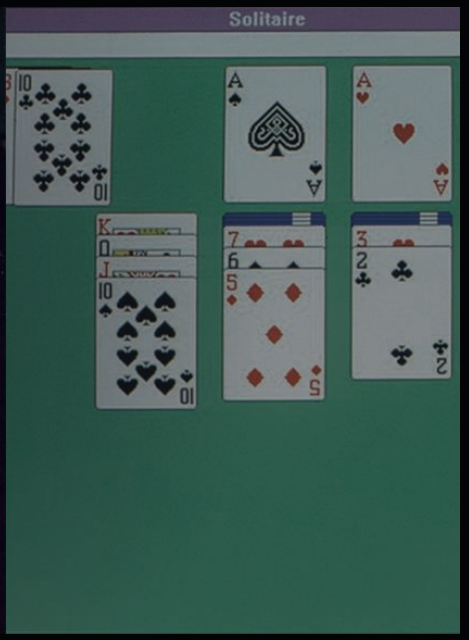
Microsoft

Sameer Verma

Partner, CPO | AI ERP

The PC Revolution

The Windows Era



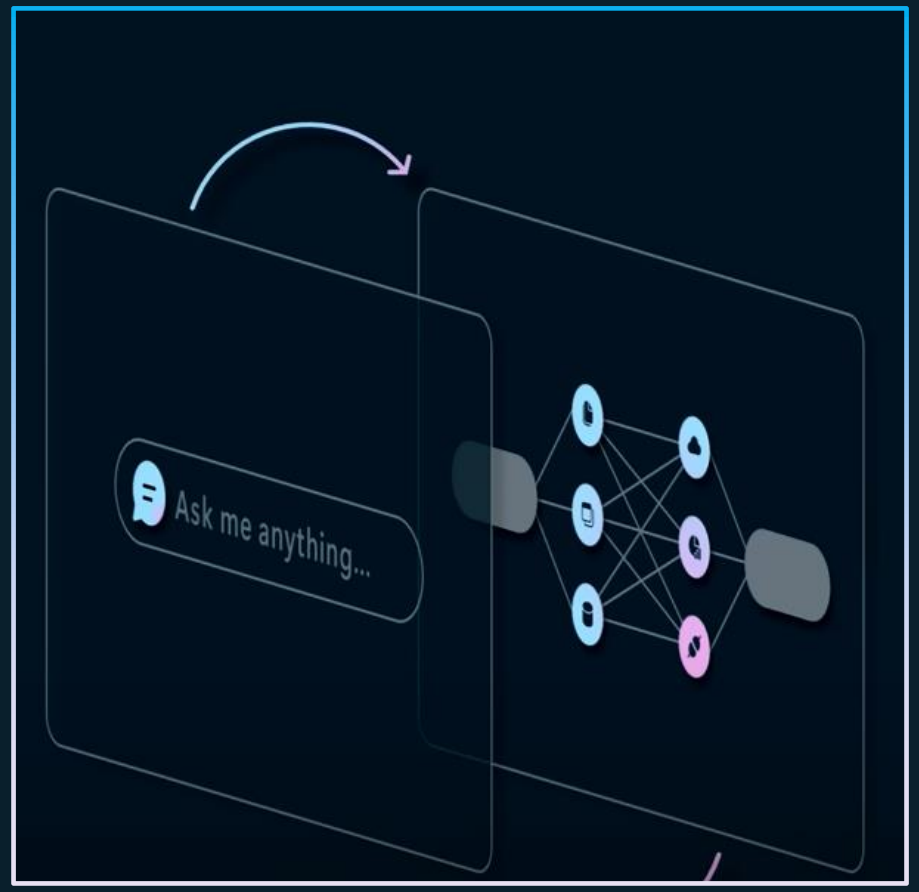
The Internet Explosion

Digital Convergence

More Personal Computing

Gen AI is transforming the way we work

Natural Language Interface
Transforms how we interact with software



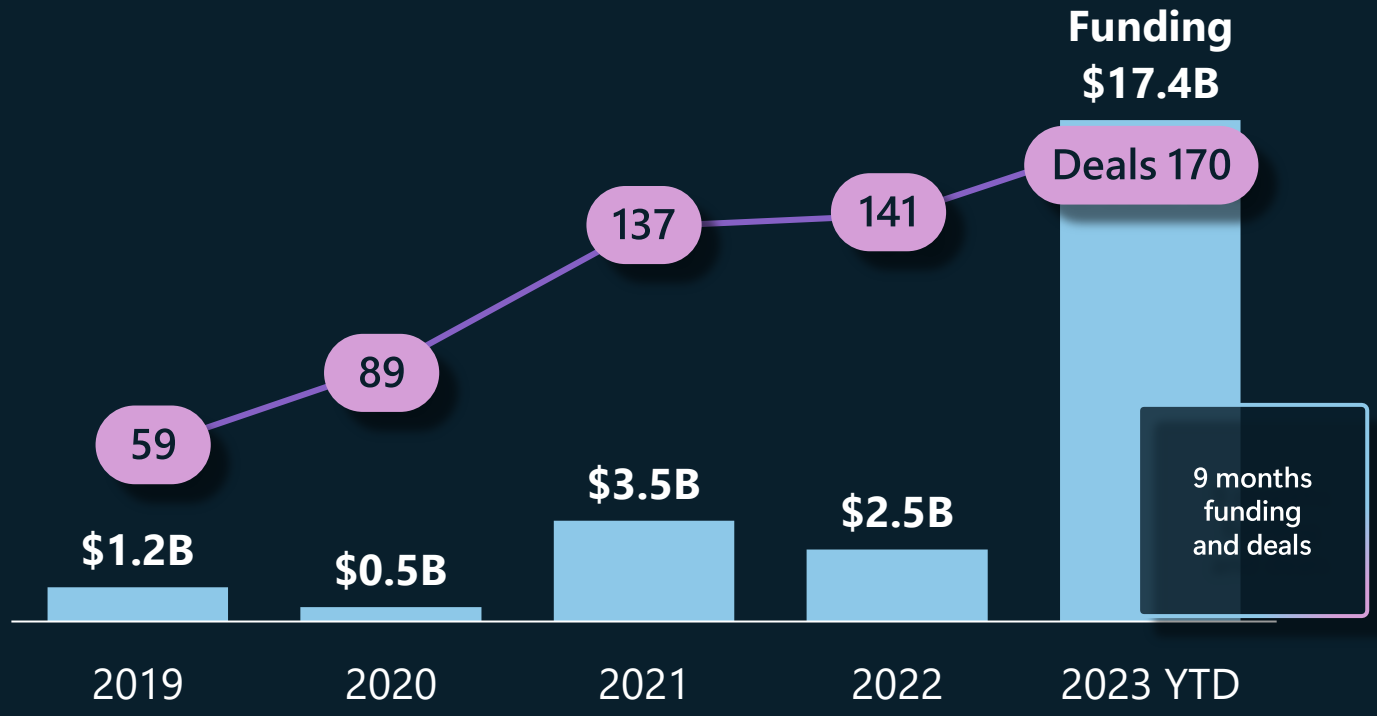
Powerful Reasoning Engine
Generative, predictive and insights capabilities that work on top on your data

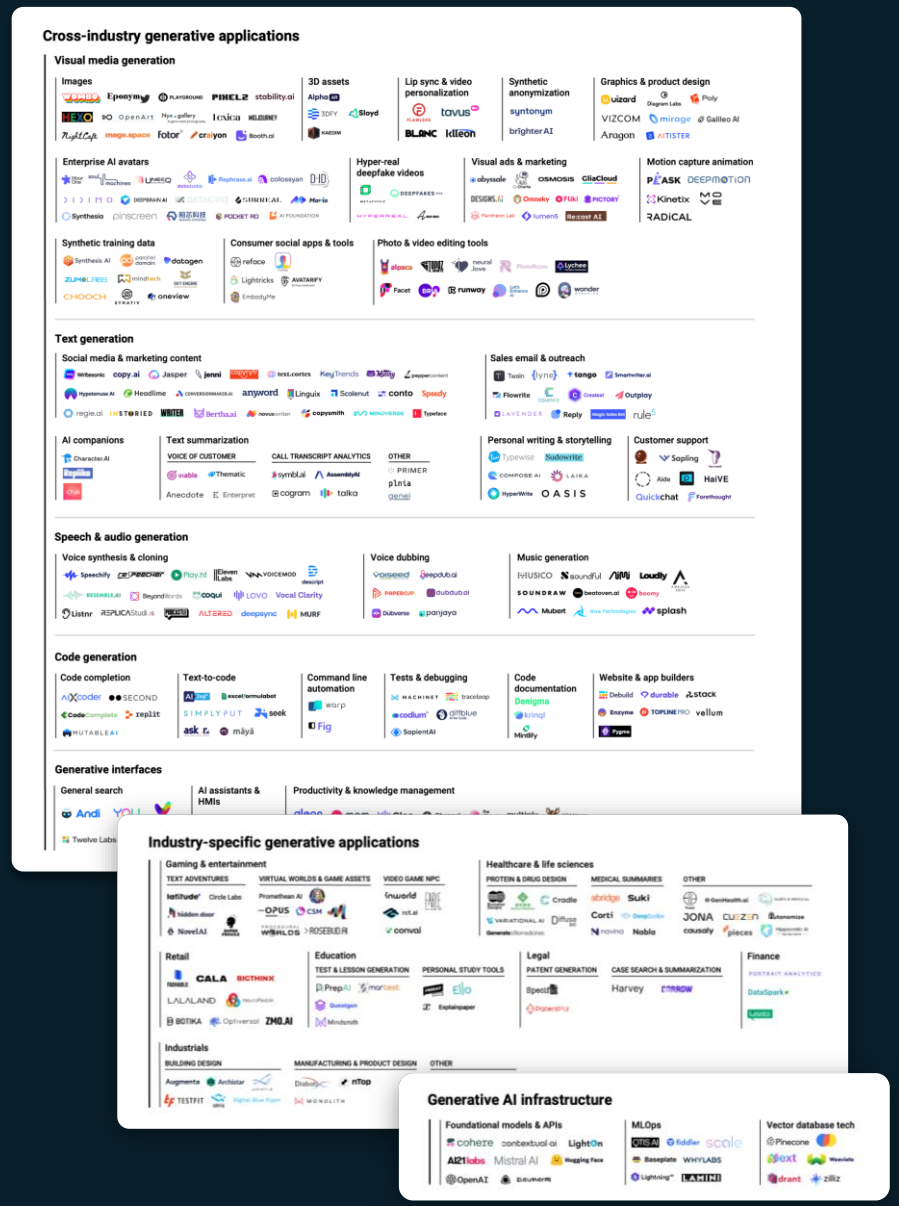
Generative AI Investments

Crossing domains and industries

Investor interest in generative AI soars in 2023

Disclosed equity funding & deals (as of 09/30/2023)





Source: CB Insights

Impact Every Industry

Generative AI will have a significant impact across all industry sectors*

- Business model
- Products and services
- Customer experience (Sales, Marketing, Service)
- Operations

*Source: The economic potential of Generative AI, McKinsey, June 2023

	Total % of industry revenue	Total $ billion
Administrative and professional services	0.9–1.4	150–250
Advanced electronics and semiconductors	1.3–2.3	100–170
Advanced manufacturing[3]	1.4–2.4	170–290
Agriculture	0.6–1.0	40–70
Banking	2.8–4.7	200–340
Basic materials	0.7–1.2	120–200
Chemical	0.8–1.3	80–140
Construction	0.7–1.2	90–150
Consumer packaged goods	1.4–2.3	160–270
Education	2.2–4.0	120–230
Energy	1.0–1.6	150–240
Healthcare	1.8–3.2	150–260
High tech	4.8–9.3	240–460
Insurance	1.8–2.8	50–70
Media and entertainment	1.8–3.1	80–130
Pharmaceuticals and medical products	2.6–4.5	60–110
Public and social sector	0.5–0.9	70–110
Real estate	1.0–1.7	110–180
Retail[4]	1.2–1.9	240–390
Telecommunications	2.3–3.7	60–100
Travel, transport, and logistics	1.2–2.0	180–300

Retail & CPG

Accelerating fashion design and generation of catalog images

FASHABLE AI generated designs

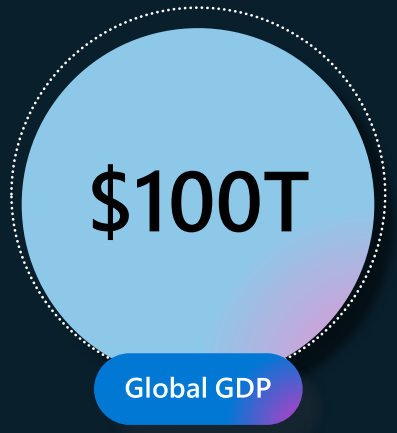
BOTIKA AI generated models

"We are in the midst of a massive shift with the new generation of AI that's going to transform every sector, and every category of computing."

"Will unlock a new wave of productivity growth."

Satya Nadella, CEO
2023

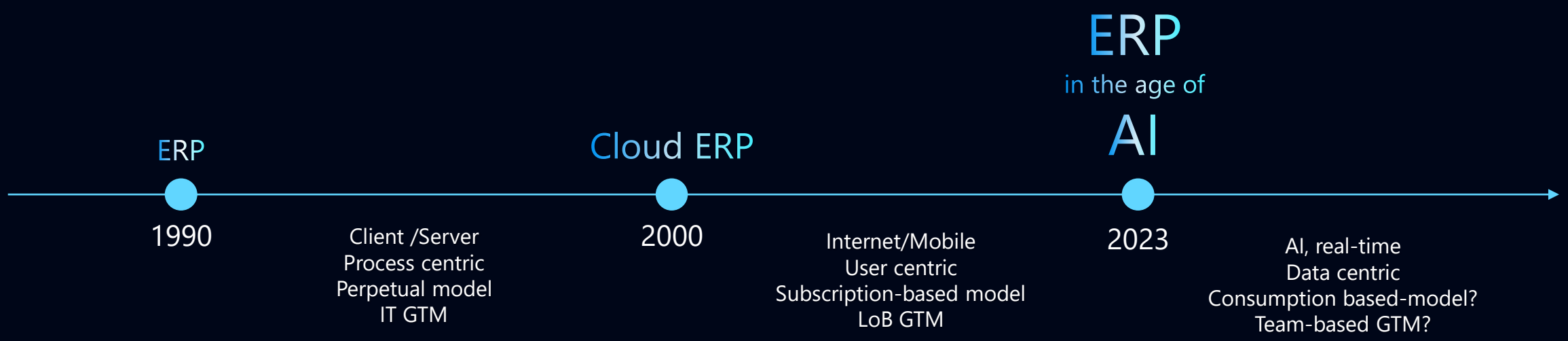
AI will increase global GDP
+$7T–10T



*Source: Internal analysis

ERP in the age of AI

Transforming end to end processes



AI-led ERP

In the moment
Data driven
Continuous Planning
Self healing supply chain
Responsible AI
Sustainabile
Risk mitigation
Adaptive
Contextual
Reasoning
Natural Language Interface
Autonomous
AI-driven implementation
Transformative analytics
Autonomous Finance
Continuous Close
Copilot

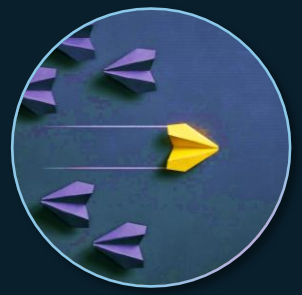
Microsoft

AI-led ERP

The new productivity frontier with Dynamics 365: The Impact of AI on ERP

The AI/Copilot path to autonomous ERP

Trust. Accuracy. Accountability.



Guide users

How do I …?

What is this …?

How can I fix…?

Empower users

Find data

Inquire on insights

Generate Reports

Ensure best decisions

Identify outliers

Assess impact

learn patterns

Optimize for best action

Take action

Automate actions

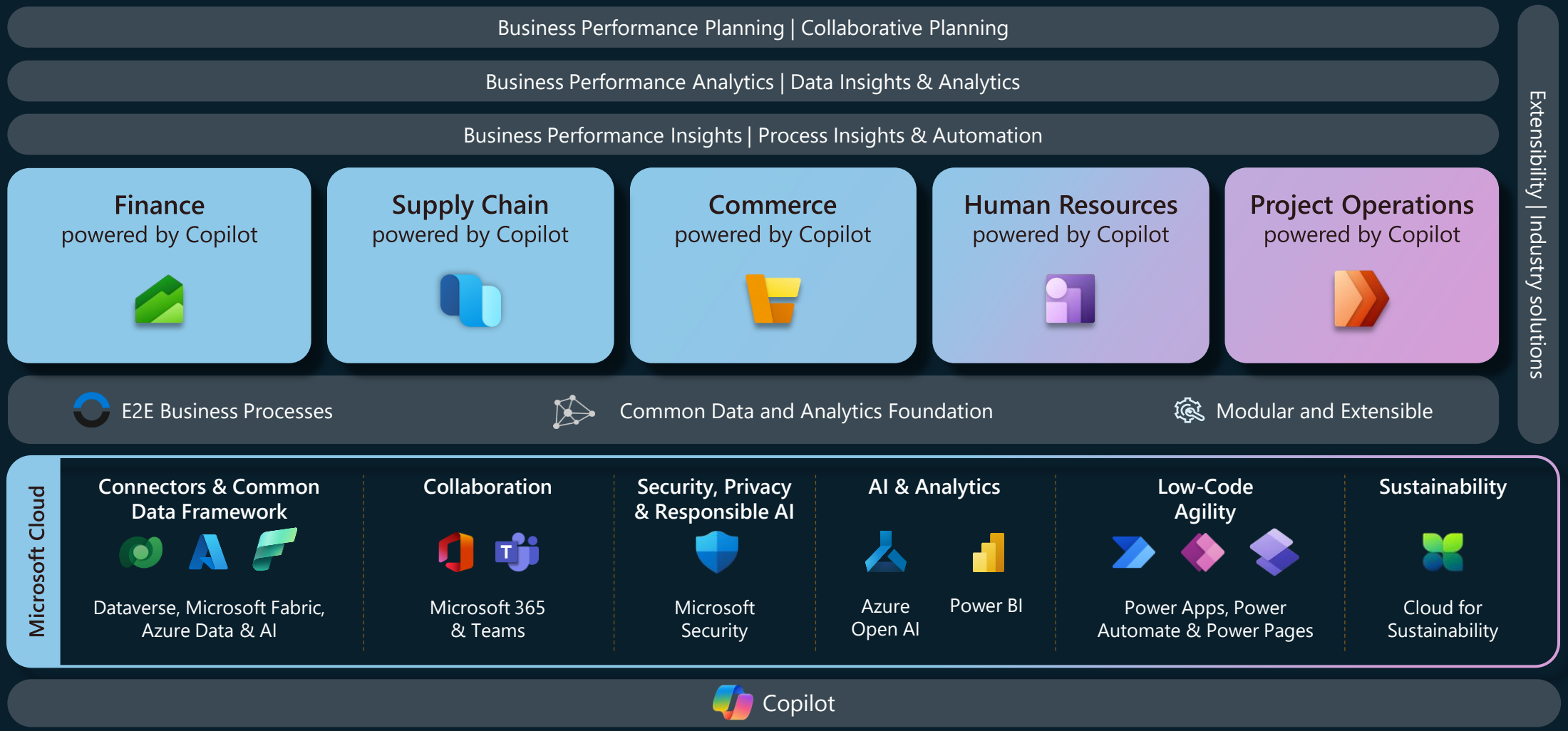
Efficiently handle exceptions

Automate user-defined scenarios

From lower stakes… → …to higher stakes

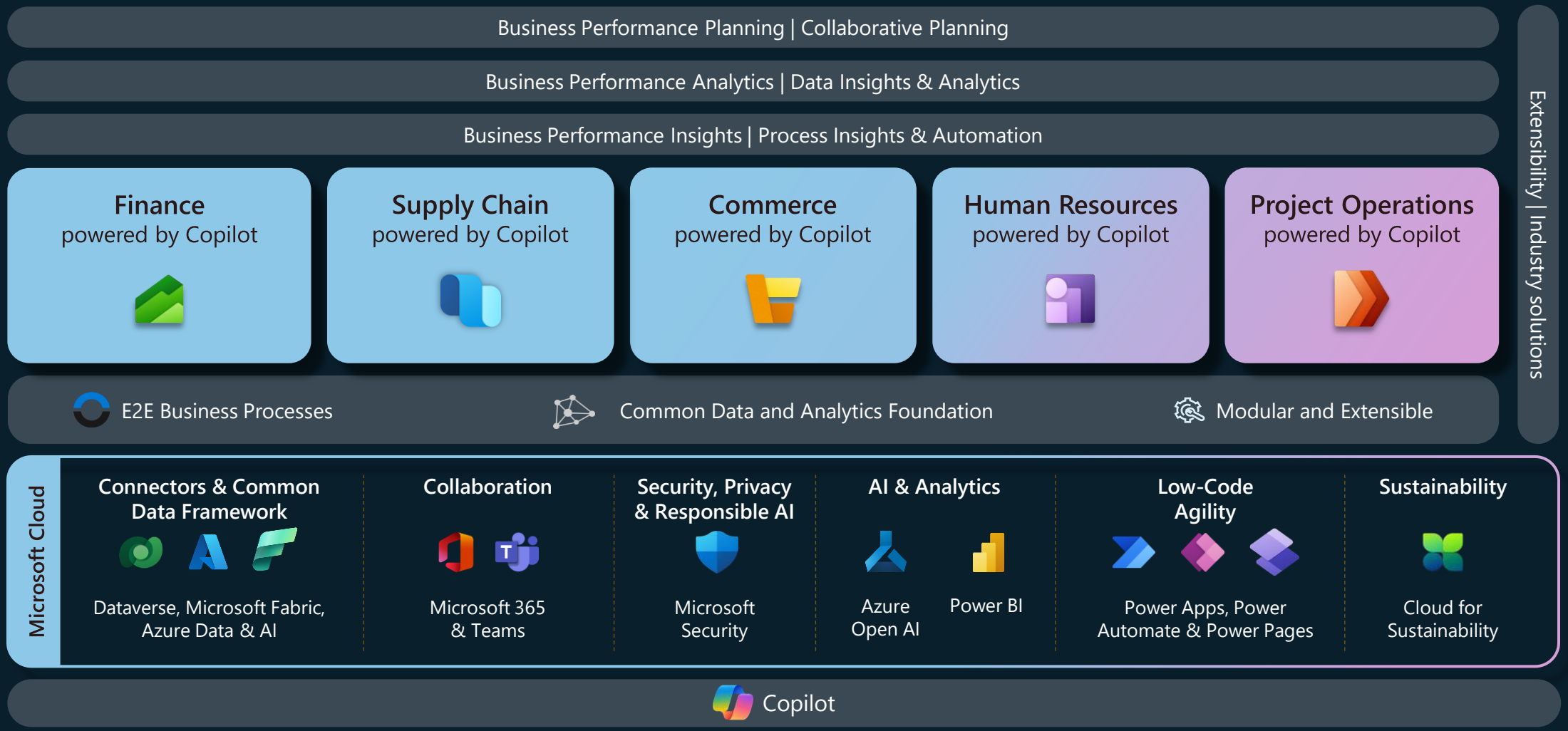
Our vision for AI-led ERP

The next generation of ERP is intelligent and autonomous



Our vision for AI-led ERP

The next generation of ERP is intelligent and autonomous



AI ERP differentiated through the Microsoft Cloud

Copilots

Inventory | Procurement | CFO Advisor

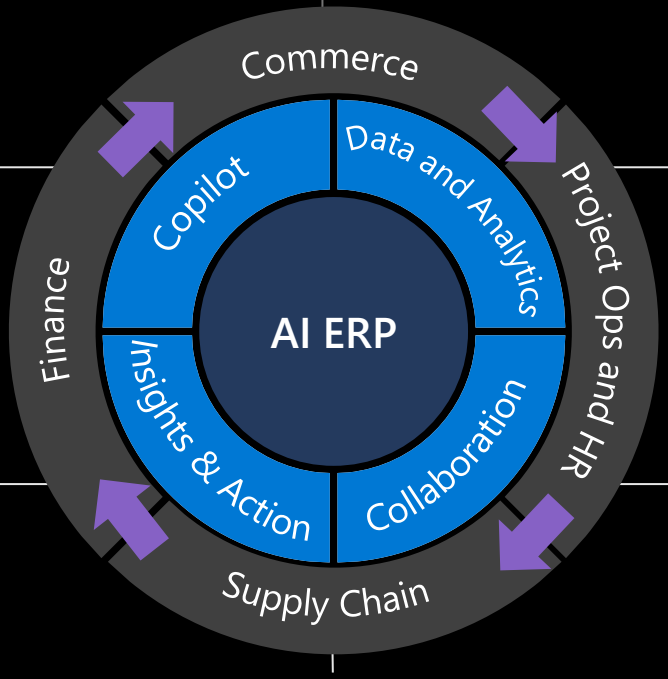
Point of Sale | Collections | Skills and Resource

Low-code Innovation

Power BI | Power Virtual Agents | Power Apps | Power Pages | Power Automate

AI & Productivity

Azure Open AI | Power BI and Fabric | Microsoft 365 & Teams



ISV Solutions

Pre-Built Apps | Vertical Solutions | LOB Apps

Full adaptability and differentiation with

50000+ developer extensibility points

E2E Processes

Order to Cash | Source to Pay | Design to Operate

Acquire to Retire | Record to Report

Rapid Time-to-Value

51 countries/regions | 67 languages | Maintaining regulatory compliance

Extended by partners | No-code/low-code Globalization Studio

AI, Automation, and Analytics in every experience

Rapid implementation partners with best practice operational models that have customers up in running in months (not years). Easily supporting business expansion initiatives.

One Product driving multiple outcomes !

Scalable, Composable Enterprise Systems

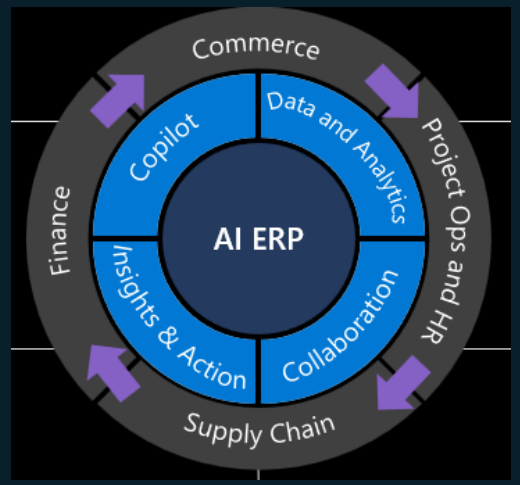
Global, composable, and extensible, comprehensive E2E solutions to begin phase adoption of cloud ERP processes.

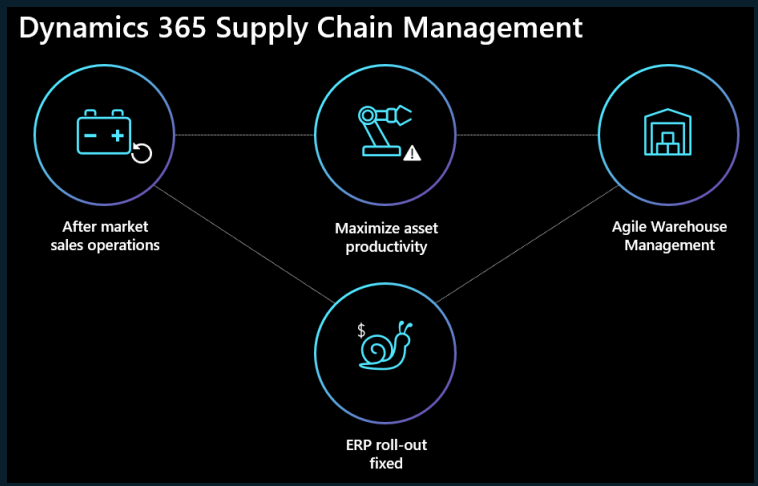
Tier 2 and New Business

Support new organization growth opportunities with economies of scale, agility and plug and play capabilities complementing existing enterprise systems in 2-tier models.

Business Division

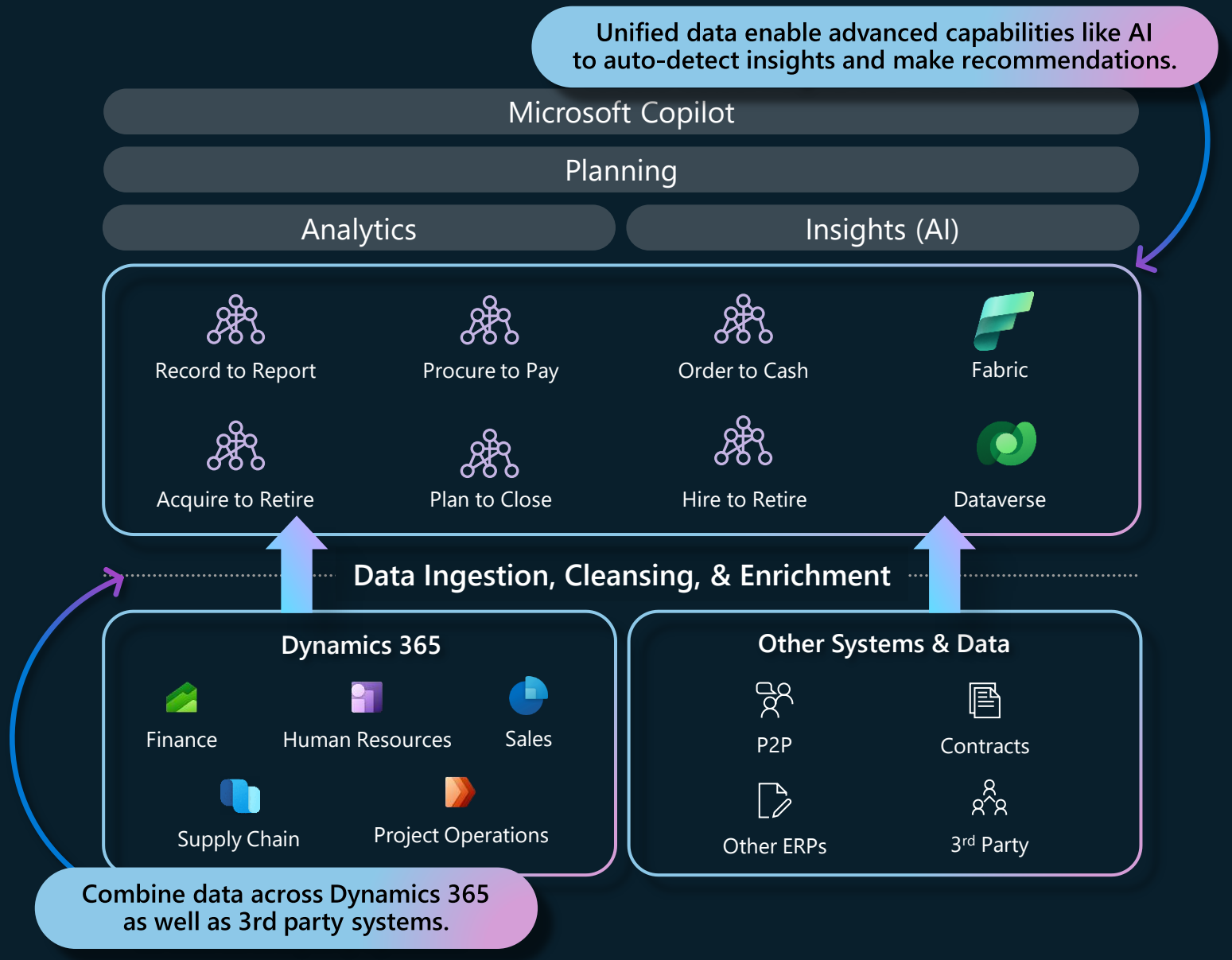
Independently adoptable process to complement existing enterprise business and IT strategies.





Enhance visibility with unified data

- Gain a complete view across business systems and processes
- Streamline data ingestion, cleansing, and enrichment for enhanced usability
- Guide decision making with insights powered by Copilot.



Copilot for AI ERP

The four guiding principles

From Low-Stakes To High-Stakes

Lead our customers to AI success

From low-stakes to high-stakes skill.

Build trust and confidence.

Copilot everywhere

A copilot for every app, role, job/task.

Provide proactive guidance.

Boost productivity.

Simplify discoverability.

AI-first experiences

Re-imagined AI-first experiences.

Delegate cognitive load to software.

Focus on strategic decisions.

Responsible AI

Human-centered principles for responsible creation of AI.

Fairness, reliability, safety, privacy, security, Inclusiveness, transparency and accountability.

Microsoft Copilot preview

Conversational help in Dynamics 365.

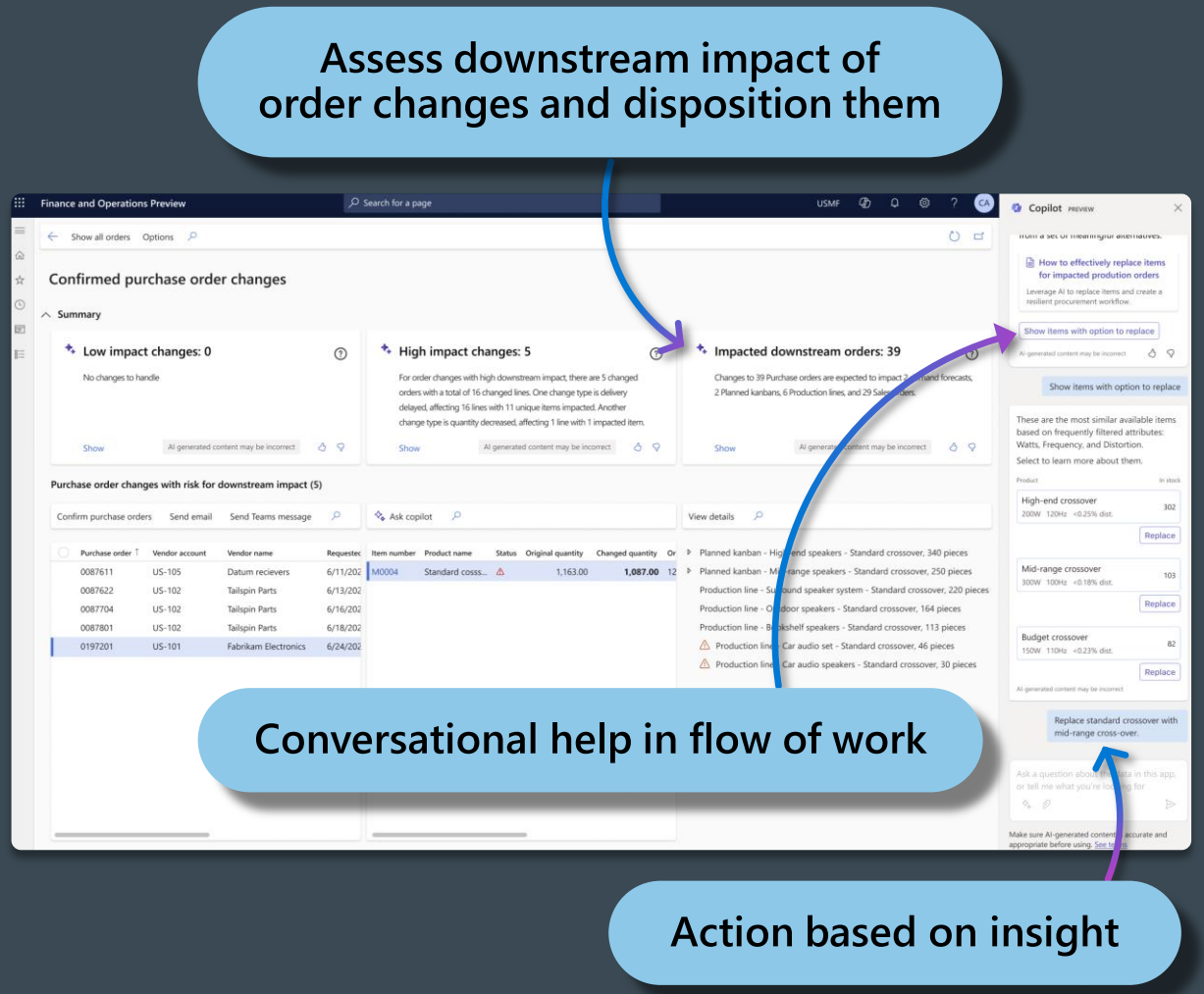
Rapid actions: Take actions based on insights with conversational help in natural language in the flow of work

Enhance user experience: Achieve faster adoption of systems and processes without toggling between multiple tabs.

Streamline procurement: Assess downstream impact of order changes and automate PO approvals and exception process.

Improve visibility: Enable businesses to promise orders with improved accuracy with enhanced inventory visibility powered by natural language queries.

Ovintiv VERANOVA BOSSARD



Home
Recent
Pinned

Home
Get started

Outputs
Time series

Forecasts
Forecast profiles

Data creation
Calculations
Transformations

Configuration
Tables
Categories

Consumer electronics - 2023-2024 - Saved

Time series

Output | General

KPIs

Overall accuracy	Total quantity	Average quantity	Trend in historical demand	Plan vs. historical demand
92%	7.2K pcs	6K pcs	▲ 7.38%	▲ 70.27%

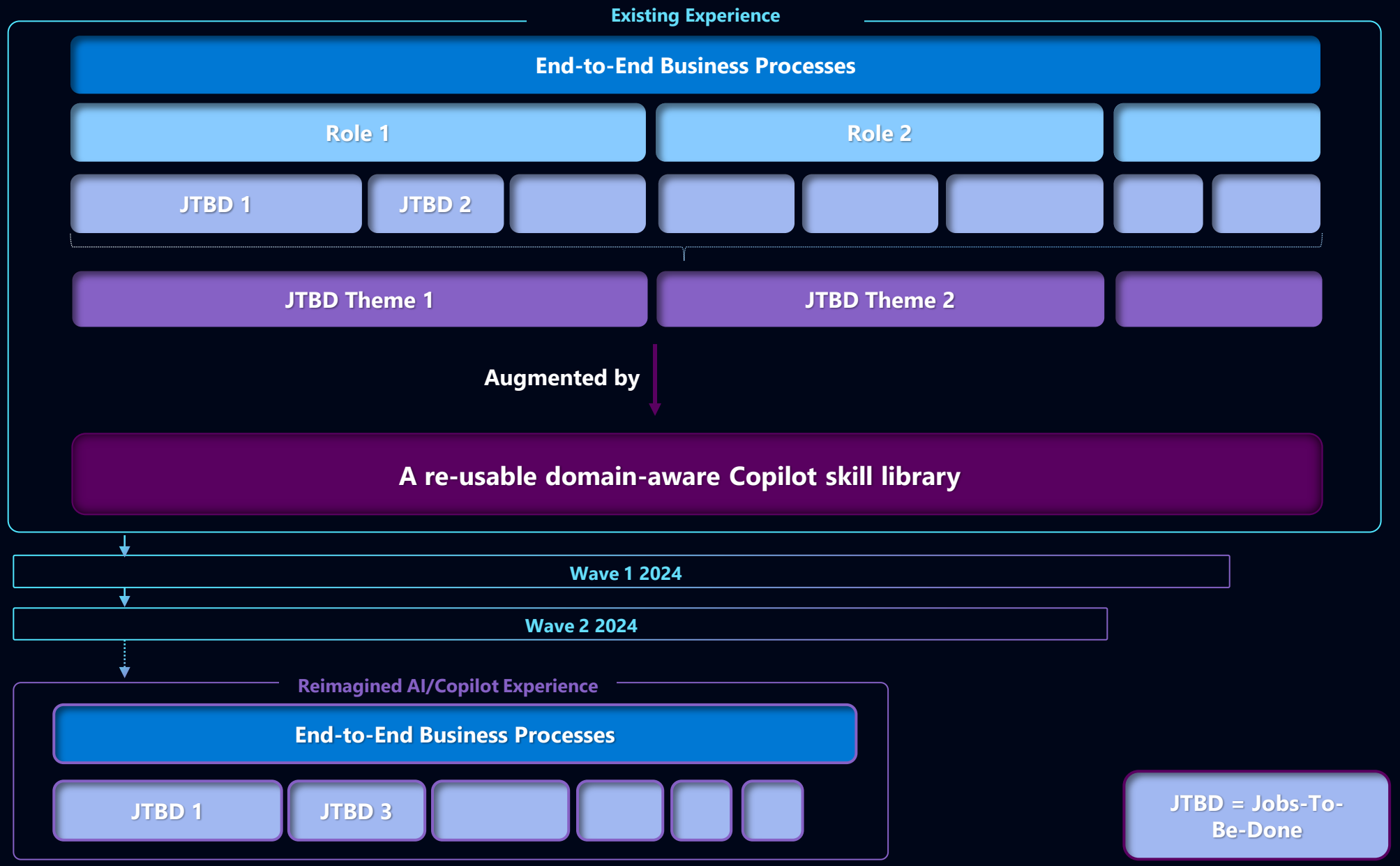
Timeline

Forecast values

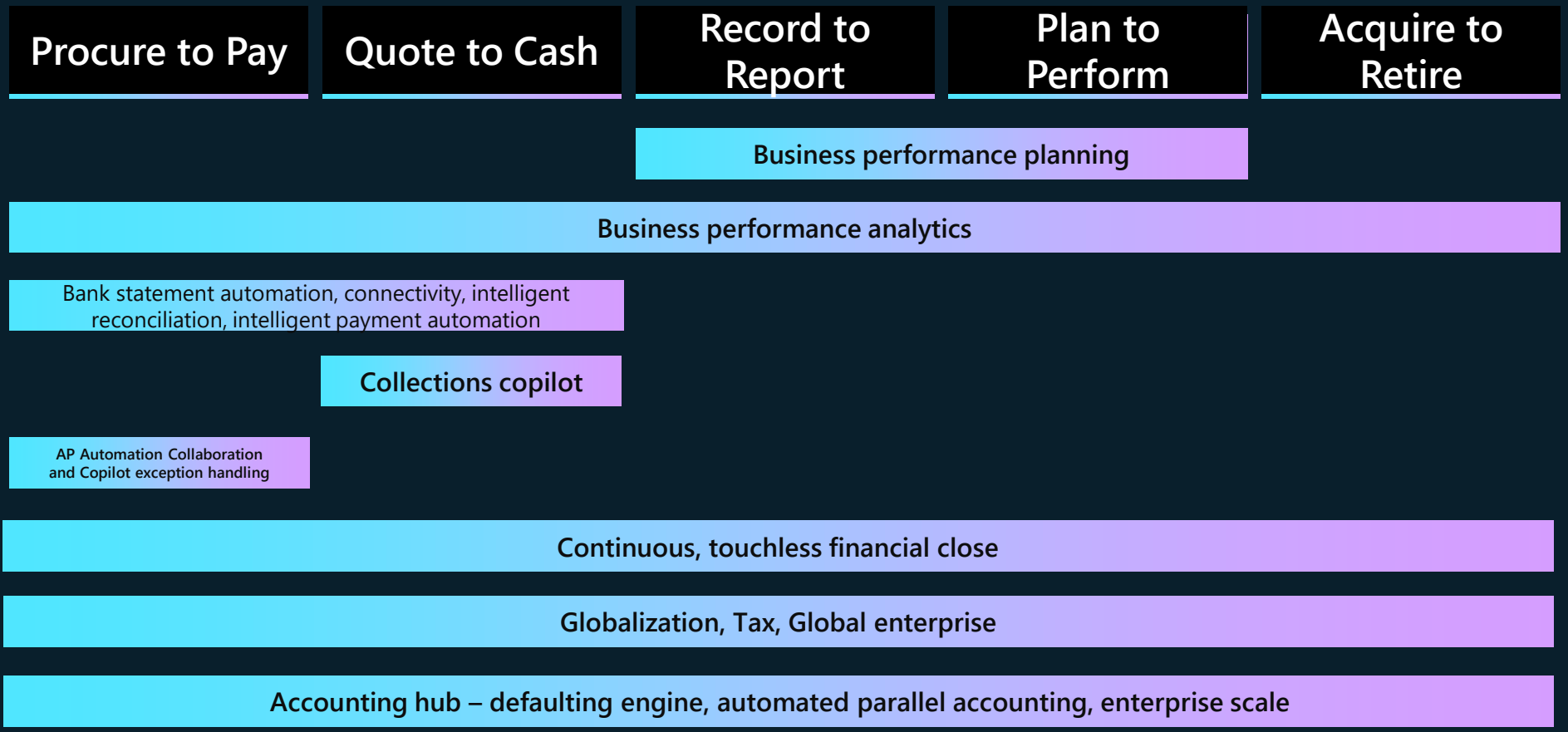
Show insights | Group by | Filter totals | Add time series | Download | Edit

Product Variant Name	Data	Totals	Nov'2023	Dec'2023	Jan'2024	Feb'2024	Mar'2024	Apr'2024	Jun'2024	Jul'2024	Aug'2024	Sep'2024	Oct'20
Spatial Audio Car Controller	Forecast	18,870	1,467	2,637	2,783	1,813	1,998	1,108	2,100	1,564	2,100	2,100	2,1001
	Last year	11,129	831	1,383	1,464	1,129	1,183	1,764	1,197	2,642	1,197	1,642	1,6
Spatial Audio Car Speake X1	Forecast	9,428	2,948	2,345	2,103	2,023	2,456	2,634	2,121	3,400	2,343	2,034	2,0
	Last year	29,986	2,259	2,583	2,771	2,907	3,250	2,834	2,925	2,743	2,925	2,925	2,9
Spatial Audio Car Speake B1	Forecast	29,925	2,134	2,587	2,795	2,910	3,138	2,799	2,819	4,867	2,819	2,867	2,8
	Last year	29,925	2,134	2,587	2,795	2,910	3,138	2,643	2,858	2,742	2,858	2,742	2,7
Spatial Audio Car Speake R2	Forecast	29,925	2,134	2,587	2,795	2,910	3,138	2,758	2,895	1,774	2,895	2,774	2,7

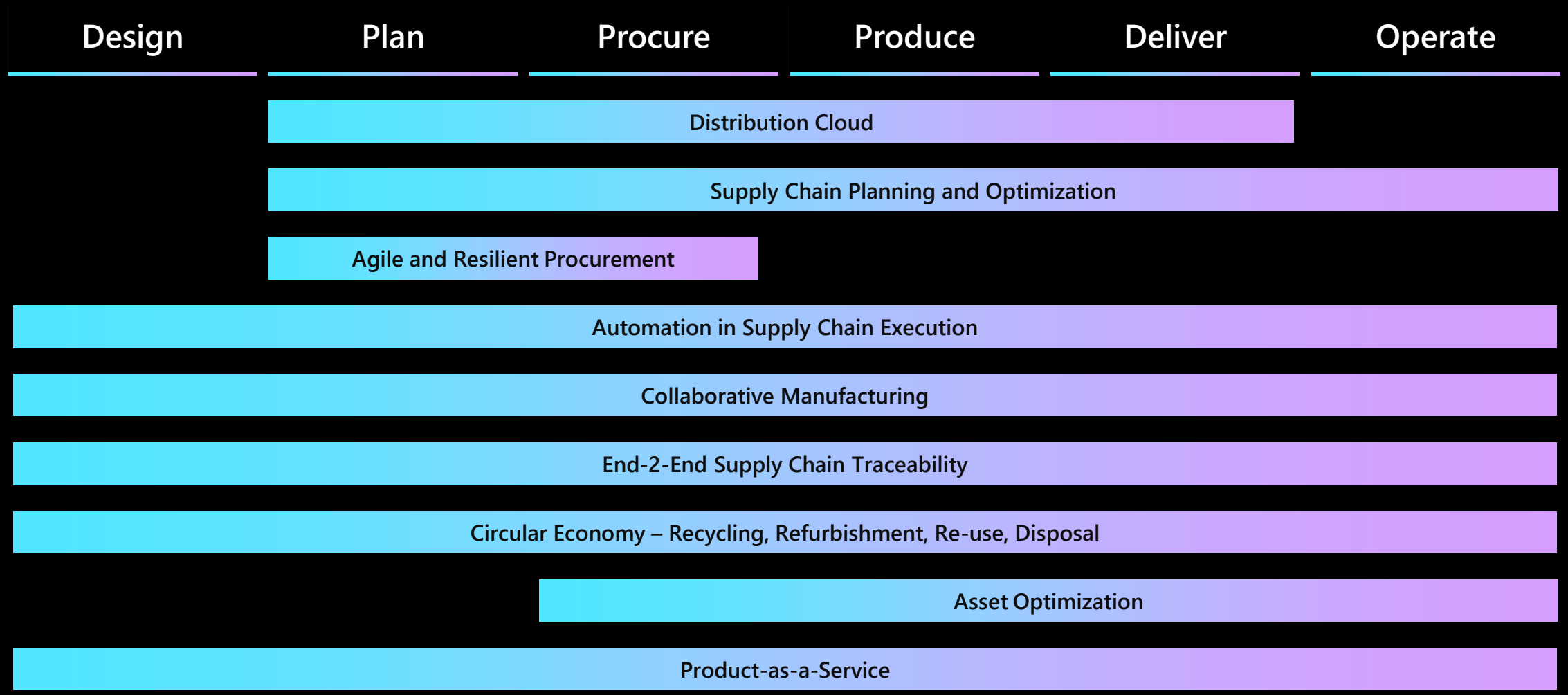
Copilot Everywhere & The evolution of Jobs-To-Be-Done



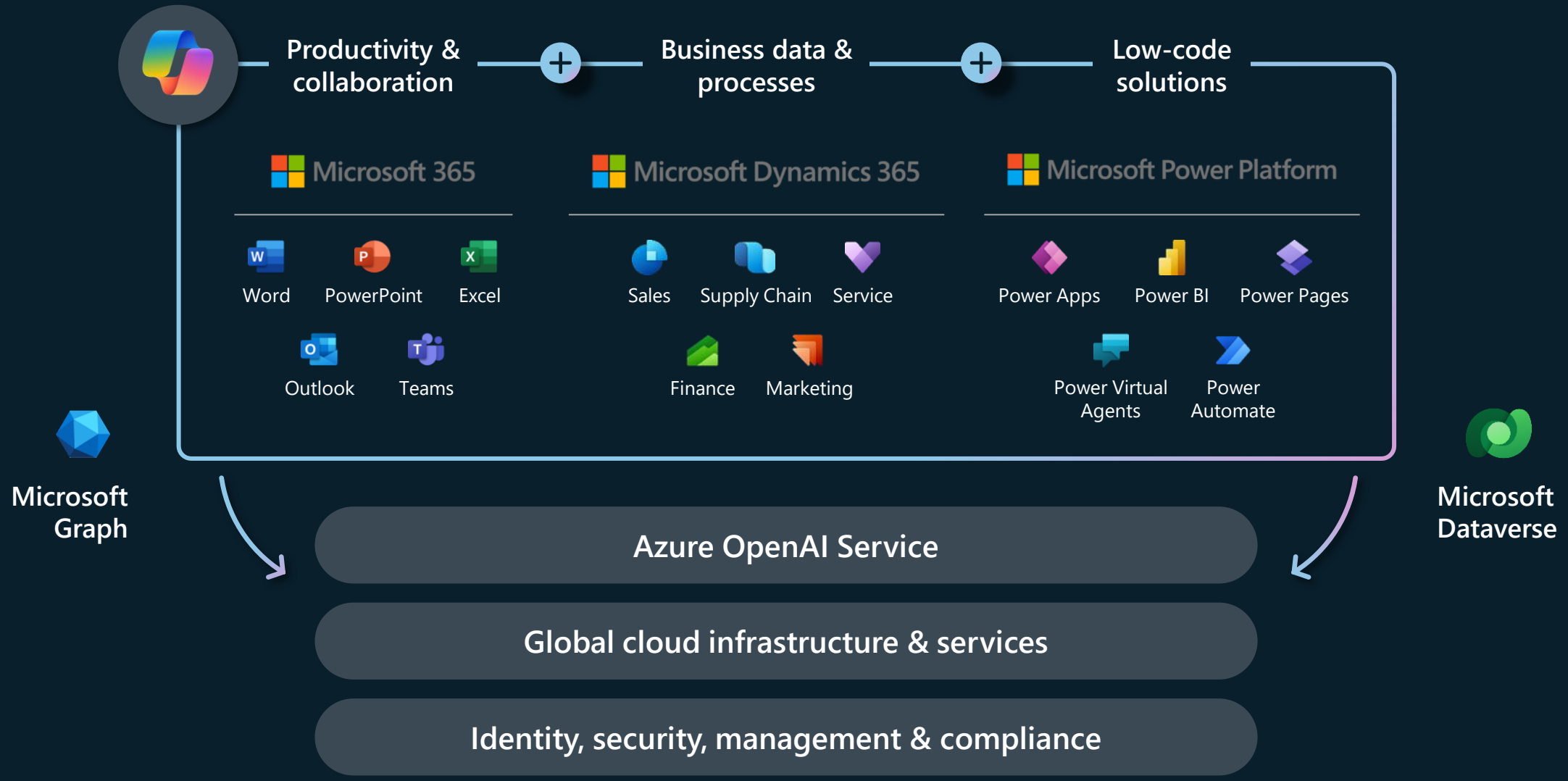
Investment themes - Finance



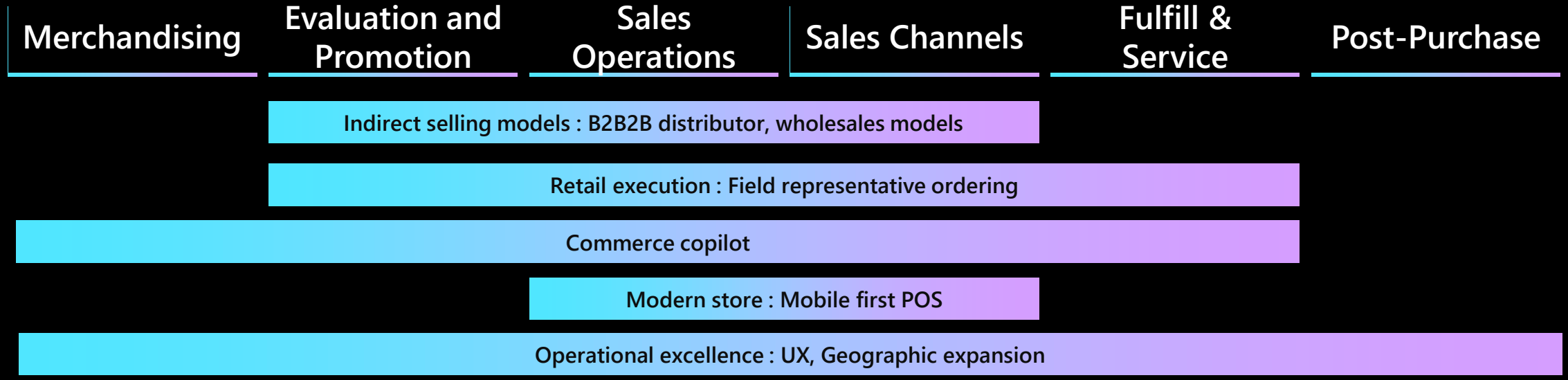
Investment themes - Supply Chain



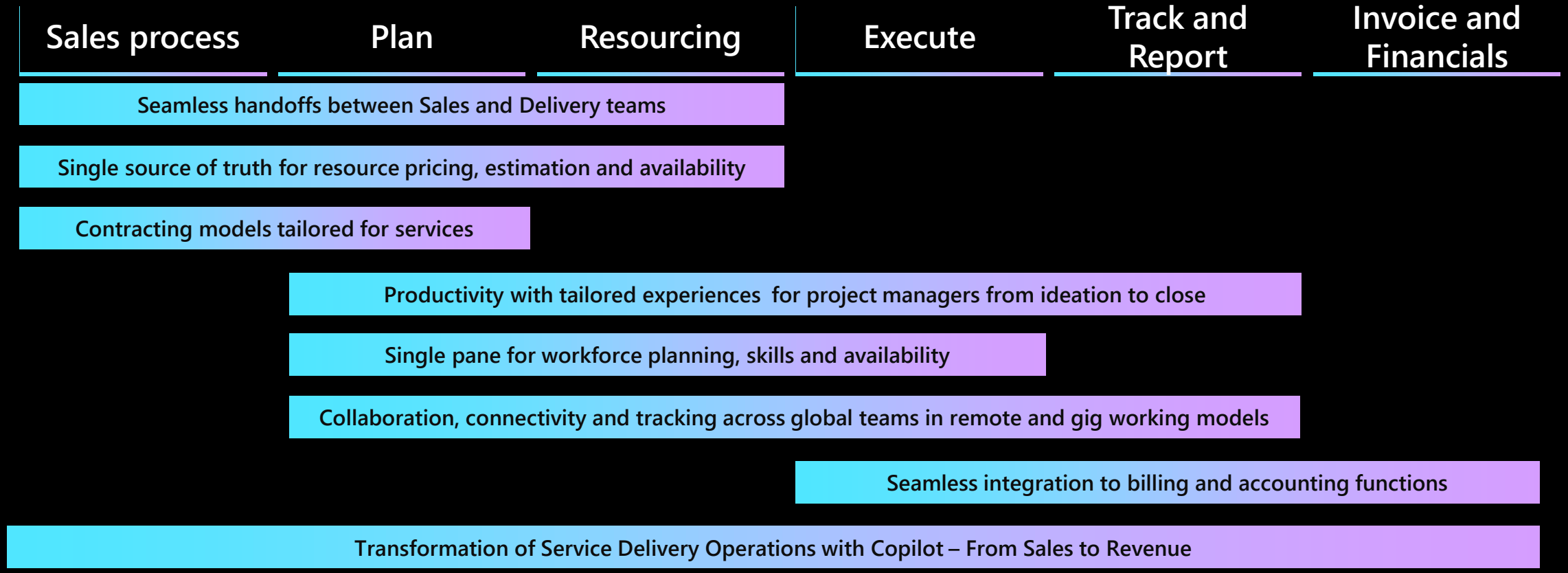
The blueprint for cross-organization impact



Investment themes - Commerce



Investment themes - Project Operations



Thank you!