Nye logistikkmoduler

DYNUG 09.11.2022

Espen Stensaas
Martin Olavesen

Dynamics 365 Supply Chain Portfolio

Supply Chain Management

Predict disruptions and respond fast by digitizing your supply chain, enhancing visibility, improving planning agility, and maximizing asset productivity.

Ensure business continuity and achieve operational excellence with agile distribution and manufacturing processes on the cloud and at the edge.

Intelligent Order Management

Intelligently orchestrate fulfillment and automate it with a rules-based system using real-time omnichannel inventory data, AI, and machine learning.

Adapt quickly to meet future order volumes and fulfillment complexities by supporting new order intake, fulfillment, and delivery partners with pre-built connectors.

Supply Chain Insights

Make better supply chain decisions quickly by collaborating and unifying real-time data from third-party data providers, logistics partners, customers, multi-tier suppliers.

Enhance visibility and proactively mitigate risk by generating actionable insights, powered by AI-enriched with external constraints that affect your supply chain.

Challenges faced by organizations

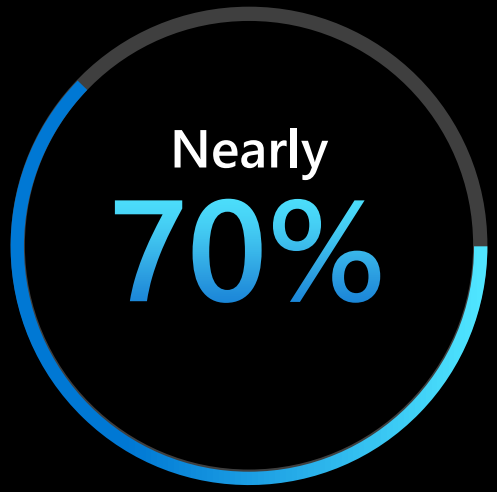
Visibility into multiple tiers of suppliers across the supply chain

Ability to predict capacity bottlenecks and supply disruptions

No standard for exchanging supply chain data with suppliers and other collaborators

Need for real-time reporting from suppliers and external collaborators

Reactive approach to disruptions



# of supply chain leaders have been constantly responding to disruptions since beginning of 2019.

Source: Gartner® Supply Chain Executive Report: Shaping Supply Chain Disruption in a Volatile Risk Environment, May 2021.

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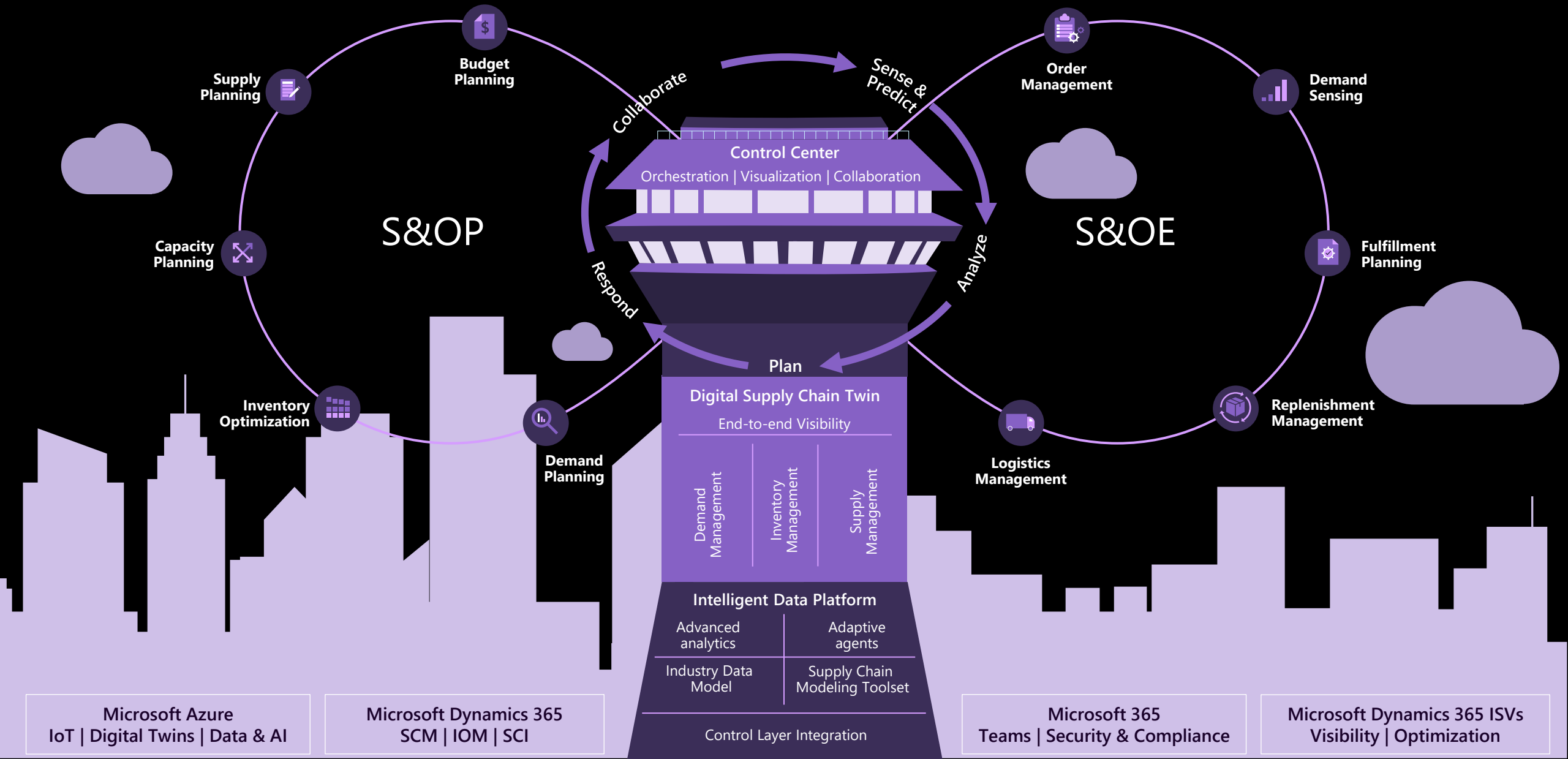
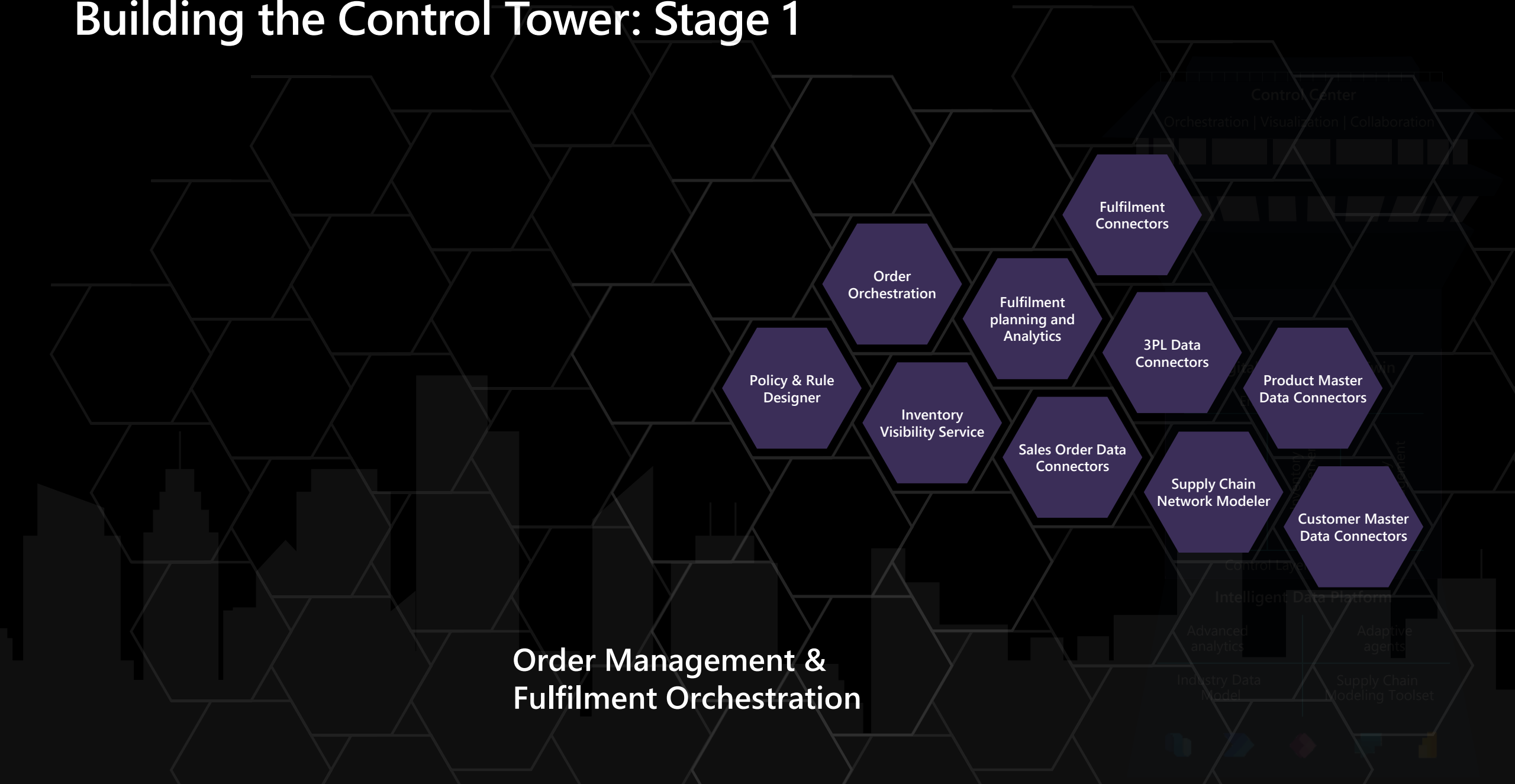
Digital Supply Chain Control Tower



Building the Control Tower: Stage 1

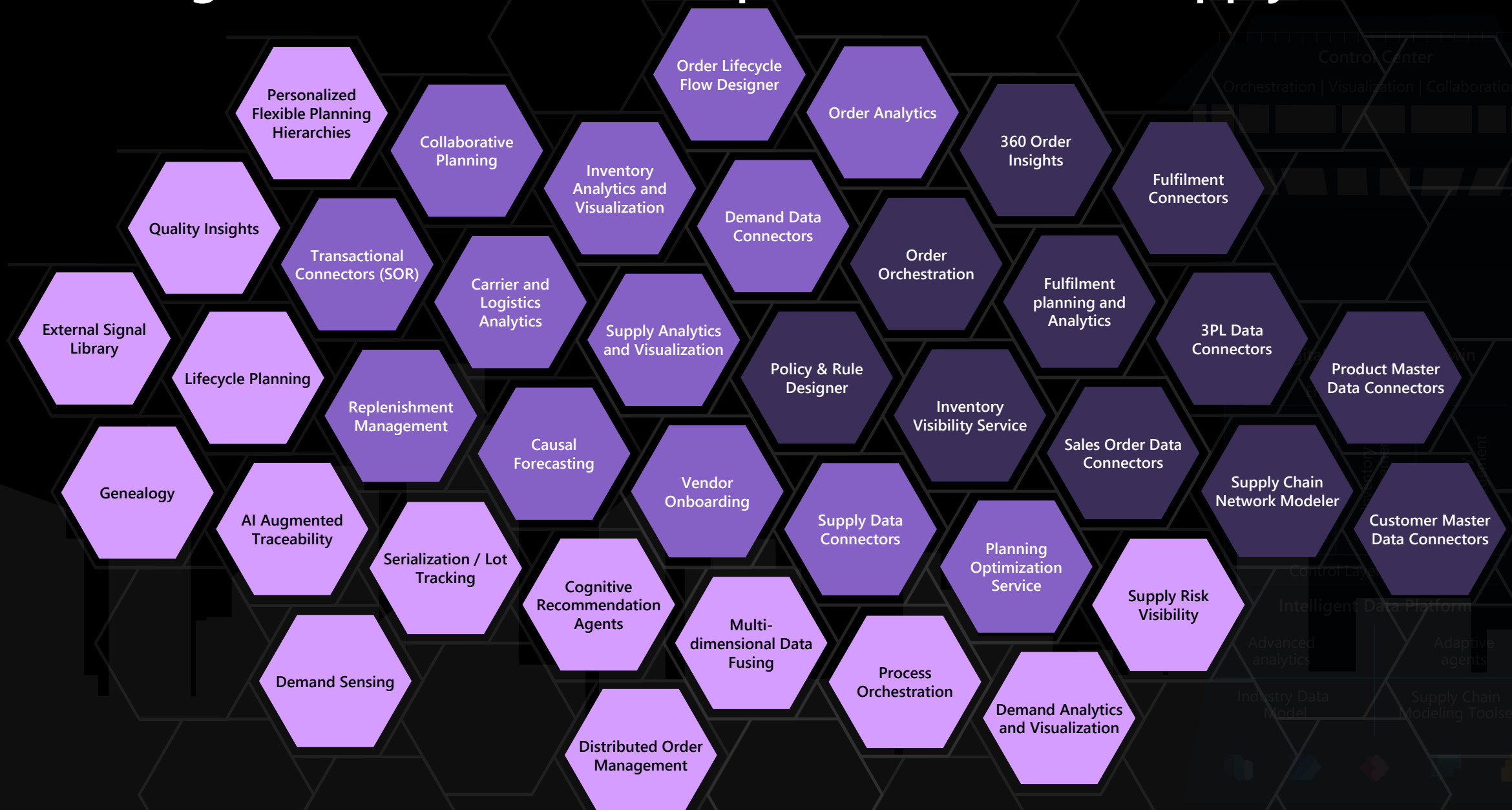


Order Management & Fulfilment Orchestration

Building the Control Tower: Stage 2

Intelligent Replenishment

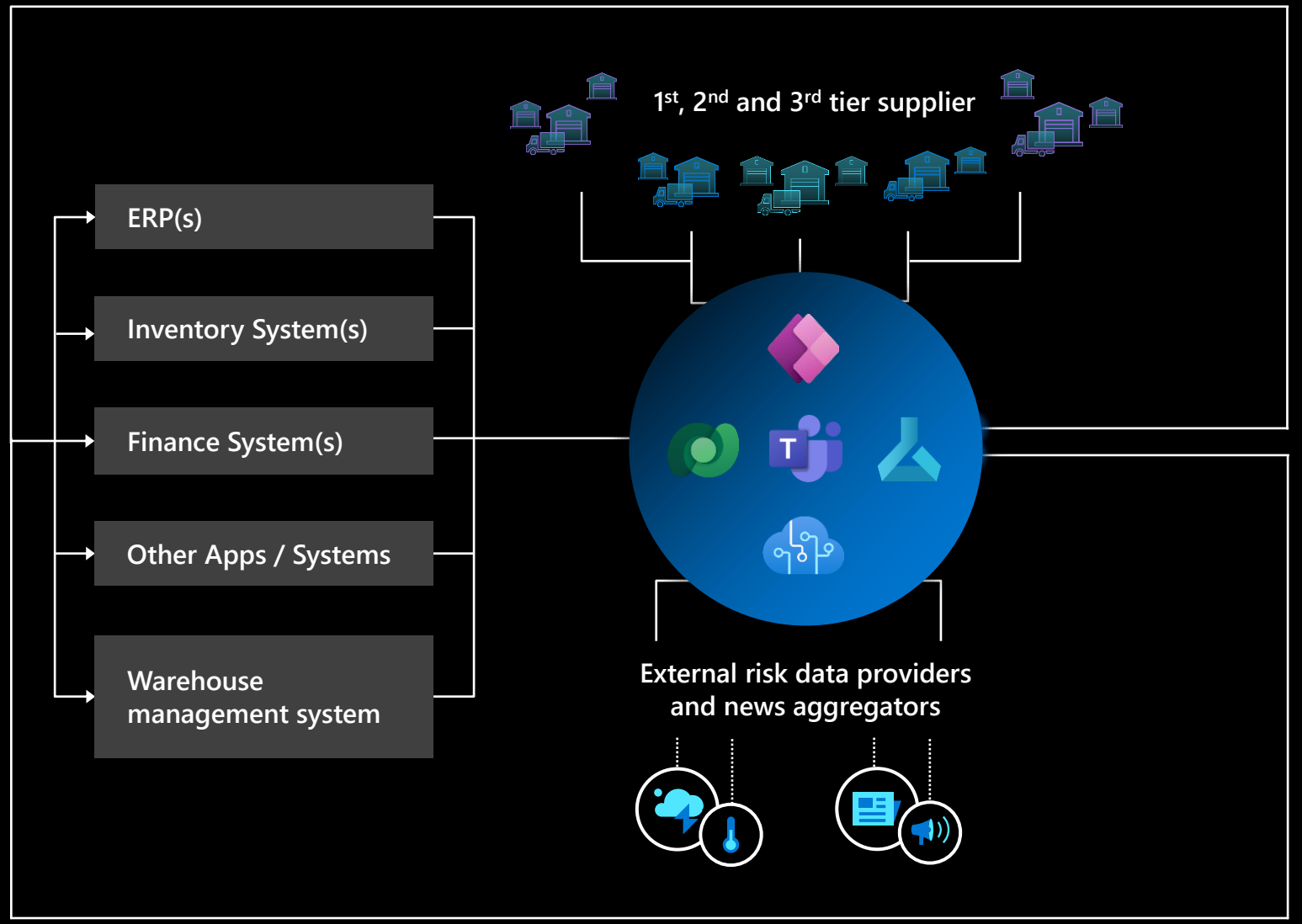
Building the Control Tower: Step N - End-to-end Supply Chain



Microsoft Dynamics 365

Supply Chain Insights

Supply Chain Insights



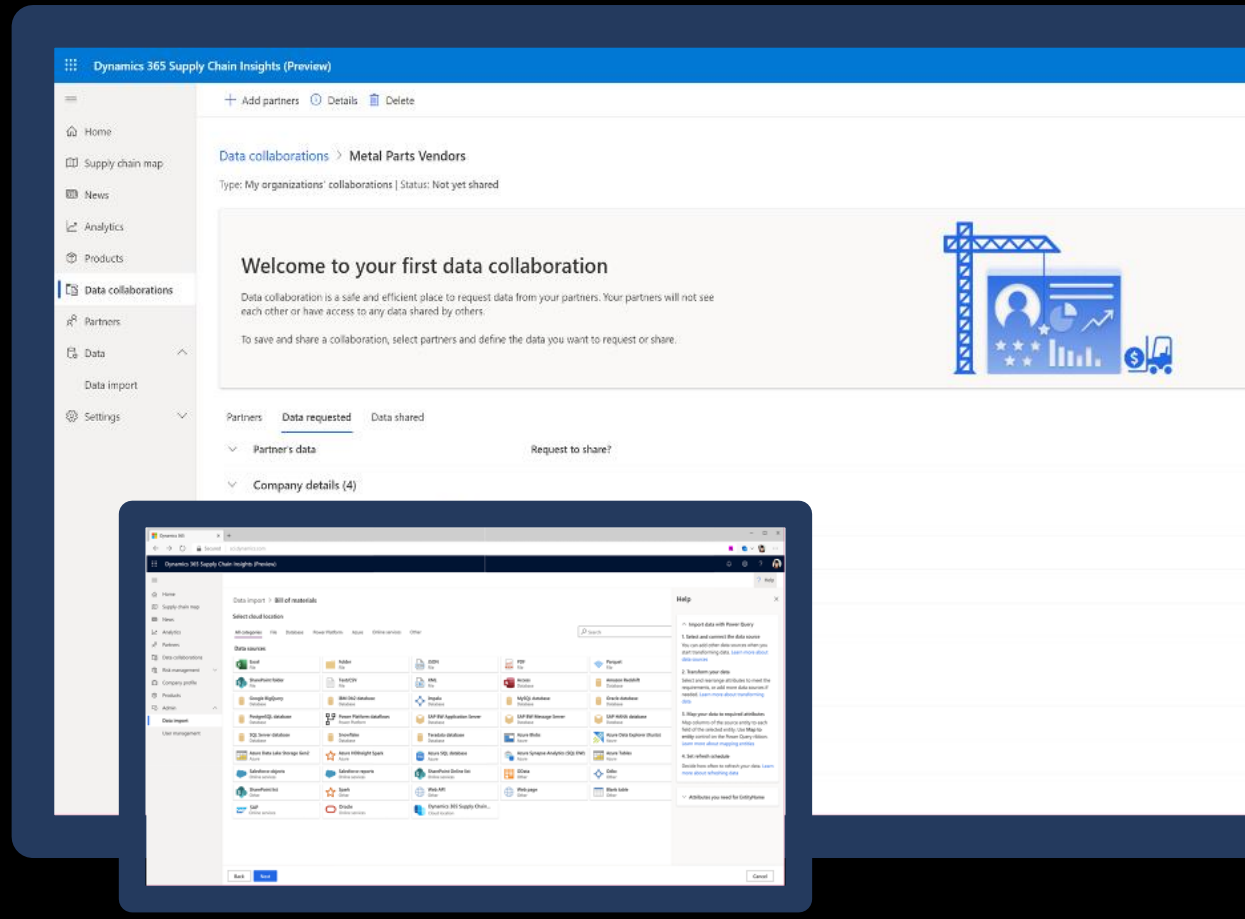
Get operational, fast

Deploy without dependencies

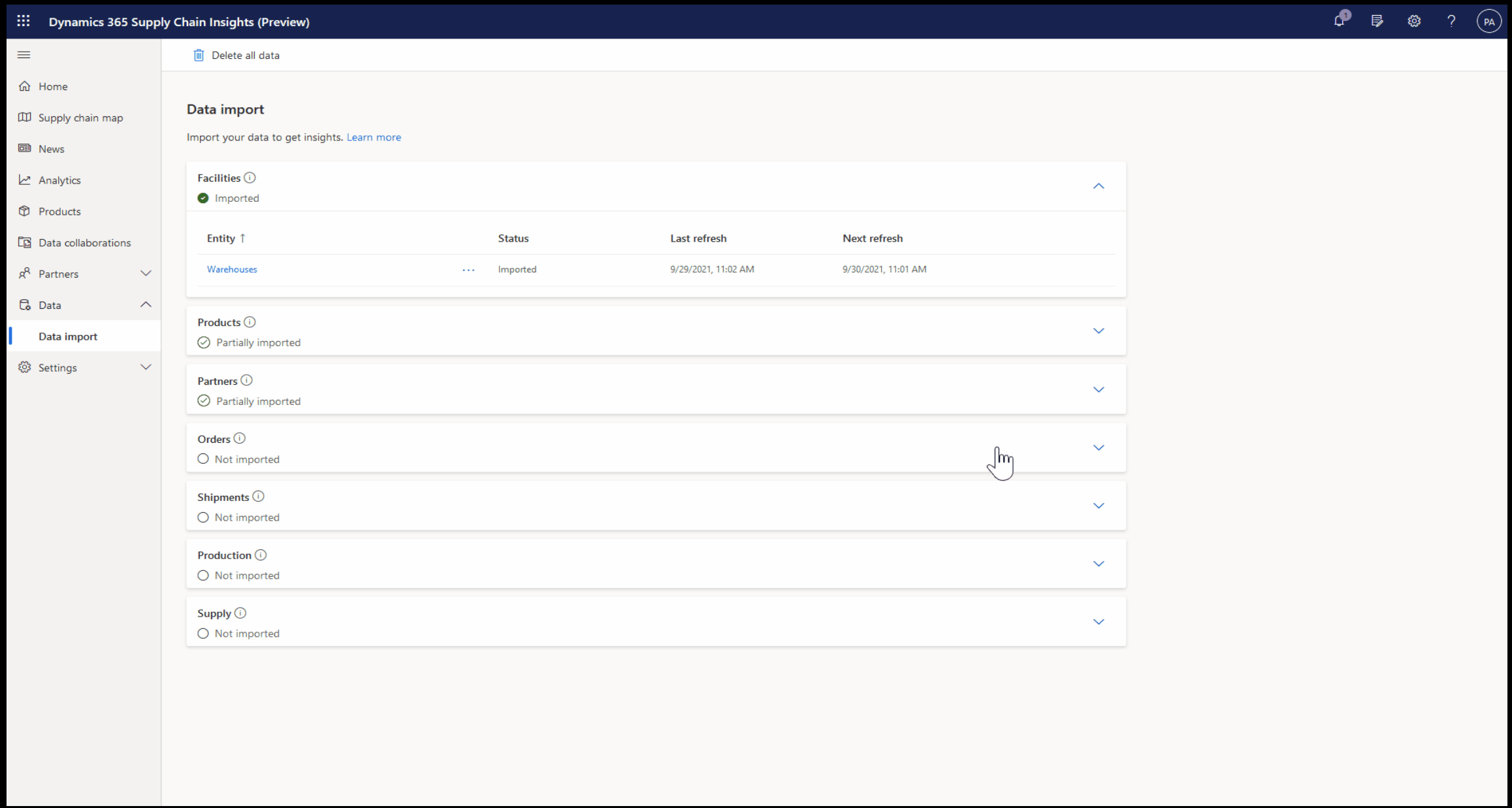
Get up and running quickly by seamlessly working with existing siloed supply chain solutions, ERP, and other systems of record using Microsoft Dataverse.

Ensure continued, uninterrupted performance

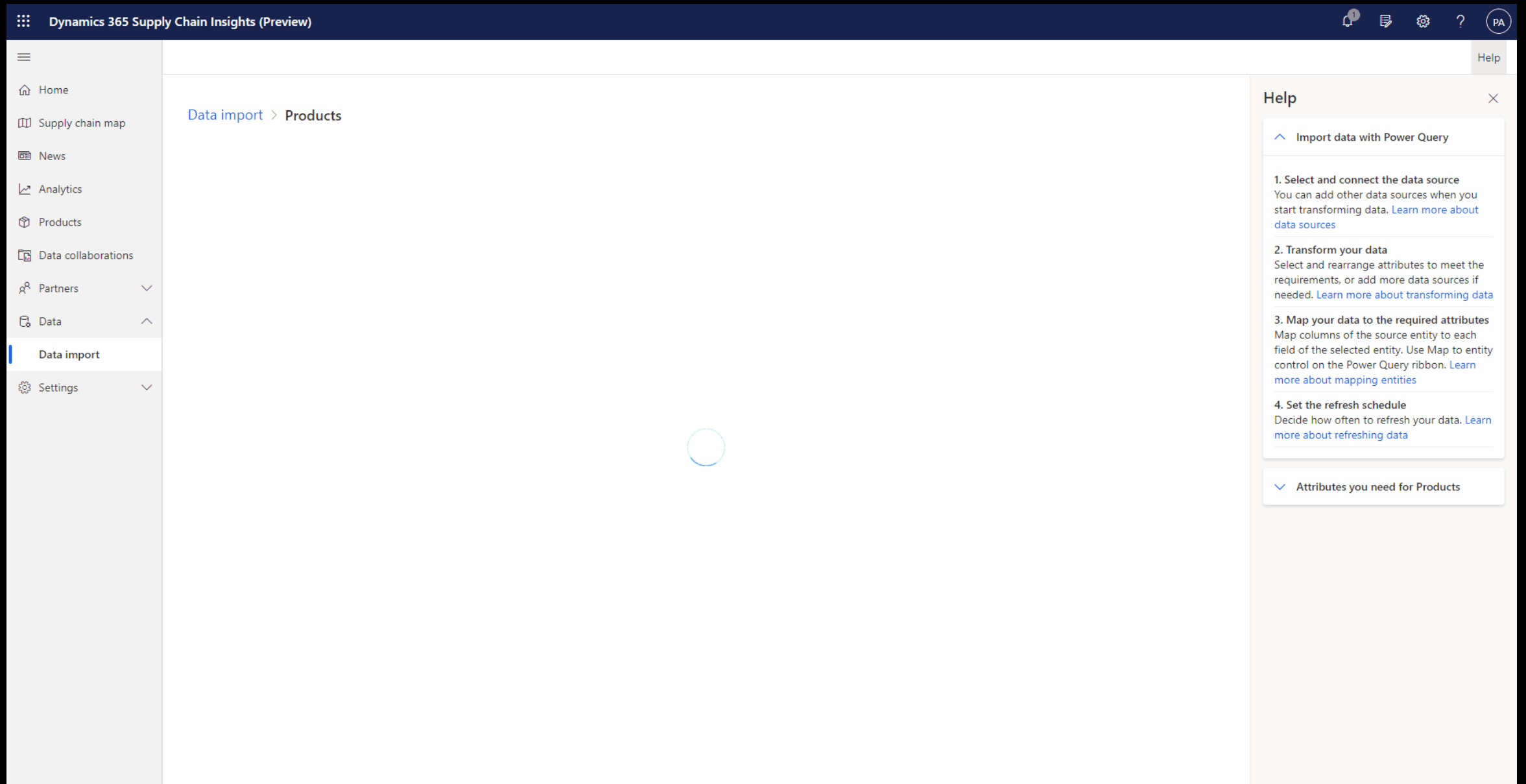
Easily map existing workflows and automate processes with your favorite connectors via Power Automate. Further customize and extend your automations with Power Apps, Azure Data, Azure ML and Azure IoT.



Get connected to your data with Power Query



Unify and harmonize data across systems



Enhance supply chain visibility

Make better decisions based on impact

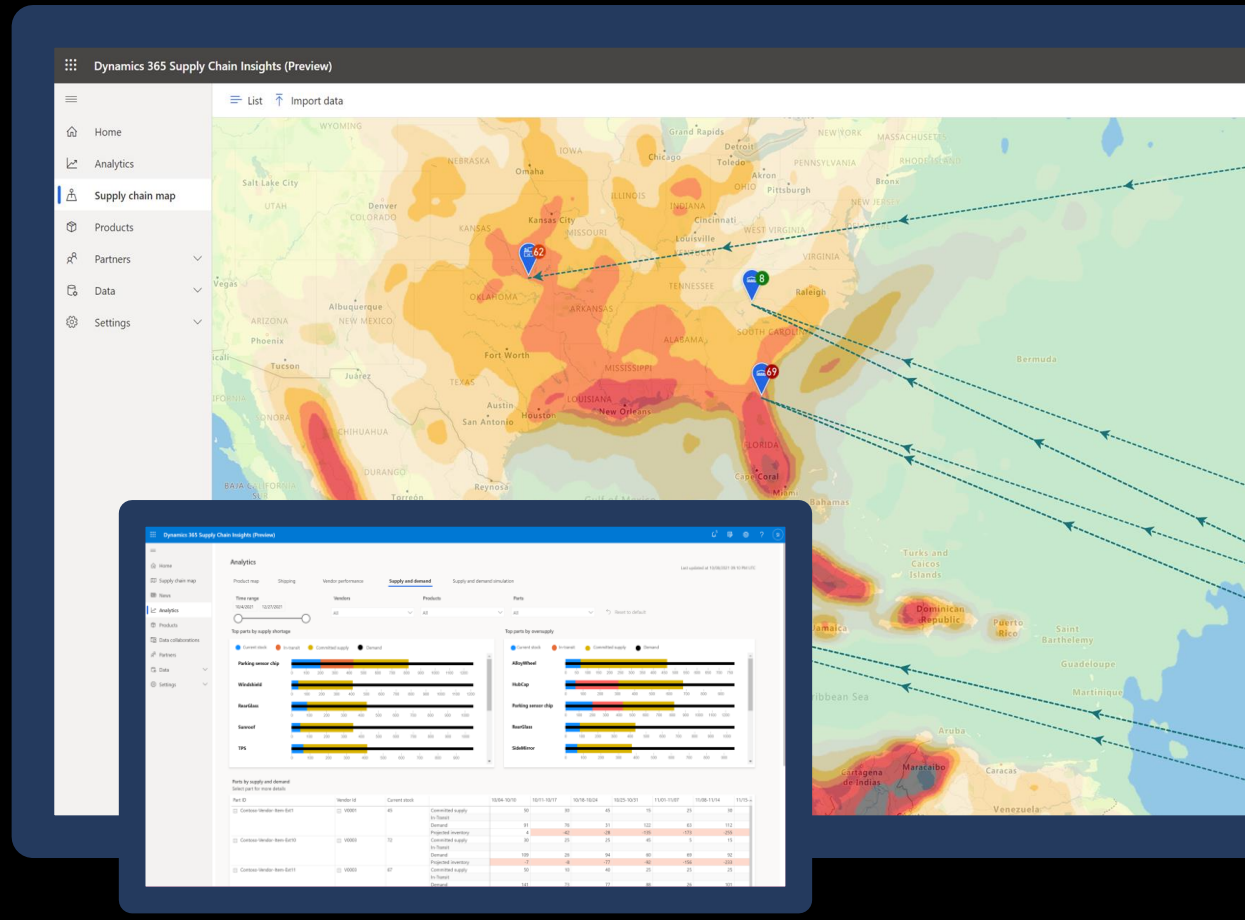
Respond intelligently to dynamic shifts in supply and demand by creating a digital supply chain twin, performing what-if simulations, and understanding the upstream and downstream impact of your decisions.

Enhance multi-tier supplier visibility

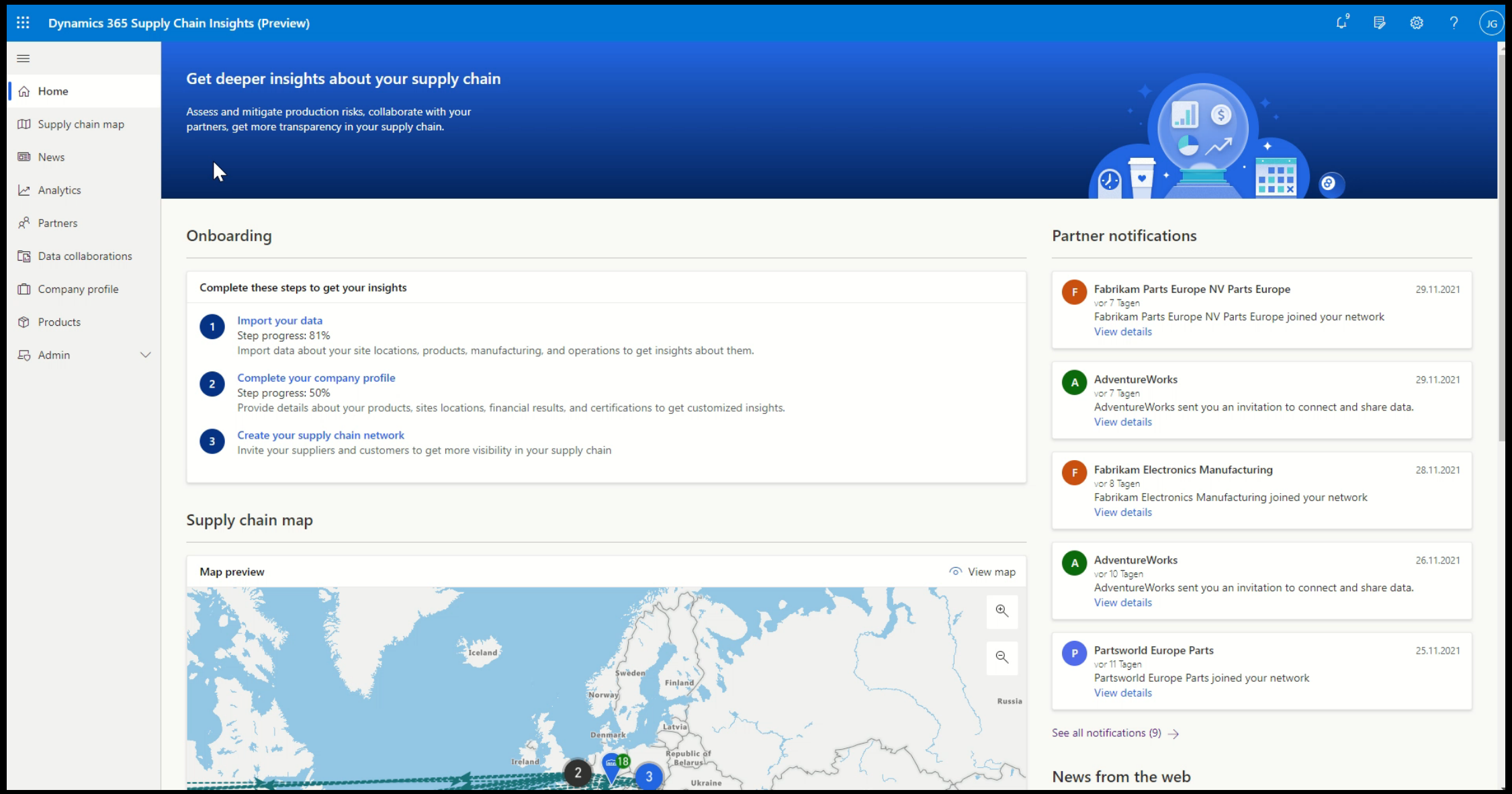
Ensure business continuity by proactively assessing multi-tier supplier risk with AI powered news parsing of real-world events, evaluating risk ratings, and activating alternate suppliers when required.

Ensure on-time delivery, every time

Unify supply chain data and external news events from multiple sources and generate prescriptive insights powered by machine learning to optimize planning and delivery of inbound and outbound shipments.



Instant risks related to supply chain insights



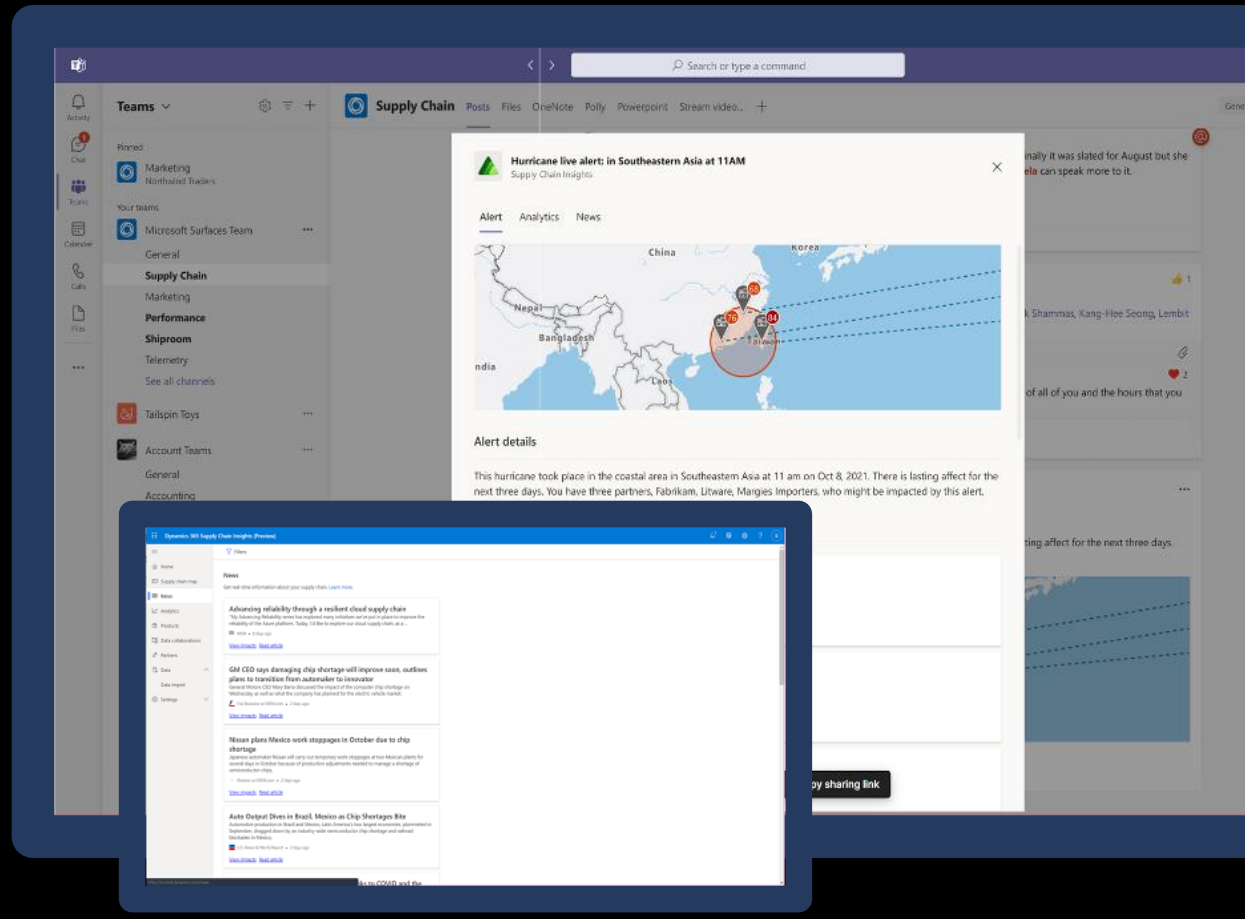
Proactively overcome disruptions

Collaborate in real time

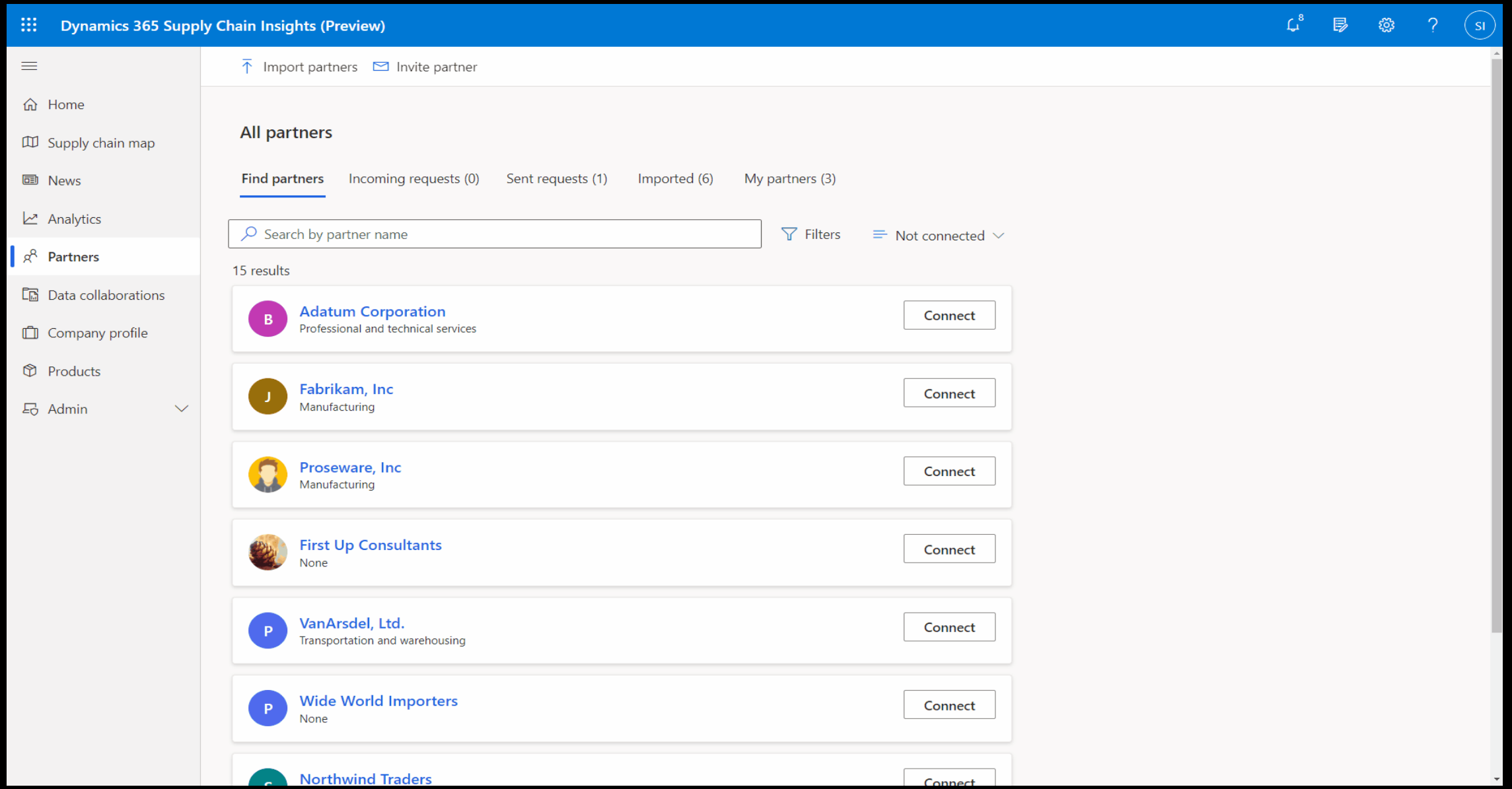
Invite suppliers, partners, and customers to receive and share information, engage in collaborative spaces, and participate in risk case management. With all participants' data in one place, risks are identified early, and the entire business ecosystem is aligned.

Automate risk response

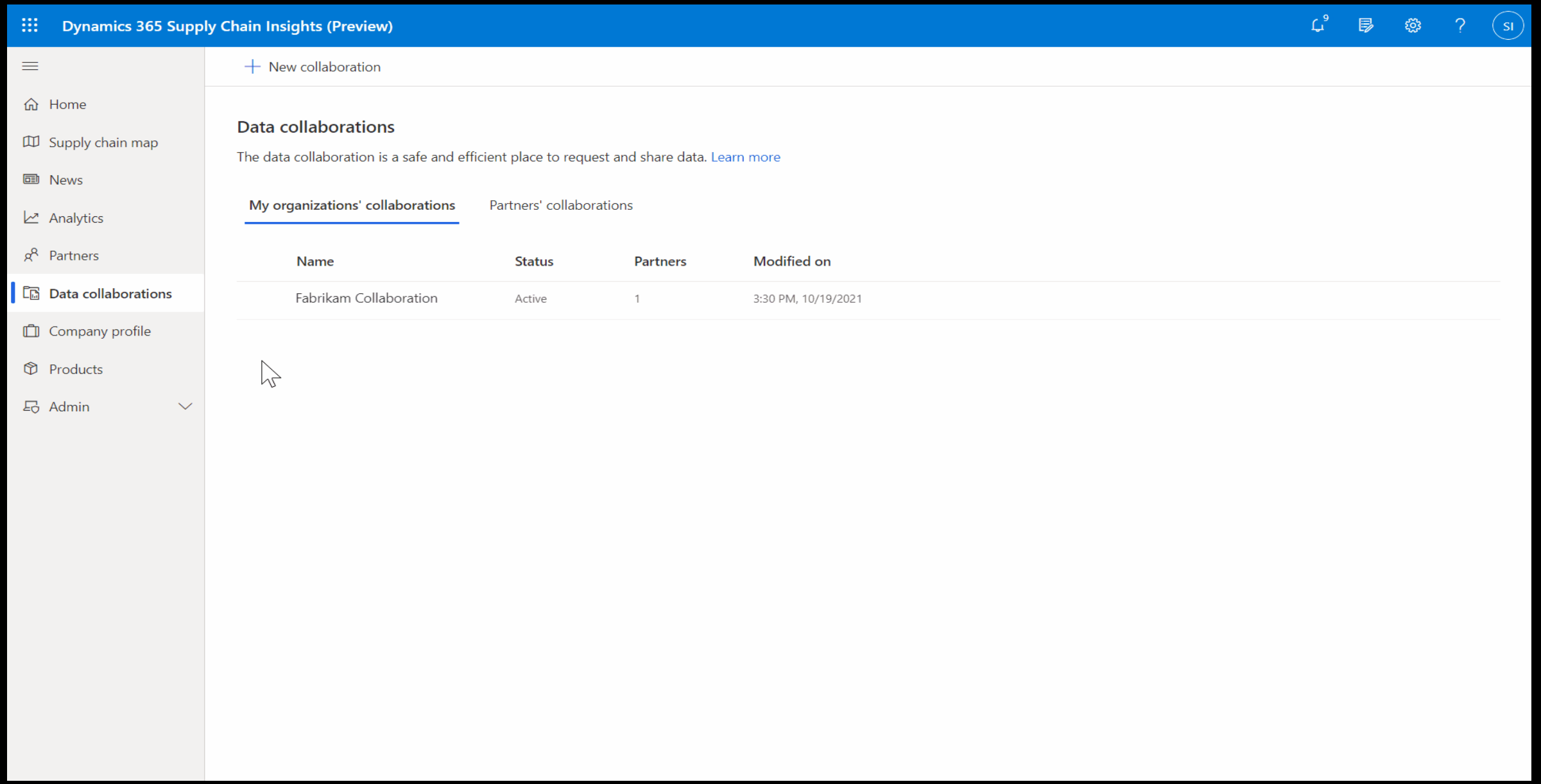
Rapidly respond to risks, identified with surveys, through case management by leveraging machine learning. Automate the process, end to end, with triggers and actions that are sent through ERP or your management system with Power Automate.



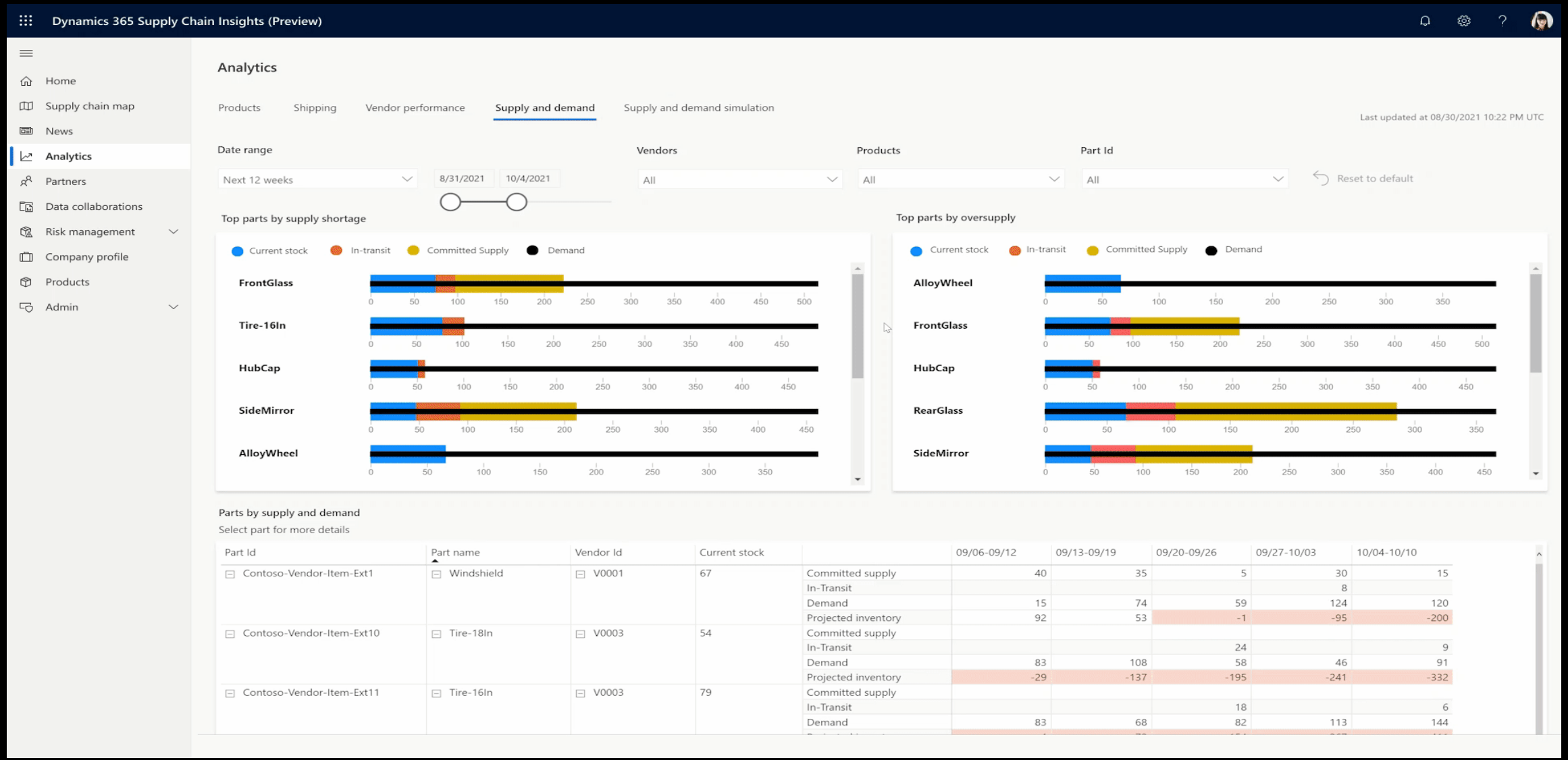
Get more insights by connecting with partners



Request data from a partner to get deeper insights

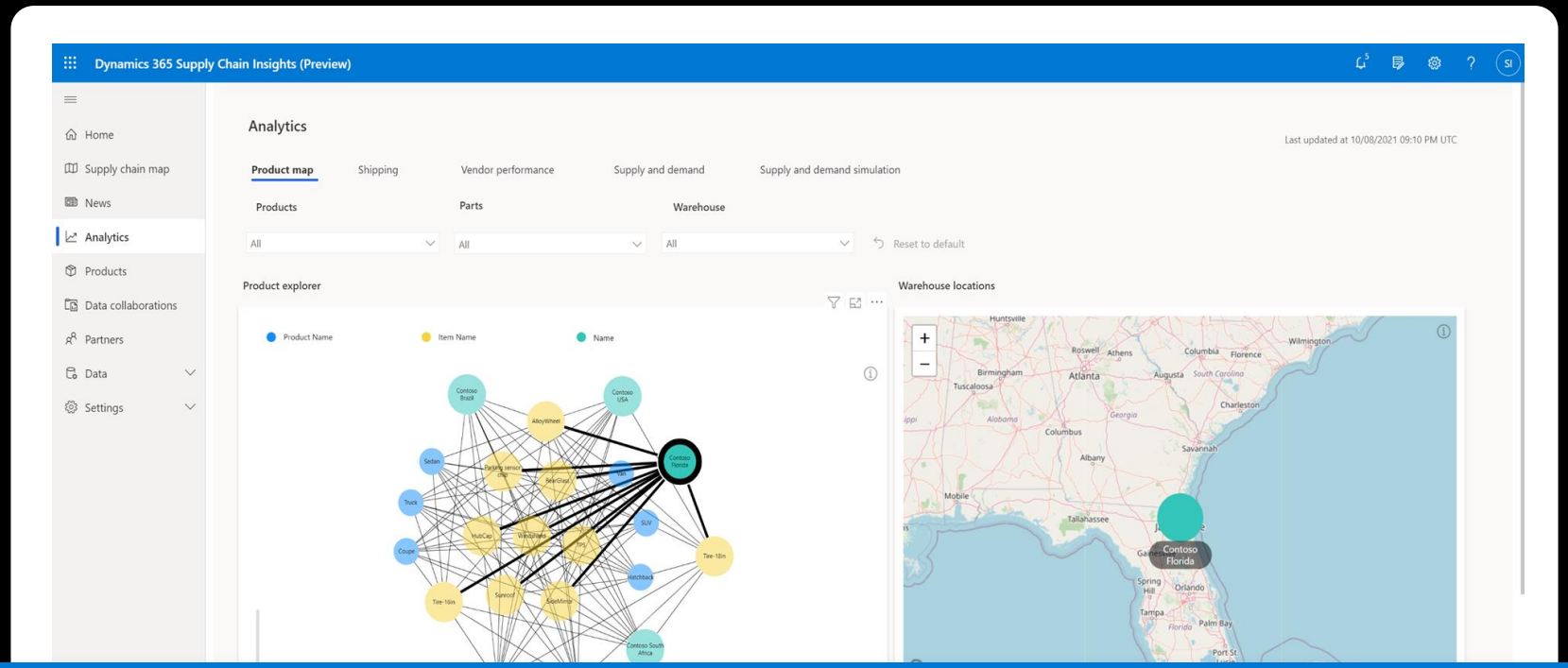


Bring more data and enable risks related to supply chain



Dynamics 365 Supply Chain Insights overview

Make better decisions with proactive risk mitigation



Modern open platform

Pre-built connectors

Seamlessly work with existing systems

No-limit cloud scalability

Secure and seamless collaboration

Share data on a need-to-know basis

Streamline risk mitigation

Real time stakeholder collaboration

Real-time visibility

Discover multiple tiers of suppliers

What-if analysis at scale

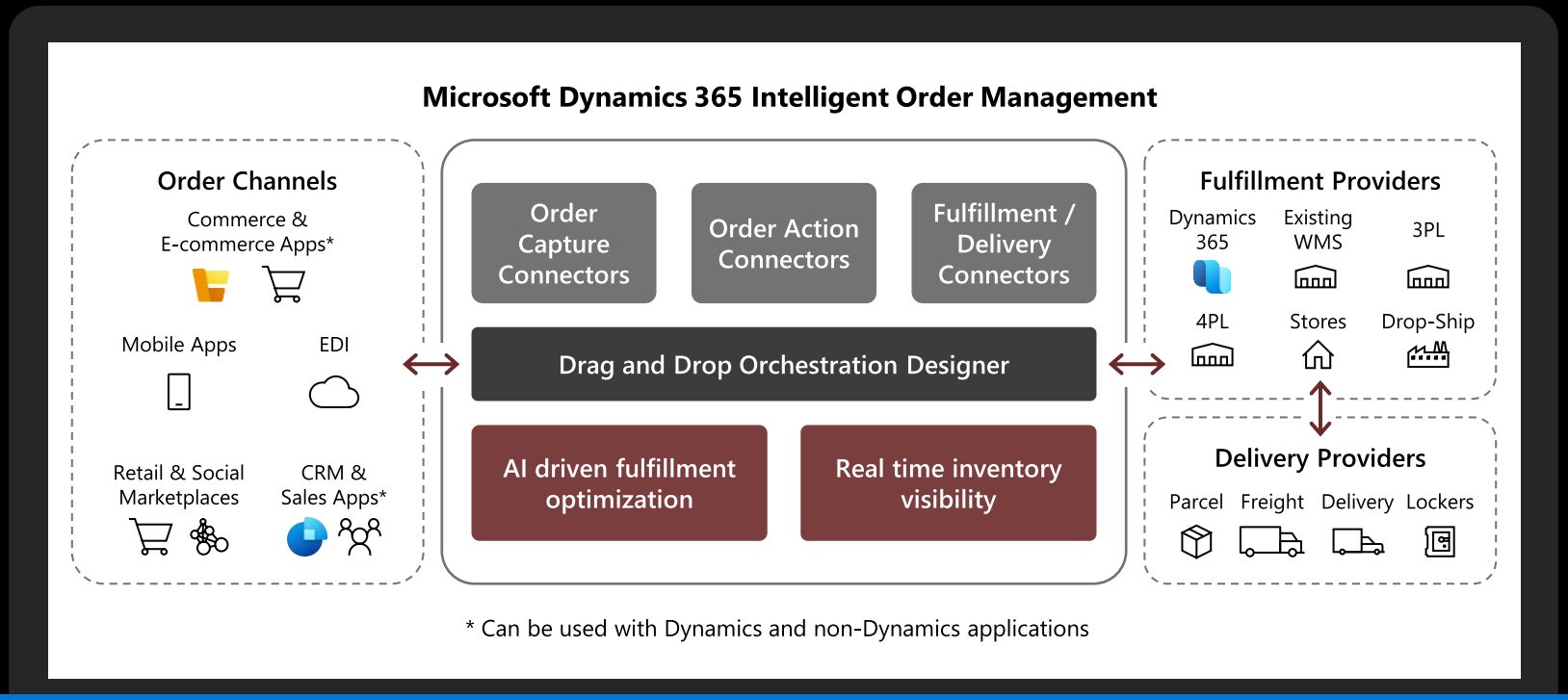
AI-powered news curation

Microsoft Dynamics 365

Intelligent Order Management

Dynamics 365 Intelligent Order Management

Adapt quickly and fulfill efficiently



Modern Open Platform

Pre-built platform connectors
Existing enterprise system integration
No-limit cloud scalability

Intelligent Fulfillment

Event driven orchestration
AI & rules-based fulfillment
Streamlined return management

Real-time Visibility

Actionable fulfilment insights
Omnichannel inventory data
Cross-organization single order view

Intelligent Order Management Key Capabilities

Automate and optimize fulfillment

Use rules-based fulfillment orchestration, with real-time inventory and AI, to optimize order flows with effective exception handling.

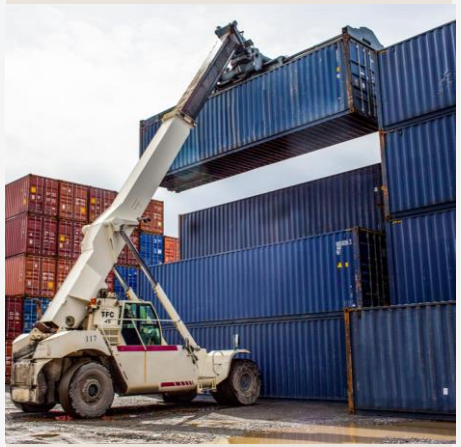
Manage the entire order lifecycle

Gain real-time insights into every order, from intake to fulfillment, using customizable integrated dashboards.

Adapt faster to changing business models

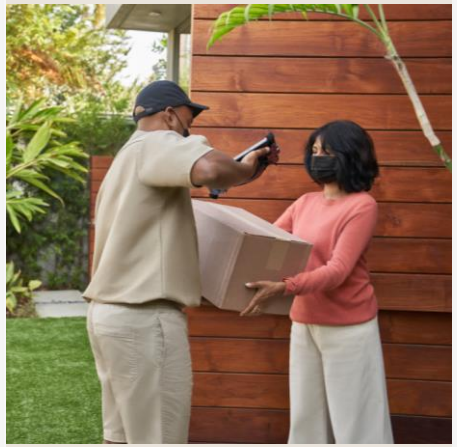
Easily model and automate responses to fulfillment constraints using the policy designer to configure order flows.

Get up and running quickly



Scale order management using prebuilt connectors to order source, delivery and third-party logistics partners.

Enhance your customers' experience



Increase customer satisfaction by providing greater flexibility, improved transparency, and on time and in full order fulfillment.

Automate and optimize fulfillment

Use rules-based fulfillment orchestration, with real-time inventory and AI, to optimize order flows.

Intelligent distributed order management

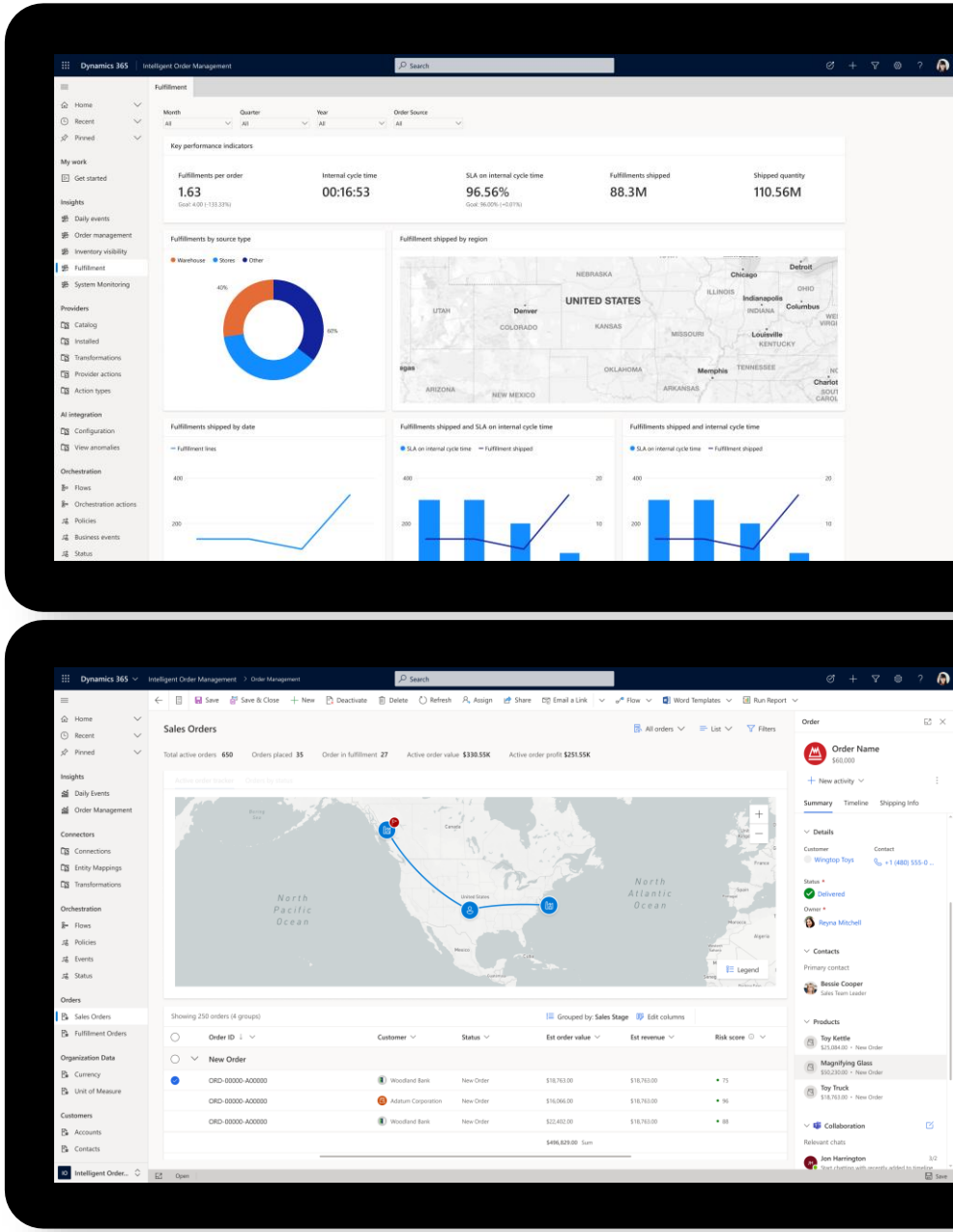
A single solution that performs rules-based order-fulfillment orchestration using real-time inventory and AI.

Model and automate responses to order-fulfillment constraints

Free yourself from the one-size-fits-all order journey. Customize as many order flows as you need to meet the unique requirements of your business.

Handle customer returns with ease

Streamline returns management and enable flexible return scenarios to give customers the best possible outcome.



Manage the entire order lifecycle

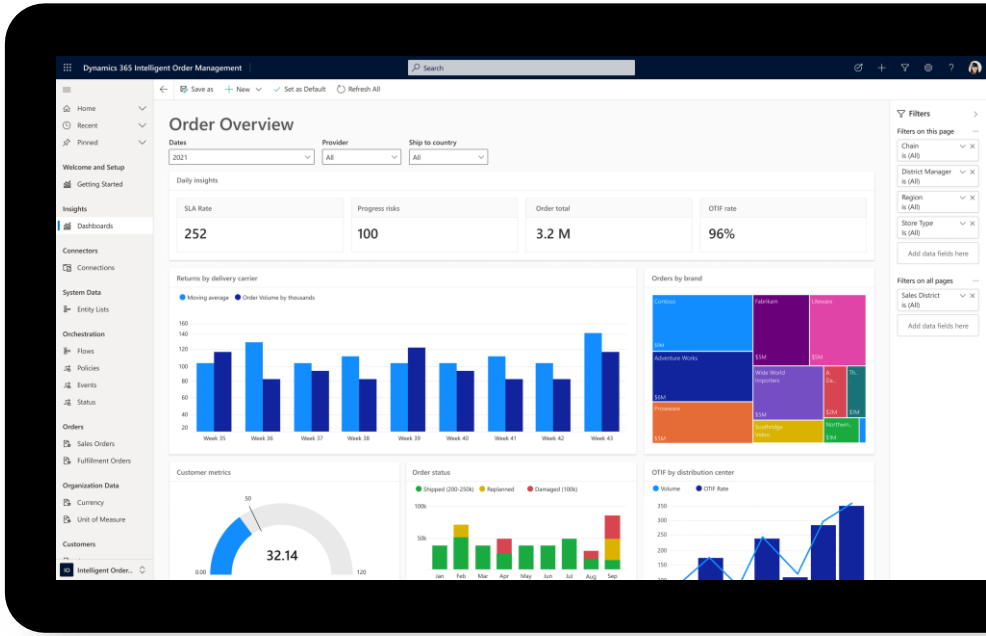
Gain real-time insights into every order, from intake to delivery, using customizable integrated dashboards.

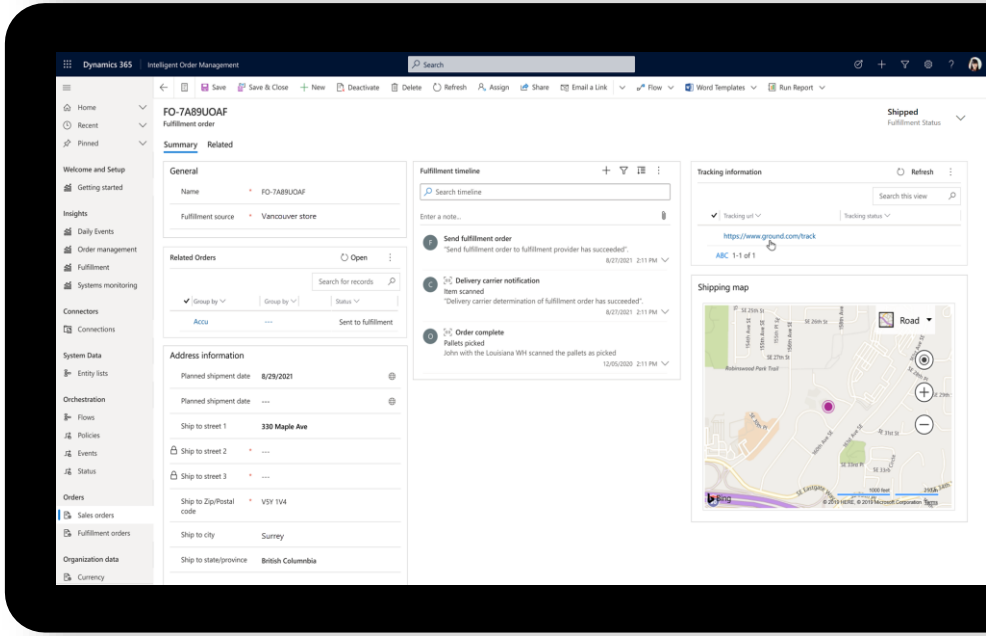
Proactively address problems using actionable insights

Use AI-based classification and anomaly detection models to proactively identify and address fulfillment constraints and improve delivery times while reducing costs.

Optimize stock levels

Access a single global view of your inventory positions across all legal entities in real time to ensure that the right products are available in the right place at the right time.





Adapt faster to changing business models

Easily model and automate responses to fulfillment constraints using the embedded policy designer.

Proactively respond to disruptions and constraints

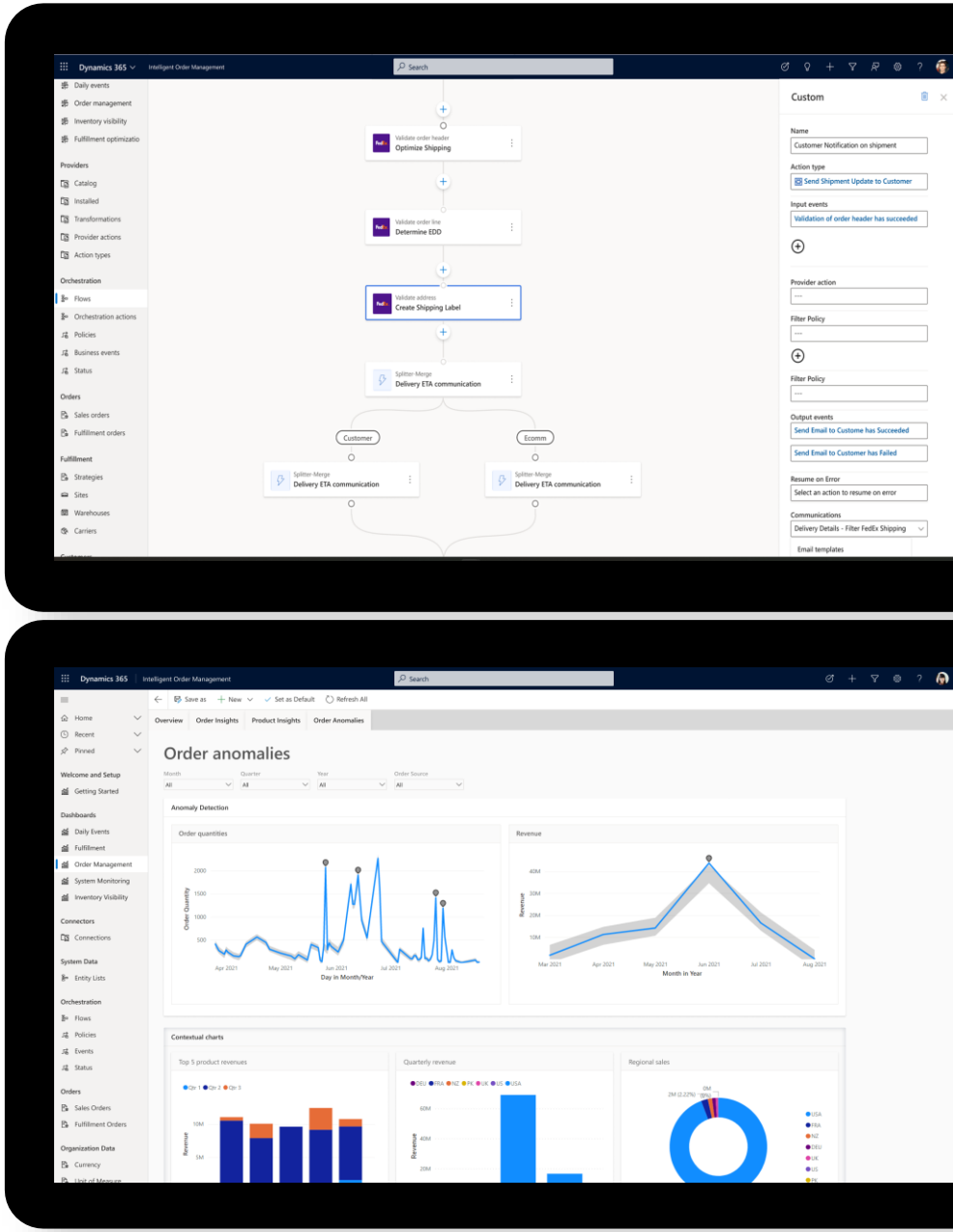
Give your supply chain team the autonomy to respond to changing requirements with easy-to-use journey orchestration–designer tools to modify the order journey.

Keep pace with the continuing evolution of e-commerce

Enable nimble operations to capitalize on new opportunities faster using an adaptable system that can accept orders from anywhere.

Rapidly design and build order flows using drag-and-drop tools

Accelerate deployment with a visual interface that lets business users quickly change order-management rules across multiple channels as needs evolve.



Get up and running quickly

Augment your business offering with prebuilt connectors to an ecosystem of partners.

Maximize your existing investments

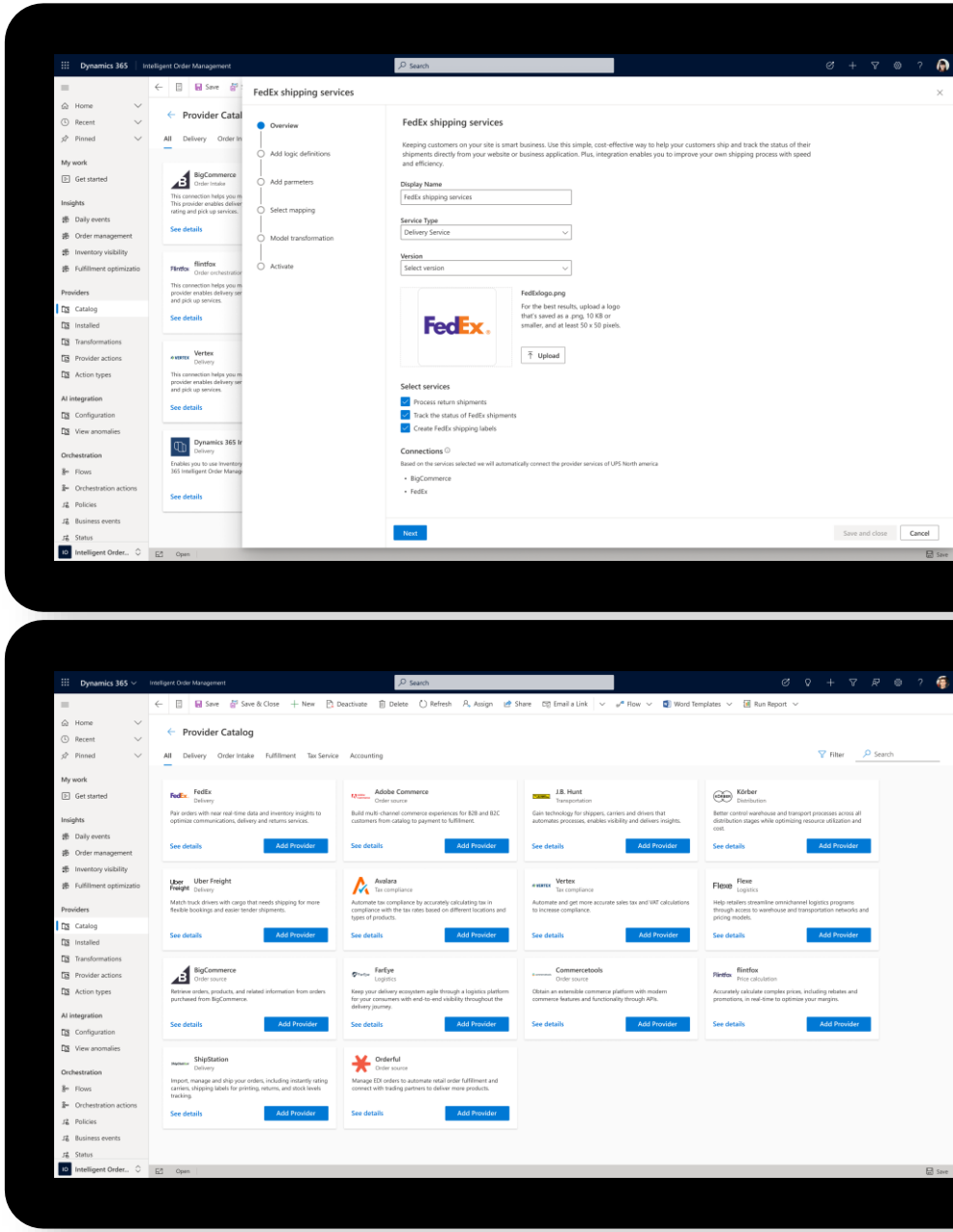
Use Intelligent Order Management with your current enterprise systems for easy onboarding and configuration, and seamlessly synchronize data using MS Dataverse.

Deploy without dependencies

Seamlessly work with Dynamics 365 and other business applications to automate and optimize order fulfillment.

Scale quickly for peak order volumes

Capitalize on seasonal demands and organic growth using prebuilt connectors to add order intake, fulfillment, and delivery partners.



Enhance your customers' experience

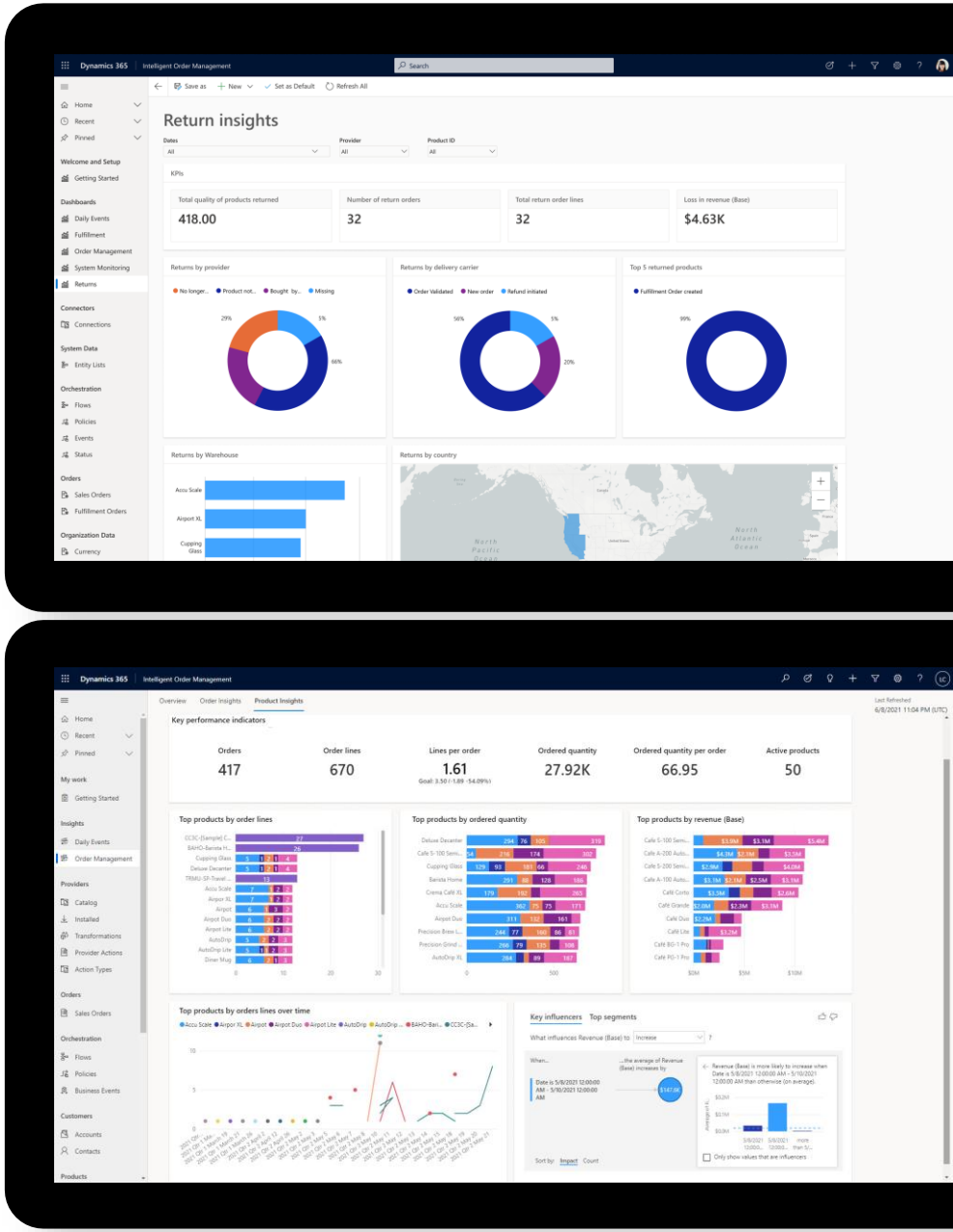
Provide greater flexibility, improved transparency, and on-time delivery every time.

Meet customers where they are with omnichannel fulfillment

Give customers the fulfillment flexibility they want, including home delivery, buy in-store, buy-online/pick up in-store, and curbside pickup.

Provide real-time inventory and order status

Improve the buying experience by giving customers greater visibility into inventory availability and order status, from purchase to delivery.



Reimagining omnichannel commerce experiences

“Together with Microsoft, we will combine the immense power of technology with the vast scale of our infrastructure to help revolutionize commerce and create a network for what's next for our customers.”

Raj Subramaniam
FedEx President and COO

“We’re bringing data and insights from the FedEx network together with the Microsoft Cloud, starting with Dynamics 365, to help organizations accelerate their digital transformation across their business operations so they can offer customers more integrated ways to shop, and faster, more efficient deliveries.”

Satya Nadella
Microsoft CEO

FedEx + Microsoft Dynamics 365 Intelligent Order Management

2-day delivery and more...

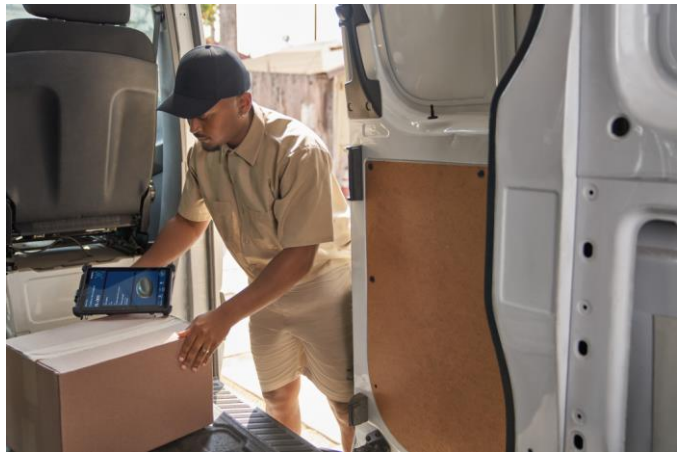
Transportation optimization

Pair your orders with live transportation network and inventory data for improved insights on:

Transportation service to proactively detect and overcome delays and disruptions.

Selection of the most effective fulfillment location in a cost-effective manner.

Cost efficient 2-day delivery.



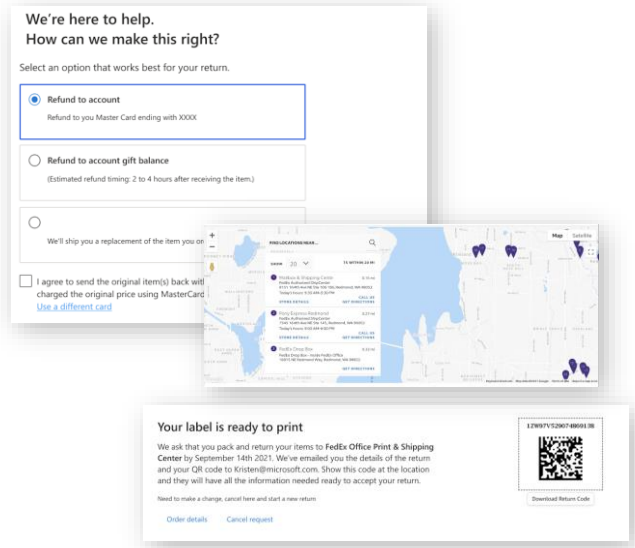
Frictionless returns

Offer convenient, frictionless returns that inspire loyalty and differentiate your brand.

Branded workflow and status communications.

Over 60,000 FedEx drop-off locations and convenient at-home pick ups.

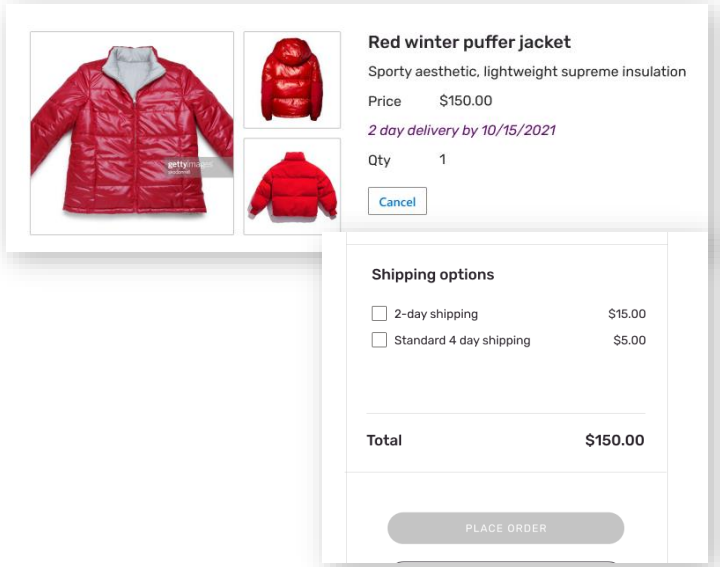
Environmentally sustainable returns through paperless no-box returns and print-less QR codes.



Near real-time status

Provide consumers confidence with near real-time delivery status.

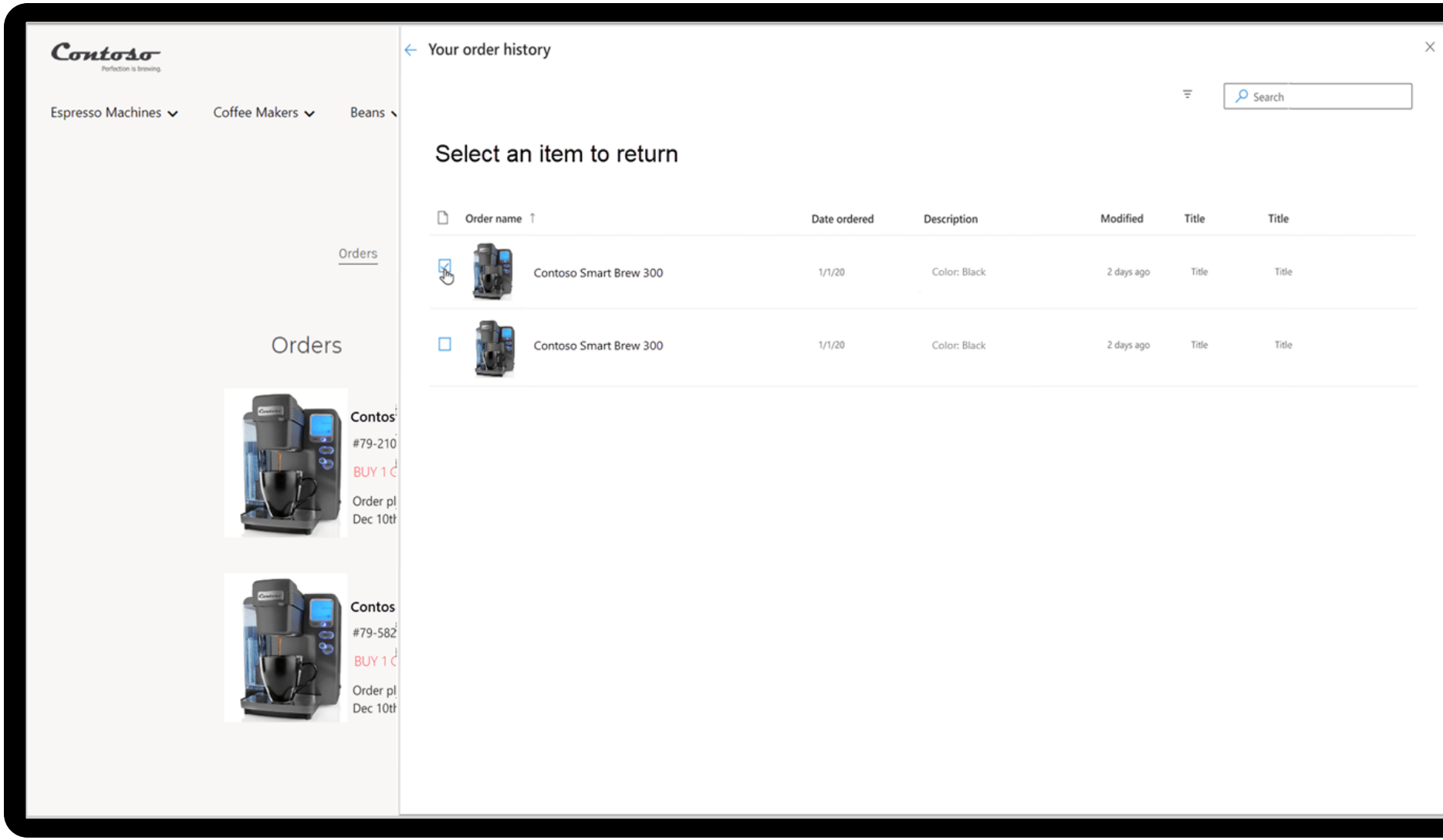
Real-time data feed into brand website for delivery dates and proactive delay predictions.



Intelligent Order Management Return Orders

Intelligent Order Management Portal

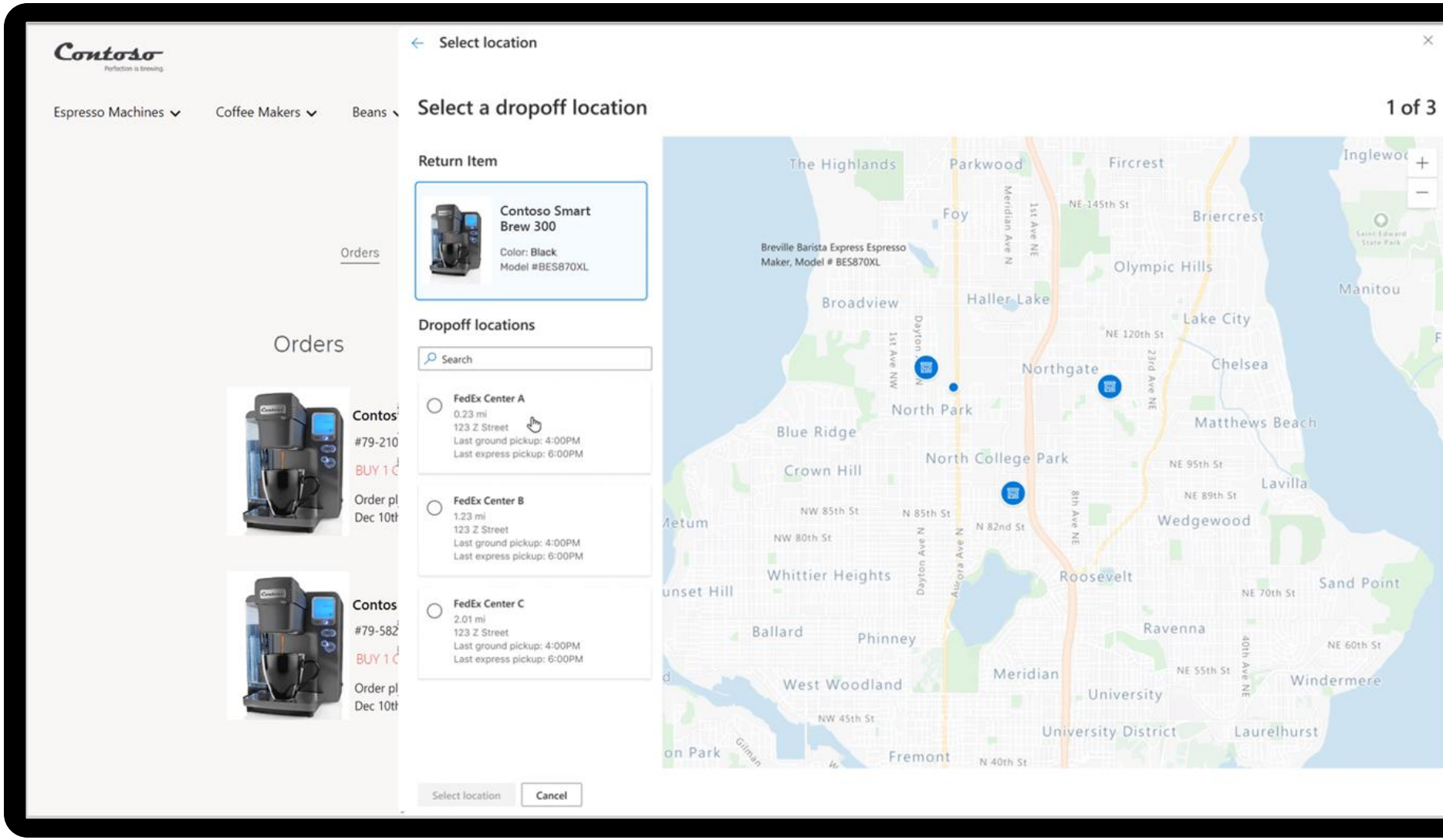
Show the customer their latest purchases and can select items to return



Intelligent Order Management Return Orders

Intelligent Order Management Portal

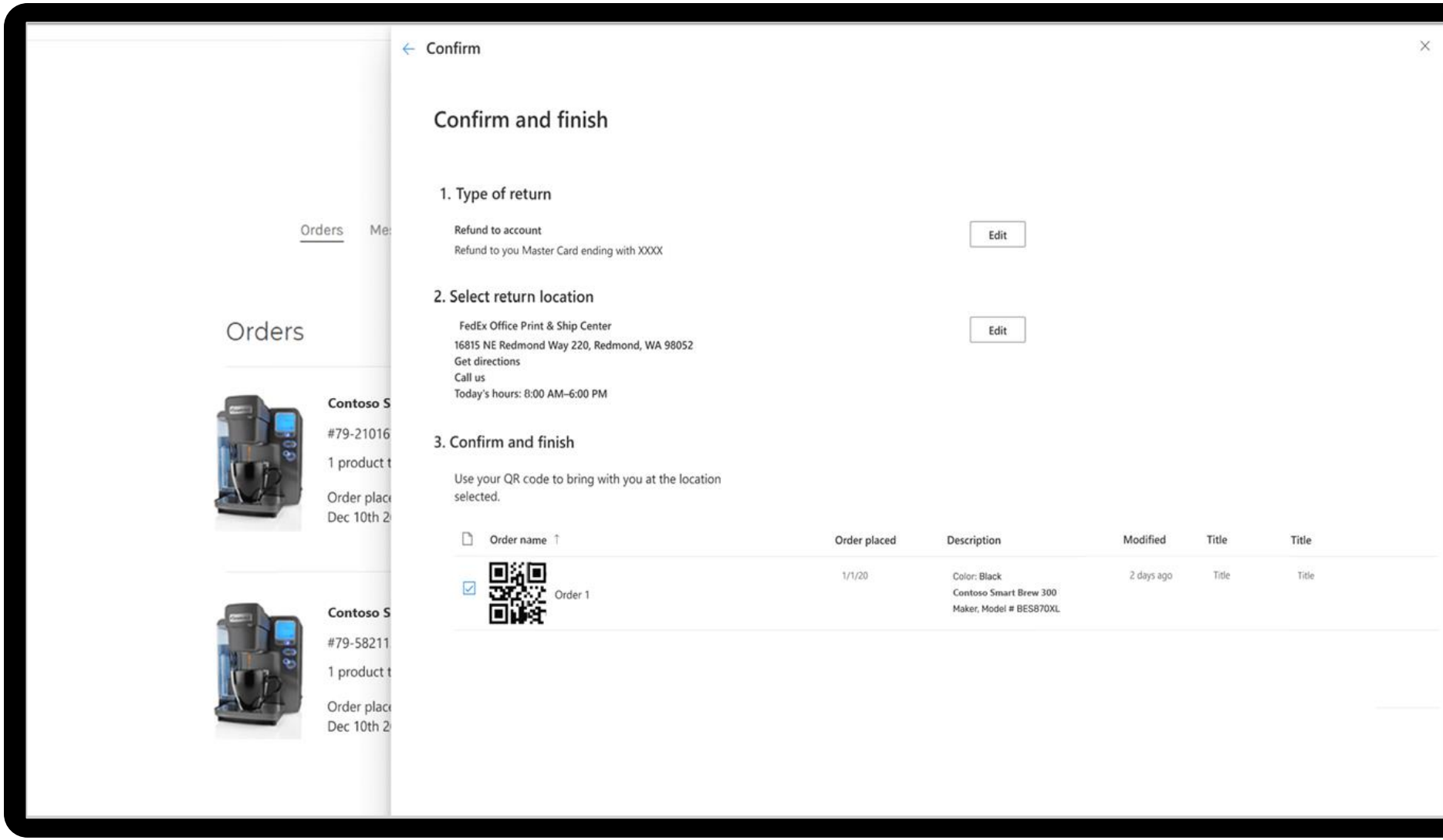
Possible drop-off locations for carrier



Intelligent Order Management Return Orders

Intelligent Order Management Portal

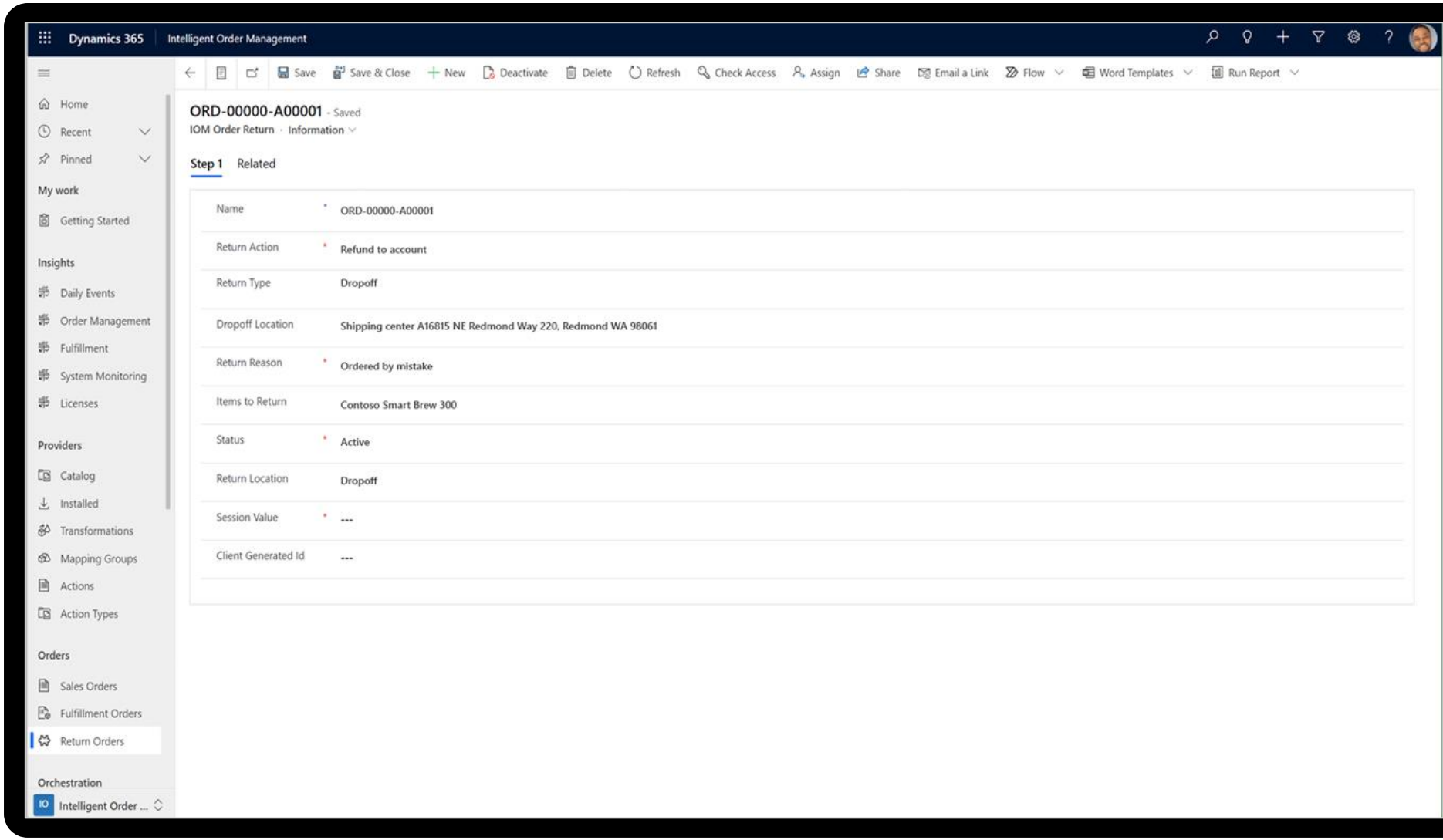
QR codes generated to complete return at drop-off location



Intelligent Order Management Return Orders

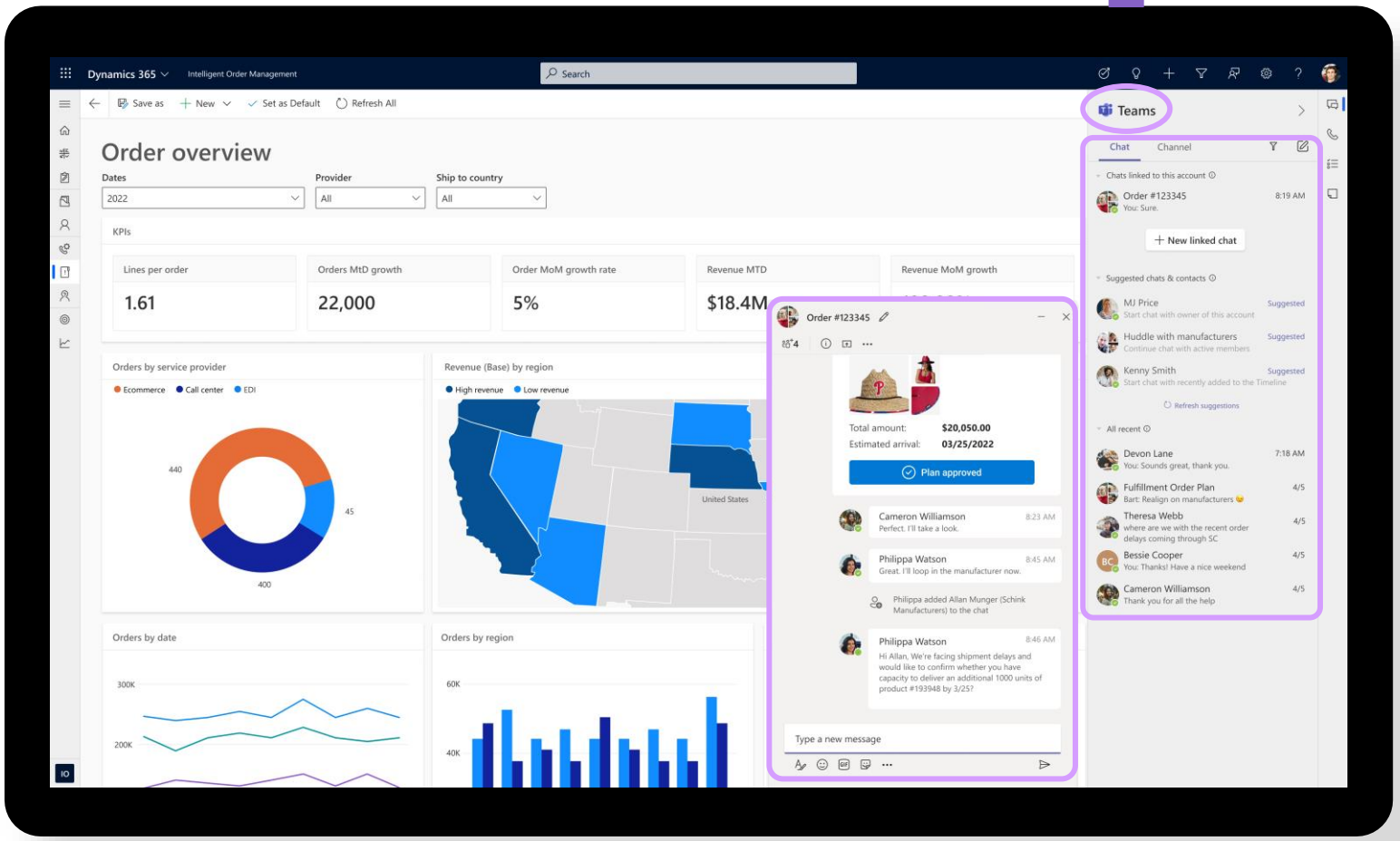
Intelligent Order Management Portal

Return order created in Intelligent Order Management with the customer selected options from the previous step



Proactively respond to supply chain disruptions through collaboration

Speed up supply chain flow of work, enabling anyone to **streamline work collaboration** with Microsoft Teams—at no additional cost.



Focus on what matters with contextual embedded Teams calls

Empower your supply chain teams with instant contextual Teams chats and channels

1. A Forrester Total Economic Impact™ Study Commissioned By Microsoft April 2019