

# Wondering what Microsoft Dynamics 365 is?

**Read our quick overview.**

# High-level... what is Dynamics 365?

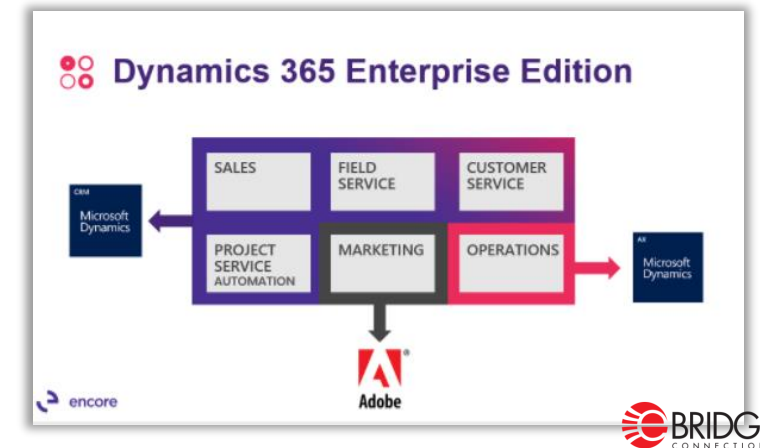
- Dynamics 365 is a cloud-based combination of ERP and CRM
- It was built by Microsoft for maximum flexibility and extensibility
- It is unlikely that Dynamics 365 will fit an organizations' needs perfectly, but Microsoft's vision is that businesses will find the customizations they need on [Microsoft AppSource](#)
- It is built on a common data model which allows for tighter integrations with other apps that have a standardized API
- There are 2 Editions of Dynamics 365:
  1. **Enterprise Edition** and
  2. **Business Edition**

# 1. Dynamics 365, Enterprise Edition

- The “Enterprise” version is a newly developed combination of Microsoft Dynamics AX and Microsoft Dynamics CRM
- Microsoft recommends Dynamics 365, Enterprise Edition for companies with more than 250 employees
- It is the higher-powered of the two offerings

# Dynamics 365, Enterprise Edition, Comes with 6 Modules

1. **Finance & Operations** (Previous core functionality of MS Dynamics AX)
2. **Sales** (Previous core functionality of MS Dynamics CRM)
3. **Marketing** (Through partnership with Adobe)
4. **Customer Service** (A combination of functionality from MS Dynamics CRM, functionality from Parature, and new functionality)
5. **Project Service** (Previously available as an ext for MS Dynamics CRM)
6. **Field Service** (Also previously available as an extension for MS Dynamics CRM).



# Dynamics 365, Enterprise Edition, Additional Modules (you can add them)

- Dynamics 365, Enterprise Edition, has 2 additional modules that can be purchased separately. They are:
  1. **Talent** (This is the HCM module of Dynamics AX)
  2. **Retail** (This is the retail module of Dynamics AX)

## 2. Dynamics 365, Business Edition/Business Central

- The “Business” version of Dynamics 365 is a newly developed combination of Microsoft Dynamics NAV and Microsoft Dynamics CRM
- Microsoft recommends Dynamics 365, Business Edition, for companies with somewhere between 10-250 employees.

# Dynamics 365, Business Edition, Comes with 3 Modules:

1. **Finance & Operations** (Previously MS Dynamics NAV but with manufacturing functionality removed)
2. **Sales** (Previously MS Dynamics CRM, and optimized for SMB customers)
3. **Marketing** (Through partnership with Adobe)

# What's happening with older MS Dynamics products?

- Dynamics CRM and Dynamics AX are combining to become Dynamics 365, Enterprise Edition, and you will likely not hear Microsoft talk about AX or CRM for much longer.
- Microsoft Dynamics GP, NAV, and SL, however, are sticking around. They have a large userbase and do an excellent job of addressing the on-premise market.



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Demo

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