images. Out-of-the-box AI applications in Dynamics can help employees gain new perspectives into their specific jobs, like predicting customer behavior through Sales Insights or interpreting social and web interactions with Marketing Insights.

11. Mixed reality. The emerging field of mixed reality lets employees work with cutting edge technology to visualize, collaborate, and learn. Through multiple out-of-the-box Dynamics mixed reality tools, workers can blend real and virtual worlds to produce visualizations, to share, imagine, understand, and design in real time.



"When everything is synchronized and you have the technology to create logic that migrates data from one application to another so all information is retrieved directly from one source, you are better informed and can make more accurate business decisions."

- [Express Information Systems](#)



"It's easy to turn relationships into revenue with actionable insights, relationship management, productivity tools and performance metrics. You can go beyond sales force automation by bringing digital intelligence into each deal to better predict your customer's needs delivering the personal attention that builds relationships and revenue."

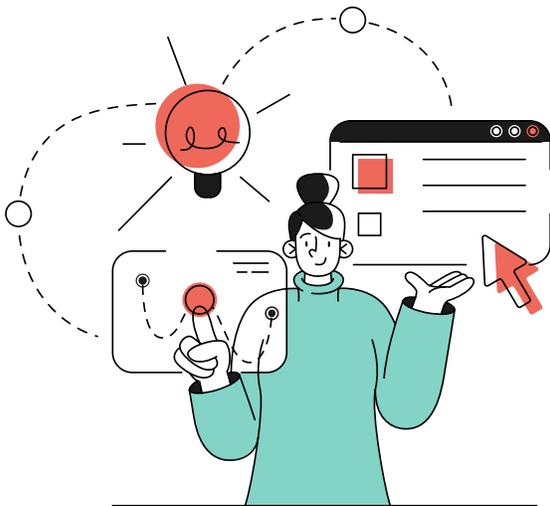
- [Express Information Systems](#)

Collaboration

Extended social networks have shaped the way millennials share ideas, solve problems, and learn new skills. They understand that the organization is stronger through collaboration that crosses departments, business units, and regions. With integrated tools featuring a familiar Office 365 experience, Dynamics supports collaboration across the organization—from marketing and sales through production and service delivery.

“Designed to be personalized, enable greater productivity, deliver deeper insights and adapt to business needs, Dynamics 365 applications work seamlessly together to help businesses accelerate digital transformation to meet the changing needs of customers and capture the new business opportunities of tomorrow.”

- [Express Information Systems](#)



12. Collaborative selling. Working with Microsoft Teams, Dynamics supports a rich coordinated selling approach. CRM information including Accounts, Opportunities, and other key entities is shared to enable strategic conversations. Sharing and coauthoring sales documents allows experts from across the organization to actively participate in sales cycles. With files stored in one central location, the entire team has easy, consistent, and secure access to the latest documents.

13. Effective project collaboration. Microsoft’s modular, multi-channel applications like Dynamics and SharePoint allow project members to work together on all aspects of projects. Dashboards allow team members to monitor budgets, allocate resources, and make effective decisions with real-time insights. Project-related documents in SharePoint enable everyone to do their best work by unifying relationships, processes, and data.

14. Mixed reality collaboration. Dynamics is at the forefront of the new age of collaboration. Remote Assist allows employees a world apart to share a real-time view to engage expert input, get hands-on training, or share visual experiences.

Security

Millennials understand the importance of secure data, applications and documents to protect employees and customers—as well as ensuring the reputation of the organization. As a leader in global security, Microsoft delivers layered security in all applications to allow workers to do their best work anywhere with full confidence.

15. Security anywhere. Through Dynamics' layered approach, physical and virtual security including access control, encryption, and authentication helps protect data on all devices. To ensure that workers have the information they need to accomplish their jobs, role-based security defines access to system data no matter where they are working.

16. Intelligent security. As the risks to data and systems continue to evolve at a frightening pace, modern workers expect systems to be protected by intelligent security. Microsoft applies advanced analytics to compile massive amounts of threat intelligence and security data to provide unparalleled threat protection and detection. Applying knowledge from billions of data points globally, Microsoft diagnoses attacks, reverse engineers techniques, and applies intelligence to continually improve security.

“Every organization faces security risks in the form of hackers, ransomware and human error, plus compliance concerns. Microsoft Dynamics systems in the cloud provide more security, more functionality, and more flexibility to protect your assets and help your organization actively compete in today’s world.”

- [Express Information Systems](#)



17. Protect customer data. Employees today want to be confident that the data they collect from customers is secure and fully protected. Dynamics keeps personal and financial information safe, making it easy to maintain customer loyalty and comply with industry regulations—preventing the disclosure of sensitive information such as financial data, credit card numbers, social security numbers, or health records.

The future

Millennials understand that the digital revolution can and will transform every aspect of organizational operations. Microsoft agrees, weaving leading edge functions—like automated workflows, social engagement, field services, cognitive services, and artificial intelligence—into all of the Dynamics suite of modular solutions. Dynamics is central to Microsoft’s vision to enable every organization to realize the full benefit of digital transformation.

At the forefront of that transformation are the Dynamics partners, working directly with Microsoft in the practical application of emerging technology. Working with forward-thinking clients, Dynamics partners work to architect the solutions that will deliver business value.

“Microsoft Dynamics 365 is a cloud ERP solution that unites Microsoft’s best technology. It is designed to break down the traditional silos in your business processes, helping you to link data across sources and drive intelligent decisions.”

- [Express Information Systems](#)

18. More to explore. With ten core business function modules, from sales through project service automation, Dynamics can bring operational improvements to every part of the organization. Microsoft’s continuing investment in expanding automation, integration, and artificial intelligence provides unlimited opportunities for employees to rethink and improve operations.

19. The promise of AI. Artificial Intelligence is the next frontier of data applications. With data volumes growing beyond the ability of humans to analyze, AI promises to help uncover customer preferences, improve resource management, optimize cashflow, and recommend strategic decisions based on analytics and predictive insights.



The future

20. Re-imagined human resources. Dynamics supports a new approach to attracting, hiring, onboarding, and retaining talented people. Using the power of Office 365 and LinkedIn, Dynamics creates a more secure, intelligent, and connected organization. Managers and employees are empowered to track accomplishments, identify issues, and take immediate actions to optimize results.

21. Unlock potential. With a flexible, unified operational system, Dynamics gears up organizations to take on new opportunities. Predictive financial information identifies future trends and opportunities while collaboration supports the sharing of ideas to address on those opportunities. And the regulatory compliance built into Dynamics reduces the risks when entering new markets.



“Selecting a new ERP or CRM solution is one of the biggest decisions you’ll make for your business. Remember that an equally important decision is the technology partner you choose to guide you through selection, implementation and post-implementation support. The right partner will help you choose the right solution and provide the best ROI. You need to trust the team that will be helping you transform your business operations.”

- [Express Information Systems](#)



“I would recommend Express above anybody else, they have been extremely responsive to all of my needs. I always feel like I have a team behind me and I’m not out there by myself all the time. I’ve worked with a lot of companies and I’ve never been as satisfied as I am with Express Information Systems.”

- [Marina Young, Little Caesar’s](#)

Next steps and resources

At Express Information Systems we understand how important a successful ERP or CRM implementation is for the executive team, the people who will use the system every day, and the company itself.

To achieve the maximum ROI, the first step is to [schedule a Business Process Review and Technical Readiness Assessment](#).

- Document critical business objectives necessary for your organization's success.
- Define existing or potential problems within a particular area as well as solutions.
- Streamline inefficient processes to minimize internal costs.
- Build a competitive advantage through gained efficiencies.
- Minimize potential system costs by reviewing how the system will fit your business.

Express Information Systems is ready to help you, like we've helped hundreds of others, gain greater control of their financials, sales and operations.

Next Steps:

- Download the eBook "[But Really...What is Microsoft Dynamics 365?](#)"
- Review [success stories](#) of companies just like yours.
- Not sure where to begin? [Let's start the conversation](#).

About Express Information Systems

Express Information Systems (EIS) was founded in 1989 with corporate headquarters in San Antonio, Texas. Today we serve more than 300 mid-market clients, helping them to drive their business forward with innovative solutions to their accounting, reporting, HR, payroll, project tracking, as well as distribution and inventory management challenges. Our diverse clientele spans the industries of manufacturing and distribution, healthcare, hospitality, nonprofit, and professional services, with multi-entity/multi-location businesses being our specialty.

We're fully certified and staffed with long-tenured professionals who are experts on all editions of [Microsoft Dynamics 365](#) plus [Microsoft Dynamics GP](#) and [Sage Intacct Cloud Financials](#).

Consider our track record – we would bring our industry-leading performance to your project:

- 30+ years of business and software consulting experience
- 17% average reduction in overtime pay first quarter after implementation
- 100% implementation success rate
- 96% customer retention rate
- 22% faster ERP implementation rate than industry average

What drives our people is serving others, imparting knowledge and delivering on the promise to take the best technical products and wrap them into the deepest touch services possible. Going above and beyond to make that happen is what we call the “Express Heart”.

We believe that helping people get more time back in their day, by working smarter with fewer steps, will make them happier with their work and help their companies thrive in a competitive landscape. We recognize that even the smallest step forward can make a major impact.

Like our name implies, we're in a hurry to get you where you need to be.

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