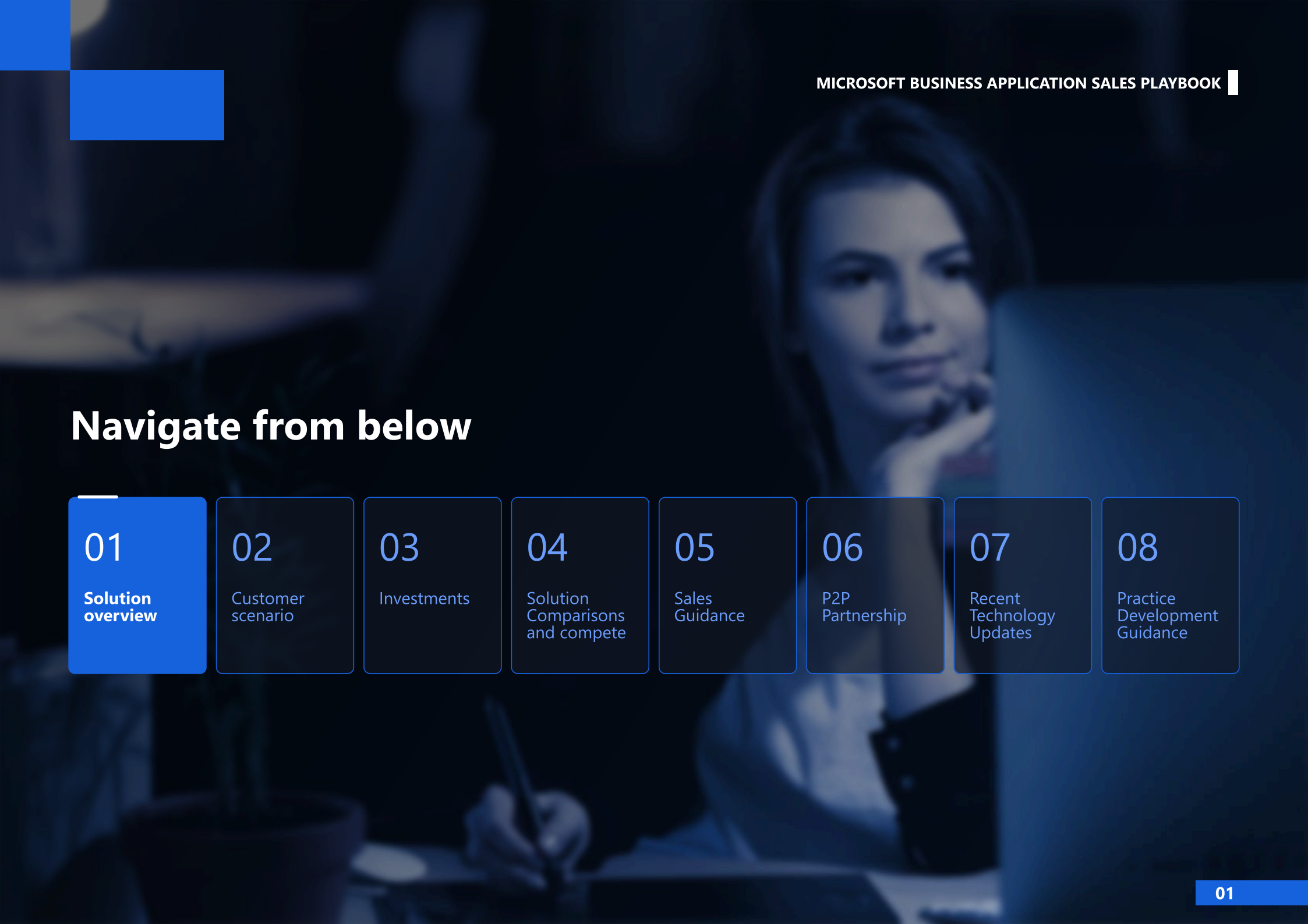


Microsoft Business Application Sales Playbook

INGRAM MICRO



Navigate from below

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03 Investments

04 Solution Comparisons and compete

05 Sales Guidance

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08 Practice Development Guidance

Why customers choose Business Central?

The business management solution that brings together finance, operations, sales, and service - everything you'd expect for small and mid-sized businesses – that grows with the business

Familiar, easy-to-use interface with Microsoft integration

1. Intuitive, role-tailored client
2. **Native integration** with tools users already know: Outlook, Teams, Excel, etc.
3. **Same security (Azure AD) and management** approach as the customer's other Microsoft applications

Extendable with 7,000+ apps on the AppStore

1. **No need for custom application development** for unique business processes
2. **Apps are updated automatically** to stay compatible with the latest releases – no need for manual testing after upgrade
3. **No deep technical maintenance** or in-house development resources required

Rich analytics and AI-readiness

1. **Built-in data analysis capabilities** and can harness the Power Platform and Azure AI
2. **Out-of-the-box Power BI reports** and dashboards for financials, sales, etc.
3. **AI-driven features** such as cash flow forecasting, inventory stockout predictions, late payment predictions, and **agents** such as sales order agent, payables agent, etc.

Business Central brings together all business management workflows in a single solution

Finance

- General ledger
- Unlimited dimensions
- Accounts payable/ receivable
- Cost accounting
- Multiple currencies
- Multiple companies
- Budgets
- Consolidation
- Intercompany postings
- Statistical accounts
- Cash flow forecast
- VAT and taxes mgmt
- Deferrals
- Late payment prediction
- Bank account mgmt
- Bank account reconciliation
- Customer payment process
- Fixed assets mgmt
- Subscription billing
- Recurring billing
- E-Documents
- E-documents mapping

Sustainability

- Chart of sustainability accounts
- Purchase documents
- Work with carbon credit
- Carbon equivalent
- Carbon fee calculation
- Sustainability scorecards and goals
- Sustainability certificates
- Water and waste management
- Scope 3 emissions calculation
- Suggest gas emissions
- ESG compliance reporting

Customer relationship mgmt

- Contact management
- Campaign management
- Interaction and email logging
- Opportunity management
- Dynamics 365 Sales integration
- Marketing text suggestions

Copilot and Agents

- Sales Order Agent
- Payables Agent • Summarize
- Chat with Copilot • Autofill fields
- Suggest number series

Purchasing

- Vendor management
- Purchase invoicing
- Purchase order management
- Purchase return order
- Alternative order addresses
- Purchase invoice discounts
- Purchase line discounting

Inventory

- Inventory control
- Item categories, attributes, variants and budgets
- Suggest item substitutions
- Item tracking
- Multiple locations
- Location transfers

Supply planning and availability

- Automated multi-level supply planning
- Reservation
- Demand forecasting
- Sales & inventory forecasting
- Order promising
- Calendars

Analytics

- Financial reporting
- Dashboards with Power BI
- Built-in reports • Excel
- Ad-hoc data analysis
- Analysis assist

Project management

- Projects • Time sheets
- WIP calculation
- Project invoicing and replenishment
- Resource and capacity mgmt • Multiple costs

Ecommerce

- Shopify connector
- Synchronize inventory, customers, & companies
- Activate sales channels
- Shopify POS
- Synchronize using Shopify metafields • Shopify B2B

Manufacturing

- Assembly management
- Production bill of materials
- Capacity planning
- Version mgmt
- Production orders
- Scrap

Warehouse

- Levels of warehouse management
- Bin management • Bin tracking
- Inventory picks and put-aways
- Warehouse receipt and shipment
- Warehouse pick put-aways
- Manage warehouse volume

Service management

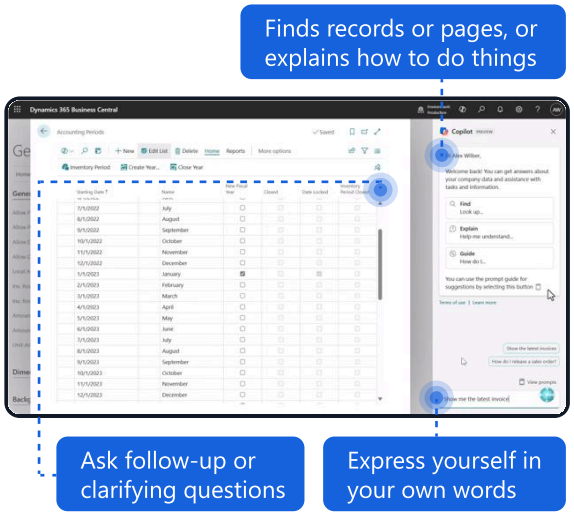
- Planning and dispatching
- Service contract mgmt
- Service item mgmt
- Service order mgmt
- Service price mgmt • Dynamics 365 Field Service integration

Sales

- Sales invoicing • Campaign pricing • Sales order mgmt
- Sales line pricing and discounting
- Sales line suggestions
- Sales invoice discounts

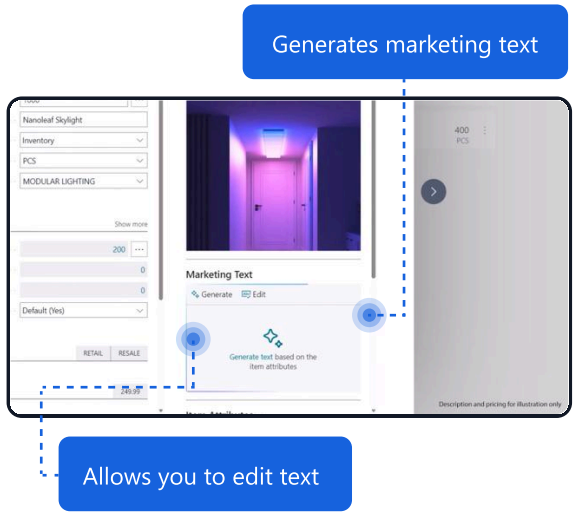
Use next-generation AI, right within Business Central

Boost productivity and make smarter decisions in everyday finance and operation workflows



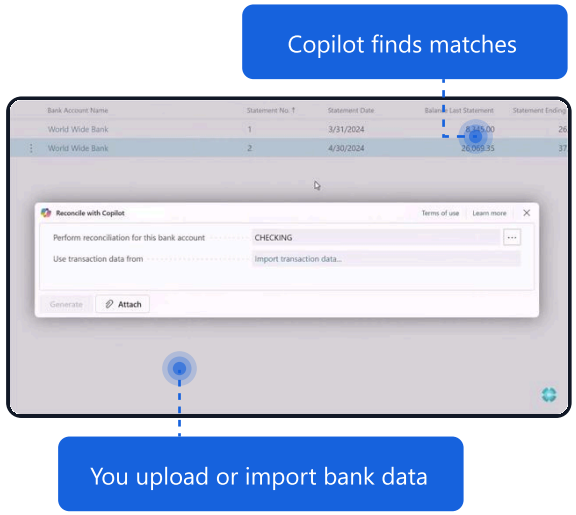
Use natural language to interact with business data

Track down the right information at the right time and get step-by-step guidance on various tasks.



Unlock creativity with marketing text suggestions

Quickly create product descriptions in seconds tailored to your preferred tone, format, and length.



Solve the puzzle of bank reconciliation

Upload bank data, and find matches with your ledger entries, even in case of multiple charges in a single entry

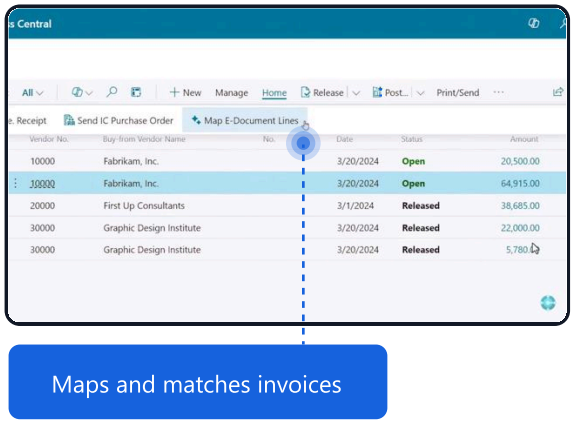
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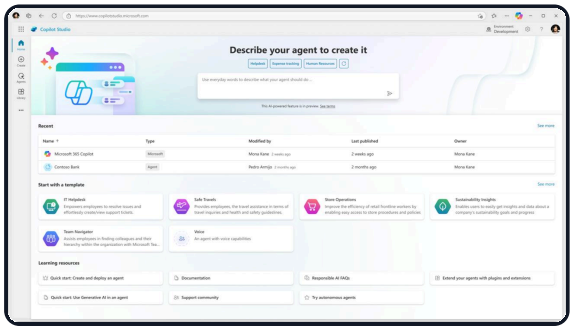
Automate email orders fast with Sales Order Agent

Respond faster, reduce errors, and convert email orders into quotes and sales automatically – watch demo



Automate vendor invoices with Payables Agent

Free finance teams from manual invoices while keeping payables moving – watch demo



Build custom agents using Copilot Studio or Foundry

Build industry-focused AI capabilities by connecting data in Business Central and also publishing agents on channels such as Microsoft Teams or website

Navigate from below

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Key customer scenarios for Business Central

Scenario	Key triggers	What to emphasize
Outgrowing QuickBooks or entry-level accounting	• User limits hit • Multi-entity consolidation needed • Inventory complexity • Audit/compliance requirements • Manual close taking too long	• Financials • Inventory • Dimensions • Consolidation
Migrating from Dynamics GP, SL, or NAV	• Mainstream support ending • On-premises hardware refresh due • No clear upgrade path • Customizations blocking version upgrades	• Core Financials
Replacing legacy or third-party ERP	• SAP B1 renewal pressure • NetSuite cost escalation • Aging Sage deployment • Customization debt • Poor Microsoft 365 integration	• Full BC Premium • AppSource ISV ecosystem
Multi-entity & international expansion	• New subsidiaries • Multi-currency needs • Intercompany transactions • Localization for new geographies	• Intercompany • Multi-currency • Country localizations
AI-attached modernization	• Copilot interest • Finance automation goals • Forecasting accuracy • Data prep for AI	• Copilot in Business Central • Sales & Inventory Forecasting • Bank Reconciliation Assist • Payables Agent

Key industry scenarios for Business Central

Scenario	Key triggers
Manufacturing	• Production planning gaps • Shop floor visibility • Supply chain disruption • Quality tracking
Construction & project-based services	• Job costing complexity • WIP tracking • Sub-contractor management • Progress billing • Change order chaos
Retail and e-commerce	• Disconnected storefront and back office • Inventory sync issues • Multi-channel order management • Omnichannel reporting gaps
Field service operations	• Technician scheduling pain • Work order management • Parts/service revenue tracking • Mobile workforce visibility
Professional services & distribution	• Time & expense tracking • Resource utilization • Complex pricing • Drop-ship workflows

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Overview of available incentives and programs



Overview of available incentives and programs

Customer offers and services credits

Business Applications Designation

Business Applications Specialization OR Deployment Voucher participant

Biz Apps Presales Advisor Incentives (Prev. OSA) – Up to $37.5K

Monthly per-seat reward for CPOR pre-sales activity that drives net-new D365 seat growth above the tenant/workload High-Water Mark. CSP ineligible.

**Term: Oct 1, 2025 – Sep 30, 2026*

Frontier Accelerate for Business Processes - CSP Deployment Accelerator Up to $100K

Funded, 1:1 deployment of incremental Dynamics 365 seats/ACV

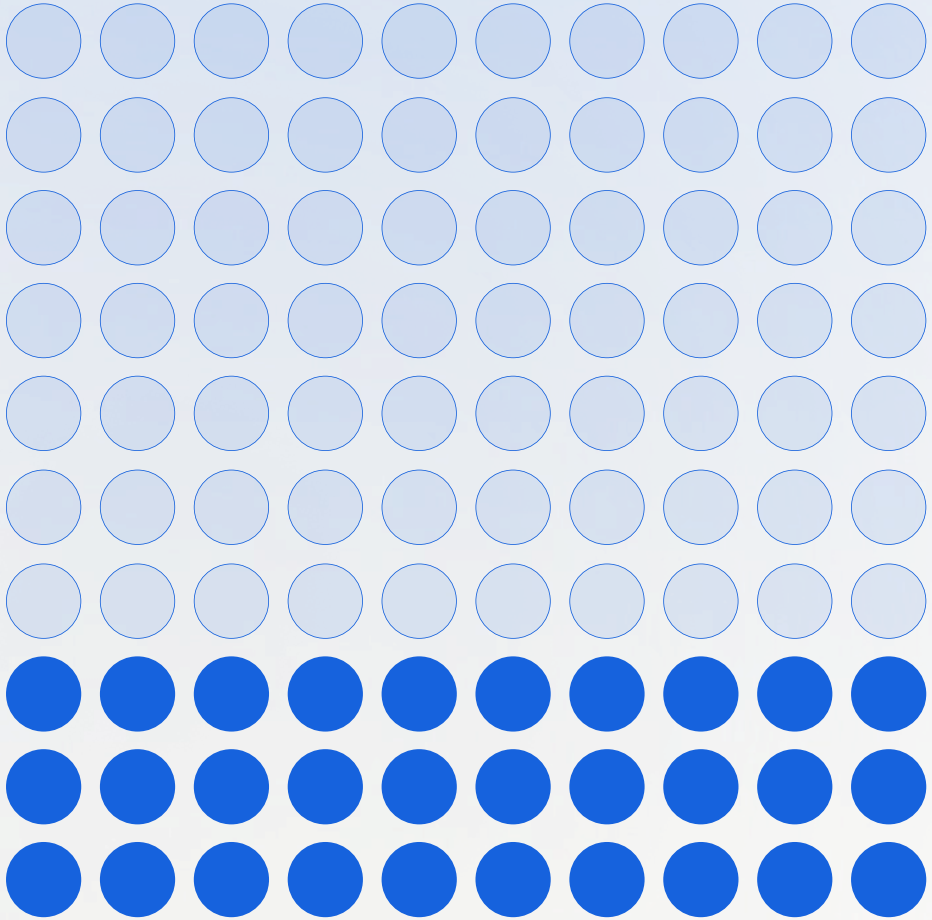
Conversion Bonus (stackable) - Up to $80,000

Funded, for displacing Salesforce, SAP, or Genesys. Requires a completed Deployment Accelerator.

Bridge to the Cloud 3 (BTTC3)

30%

discount for any eligible Dynamics on-premises commercial customers when migrating to most Dynamics 365 online products licensed through an eligible partner-led NCE subscription



Eligibility

To qualify, customers must meet the following eligibility criteria:

- Existing Dynamics on-premises system (as of 1-Sep-2022) with a current/ active Enhancement Plan (or lapsed <30 days)
- Migrating to functionally similar Dynamics 365 online product (with no prior subscription)
- Commercial customer
- Customer's CSP cost not less than its EP cost (at suggested pricing per month)

1. FAQ: Find answers on Bridge to the Cloud 2 policies
2. Partner deck: Get details on the Bridge to the Cloud 2

Biz Apps Presales Advisor Incentives

Microsoft | Pre-Sales

Overview

Rewards CPOR partners for pre-sales activities that drive Dynamics 365 platform sales. Paid monthly on net-new paid seat growth above the tenant/workload High-Water Mark (HWM). Covers pre-sales influence only — not implementation.

Partner Eligibility

- Solutions Partner Designation: Business Applications.
- Must register as CPOR in Partner Center within 120 days of the transaction date.

Customer Eligibility

- Enterprise Agreement or MCA-E licensing only — CSP is ineligible.
- Enterprise (Strategic/Majors) vs. SMC (Corporate/SMB) rate tiers apply; the Enterprise rate wins if a tenant qualifies for both.

Engagement Term

Oct 1, 2025 – Sep 30, 2026

Different Engagement Term than the other FY27 Business Processes engagements.

Engagement payout

Product / Bundle	Enterprise Payout	SMC Payout
D365 Finance & Supply Chain (incl. Business Central)	$250	$250
D365 Customer Engagement	$20	$80
Activity & Device	$75	$175
Basic CSU–65 Bundle	$4,875	$11,375
Standard CSU–225 Bundle	$16,875	$39,375
Premium CSU–500 Bundle	$37,500	$87,500

Paid per incremental seat above the tenant/workload High-Water Mark; Enterprise rate applies whenever a tenant qualifies for both segments.

Frontier Accelerate for Business Processes: CSP Deployment Accelerator

Microsoft | Post-Sales

Overview

Post-sales engagement to accelerate deal closure and offset the cost of deploying incremental Dynamics 365 seats/ACV — demos, TCO review, technical deployment, process mapping, gap analysis, and adoption.

Partner Eligibility

One of: Finance, Intelligent Automation, Low Code Application Development, Copilot, Sales, Service, SMB Management, or Supply Chain Business Applications Specialization; OR Deployment Voucher program participant as of June 30, 2026.

Customer Eligibility

- Excludes Strategic 500, Non-Profit, and EDU customers.
- Max 2 approved claims, 1 concurrent claim per tenant.

Engagement Term

Jul 1, 2026 – Jun 30, 2027

Engagement payout

Engagement size	Min. ACV	Partner Payout
XXS	$20,000	$5,000
XS	$50,000	$12,500
S	$100,000	$25,000
M	$200,000	$50,000
L	$400,000	$100,000

Can be paired with the Conversion Bonus on the following page when a competitive workload is displaced.

Frontier Accelerate for Business Processes: Conversion Bonus

Microsoft | Post-Sales

Overview

Bonus for successful migrations from Salesforce, SAP, or Genesys to Microsoft Dynamics 365 workloads. Requires a prior completed CSP Deployment Accelerator and documented proof of competitor displacement.

Partner Eligibility

One of: Finance, Intelligent Automation, Low Code Application Development, Copilot, Sales, Service, SMB Management, or Supply Chain Business Applications Specialization; OR Deployment Voucher program participant as of June 30, 2026.

Customer Eligibility

- Limited to customers with a completed CSP Deployment Accelerator engagement.
- Max 1 approved / 1 concurrent claim per tenant.

Engagement Term

Jul 1, 2026 – Jun 30, 2027

Engagement payout

Engagement size	Min. ACV	Seat Displacement Req.	Partner Payout
XXS	$20,000	13+	$4,000
XS	$50,000	25+	$10,500
S	$100,000	50+	$20,000
M	$200,000	100+	$40,000
L	$400,000	200+	$80,000

Stacks on top of the CSP Deployment Accelerator payout of matching size.

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Key solution comparisons

Topic	Microsoft Dynamics 365 operations apps	Microsoft Dynamics 365 Business Central
Overview	Purpose-built, intelligent ERP applications that connect people, processes, data, and insights across finance, project mgmt, human resources, supply chain, and commerce; with the freedom to deploy modularly and adapt as you need to support new business priorities.	A comprehensive business management solution that helps small and midsized companies connect their finance, sales, service, and operations teams within a single easy-to-use, rapidly deployed application. Sold, supported, and extended by expert partner channel.
Size	Mid-market to large enterprises with 50 – 1000+ users	Small to medium-sized businesses (SMBs) with 3 to 250+ users
Deployment	Individually deployable solutions for sales, service, customer insights, finance, projects, HR, supply chain, commerce, and more	Single solution that supports finance, sales, service, projects, supply chain, warehousing, manufacturing, and more
Operating model	Centralized operating models, with a single deployment spanning multiple companies, entities, and/or countries	Decentralized operating model, with separate deployments for each company, entity, and or country
Industry capabilities	Deep industry and vertical capabilities within applications	Requires integration of 2000+ industry & horizontal apps on AppSource
Best fit	Organizations with in-house IT resources to support go-live and maintenance	Businesses who need fast deployment and have limited IT resources to support

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Key value of Dynamics 365 Business Central vs NetSuite

Topic	Microsoft Differentiator	NetSuite Compromises
Subscription Costs	Premium is $110 per user per month with all-in-one licensing—no separate base platform fee, no charges for advanced modules. Essentials is $80/user/month and Team Members $8/user/month for limited access.	$129–$199 per user per month plus a base platform fee starting at $999 per instance per month, plus separate fees for advanced modules and service-tier upgrades.
Subscription Features	All-in-one licenses include Finance, Sales, Service, Project, Manufacturing, Supply Chain, and more in one price.	Core Financials, CRM, and ERP are included, but advanced modules (WMS, manufacturing, advanced revenue recognition, OneWorld) cost extra.
Last Mile of Functionality	>3,000 apps on Microsoft AppSource that meet unique vertical or business-specific requirements, backed by a global partner ecosystem.	Roughly 700 SuiteApps with a partner ecosystem skewed heavily toward the U.S.
AI Agents	Built-in Copilot plus AI agents that work autonomously: Sales Order Agent and Payables Agent are generally available, Expense Agent is in preview, and customers can design custom agents directly in the product.	Predictive AI in select modules and a new AI Connector Service that lets customers bring their own LLM (OpenAI, Claude, etc.); the AI services themselves carry separate costs.
Microsoft 365 Interoperability	Native connection with Microsoft 365 including Outlook, Excel, and Teams to collaborate on business data.	Basic Outlook and Excel integration; no native Teams or OneDrive integration.
Process Automation	Native Power Automate integration with >1,000 connectors to streamline repetitive tasks and business processes across systems.	SuiteFlow only creates and executes workflows within the platform—no cross-system orchestration.
Extensibility	Tables can be added as a Power Apps data source, synced with Dataverse, or extended by developers using industry-standard tools including VS Code and GitHub.	No low-code app builder; developer extensibility relies on proprietary SuiteScript and SuiteFlow contained within the platform.
Built on Azure	Common platform across Dynamics 365 and Microsoft 365 with a common Azure tenant for administering and assigning licenses; 99.9% SLA.	Runs on Oracle Cloud Infrastructure but doesn't share administration with other Oracle products or services; 99.7% SLA.

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NetSuite Claims Against Business Central

Topic	NetSuite Claim against Business Central (Source of Claims)	Microsoft Response
System Architecture	As with Dynamics 365 Finance, the on-premises heritage impacts the current solution. Customers on outdated versions could be missing key security enhancements, putting their critical data and processes at risk.	Architected in the cloud from the ground up on Azure for security, multi-tenancy, and performance—built on modern technologies including React, TypeScript, .NET Core, Azure OpenAI, Containers, Elastic SQL Pools, Azure Key Vault, and Cosmos DB. NetSuite was built in 1998 on web technologies common at that time.
Revenue Recognition	Limited revenue recognition capabilities, often supplemented by non-native extensions or integrations. Particularly important for software and services companies that rely on subscriptions and must recognize revenue over time.	A long-standing claim. Native subscription billing is now built in, and AppSource offers several certified ISV options for advanced revenue recognition scenarios.
Intercompany Consolidation	Often requires external tools or manual work to handle multi-subsidiary and international consolidations. Localizations for organizations operating in multiple countries each require separate instances on separate databases.	Significant investment over recent releases has brought multi-company, consolidation, and intercompany functionality to a new level. Customers can register intercompany transactions across companies automatically and consolidate across environments in various countries.
Reporting and Analytics	Limited prebuilt reports; customers wanting more frequently turn to integrations with outside tools like Power BI or Jet Reports. Each integration requires setup and maintenance, adding to costs.	Recent investments include Analysis Mode (Excel-like in-product analytics with grouping, pivot, subtotals, totals, and filtering) and four embedded Power BI apps (Finance, Sales, Supply Chain, Subscription Billing) included at no additional license cost.
Configurations and Customizations	While it doesn't require the same level of technical expertise as Dynamics 365 Finance, it still doesn't match the simplicity of NetSuite's "clicks not code" strategy. Customizations require coding in the AL language via Visual Studio Code.	AL in VS Code is one option for developer extensibility. Built-in user interface customization (WYSIWYG designer, role customization, personalization) can be done per company, per role, or per user without code. Power Automate also lets users define their own actions without coding.
Customer Support	Microsoft relies on its partner network for frontline support, limited to any one partner's business hours. Customers have little contact with Microsoft, and partners are often more interested in billable hours than support.	Two-tier support model: partners provide frontline support, fully backed by Microsoft global support available 24/7, 365 days a year. Worth asking whether the customer's NetSuite support center is in their country or supported internationally.

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Key value of Dynamics 365 Business Central vs Acumatica

Topic	Microsoft Differentiator	Acumatica Compromises
Subscription Costs	Premium is $110 per user per month with all-in-one licensing. Predictable per-user pricing means no surprise charges from transaction volumes.	Resource-based / transaction-tier pricing can be difficult for customers to estimate, with the potential for unplanned subscription fees if capacity limits are exceeded.
AI Agents	Built-in Copilot plus AI agents that work autonomously—Sales Order Agent and Payables Agent are generally available, Expense Agent is in preview, and customers can design custom agents directly in the product. Powered by Microsoft-managed Azure OpenAI resources, so no separate AI infrastructure to provision.	AI Studio (GA in 2026 R1) and AI Assistant let customers connect their own LLM (OpenAI, Anthropic, AWS, or Azure)—the LLM provider must be set up separately and AI service costs are billed by the provider, not Acumatica.
International Availability	Available with localization in 160 countries, supported in over 47 languages.	Localized in three countries—US, Canada, and UK.
Subscription Features	All-in-one licenses include Finance, Sales, Service, Project, Manufacturing, Supply Chain, and more in one price.	General Business Edition includes core financials but charges extra for industry features and additional modules that are included in the all-in-one license model.
Microsoft 365 Interoperability	Native connection with Microsoft 365 including Outlook, Excel, and Teams to collaborate on business data. Run end-to-end business processes like order-to-cash from within Outlook. Teams users can read data using their Microsoft 365 license, without a separate ERP license.	Basic Teams integration; Outlook integration is limited to Exchange Server and ERP synchronization or an Outlook add-in for the CRM module.
Process Automation	Native Power Automate integration with >1,000 connectors - the industry's leading automation tool for cross-system workflows.	UI Workflow builder has a graphical interface but is complex to use; the Workflow API builder is aimed at professional developers.
Built on Azure	Common platform across Dynamics 365 and Microsoft 365 with a common Azure tenant for administering and assigning licenses; 99.9% SLA.	SaaS deployment runs on AWS with a 99.5% SLA, with service credits if the uptime commitment isn't met.
Embedded Analytics	Four Power BI apps (Finance, Sales, Supply Chain, Subscription Billing) embedded at no additional license cost in the 2026 release wave 1.	Analytical Reports module is included, but advanced BI dashboards typically depend on third-party tools or extensions.
Extensibility	Tables can be added as a Power Apps data source for low-code apps, synced with Dataverse, and extended by developers using industry-standard tools including VS Code and GitHub.	No Power Apps equivalent for low-code app building; customizations rely on partner-led development.

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Acumatica Claims Against Business Central

Topic	Acumatica Claim against Business Central (Source of Claims)	Microsoft Response
Background	Based on Dynamics NAV, originally developed in the 1980s. Although improvements have been made to run in the cloud, at its core it still relies on older software techniques and architectures.	Architected in the cloud from the ground up on Azure for security, multi-tenancy, and performance—built on modern technologies including React, TypeScript, .NET Core, Azure OpenAI, Containers, Elastic SQL Pools, Azure Key Vault, and Cosmos DB.
Industry Standard Tools	Both products are highly configurable, but Acumatica is built using industry-standard C# and .NET. Business Central uses a proprietary development language, AL with Extensions 2.0, making customizations more difficult and expensive.	AL in VS Code provides a modern developer experience with full GitHub integration. Built-in WYSIWYG personalization (per company, per role, or per user) handles most field, action, and cue card changes without code. Power Automate adds rich extensibility scenarios where users can define their own actions without coding.
Flexible Licensing Options	Both products offer subscription licensing, but Acumatica also offers alternate options to accommodate customers' unique requirements.	The Acumatica Licensing Guide requires customers to understand the nuances of consumption-based entitlements, transaction tiers, and a separate user-based model for the Small Business Edition. Per-user subscription pricing is simpler to estimate and manage.
Scale as you Grow	Both products allow you to scale resources to support a growing company. Acumatica charges by computing power required, not per user—unlimited users can access the system. Per-user licensing means costs rise as more employees, customers, and suppliers need access.	The all-in-one per-user model provides cost certainty and includes complete functionality in the subscription fee. Resource-based pricing creates the risk of unplanned costs when transaction or usage volumes exceed limits, plus extra costs for features not in the base edition.
ROI	Because Acumatica charges by computing power used, not by user, costs reflect the functions and resources you need. Per-user pricing means costs increase as your company grows.	This isn't entirely accurate. Per-user subscription fees are not driven by resources used or consumption like Acumatica's model—pricing is predictable and tied to named users.

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QuickBooks vs. Xero vs. Dynamics 365 Business Central

Topic	Microsoft Differentiator	QuickBooks Compromises	Xero Compromises
Subscription Features	All-in-one licenses include Finance, Sales, Service, Project, Manufacturing, Supply Chain, and more in one price.	Not an end-to-end ERP—primarily an accounting solution with some inventory and SCM features, plus Payroll and Time Tracking as add-ons. Many other functions require App Store add-ons.	Basic accounting functionality for small businesses—additional functionality typically comes from the App Store.
Last Mile of Functionality	Larger partner ecosystem to deliver the last mile of functionality—>3,000 apps on Microsoft AppSource that meet unique vertical or business-specific requirements, with thousands of partners across multiple geographies.	App Store has roughly 750 apps and most partners are concentrated in the U.S.	App Store has several hundred apps and a partner network across the U.S., Europe, and Asia.
AI Agents	Built-in Copilot plus AI agents that work autonomously: Sales Order Agent and Payables Agent are generally available, Expense Agent is in preview, and customers can design custom agents directly in the product.	Intuit Assist is generally available with a suite of AI agents (Accounting, Payments, Customer, Finance) focused on small-business bookkeeping tasks; access to specific agents varies by subscription plan.	Just Ask Xero (JAX) generative AI assistant is rolling out to customers, focused on small-business accounting tasks like creating invoices and quotes via natural language.
Microsoft 365 Interoperability	Native connection with Microsoft 365 including Outlook, Excel, and Teams. Run end-to-end business processes like order-to-cash from within Outlook. Teams users can read data using their Microsoft 365 license, without a separate ERP license.	Excel integration only—no native Microsoft Teams or Outlook integration, including via the App Store.	Excel integration only—integrations with Outlook, Teams, and Power BI require ISV apps from the App Store.
Process Automation	Native Power Automate integration with >1,000 connectors to streamline repetitive tasks and business processes across systems.	Workflows are limited to reminders, creating invoices, and managing expenses, and only operate within the QuickBooks platform.	WorkflowMax was retired in mid-2024; customers now look to the Xero App Store for workflow alternatives.
Built on Azure	Common platform across Dynamics 365 and Microsoft 365 with a common Azure tenant for administering and assigning licenses; 99.9% SLA.	Intuit Terms of Service do not provide an SLA.	No SLA. Per Xero's Terms of Use, customers' only recourse for downtime or data loss is to discontinue use—no compensation is offered.

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Sage Intacct vs. Dynamics 365 Business Central

Topic	Microsoft Differentiator	Sage Intacct Compromises
Subscription Costs	Premium is $110 per user per month with all-in-one licensing—no separate fees for extra modules or features.	Core Financials package has a 5-user minimum and starts at $20,000 per year, plus add-ons for several modules and features—yielding a higher cost per user compared to the all-in-one model.
AI Agents	Built-in Copilot plus AI agents that work autonomously: Sales Order Agent and Payables Agent are generally available, Expense Agent is in preview, and customers can design custom agents directly in the product. Included with the license.	Sage Copilot is generally available with capabilities like AP automation, close assistant, and a Finance Intelligence Agent (early adopter). Some Copilot features are included; others are paid add-ons with quotes provided on request.
Customer Base	Over 55,000 customers worldwide on the cloud platform.	Roughly 24,000 customers (Sage no longer publishes a current count).
International Availability	Available with localization in 160 countries, supported in over 47 languages.	Supports six regions—Australia, Canada, France, South Africa, United Kingdom, United States—and primarily English.
Subscription Features	All-in-one licenses include Finance, Sales, Service, Project, Manufacturing, Supply Chain, and more in one price.	Charges extra for many features (Extended Capabilities) and doesn't sell others that are included in the all-in-one license model.
Industries / Partner Ecosystem	A large global partner ecosystem with thousands of related ISV applications on AppSource that help deliver the last mile of functionality.	Sells 17 industry editions; the Marketplace has roughly 350 listings, with a partner ecosystem of resellers, accounting firms, and service-delivery partners. Vertical ERPs typically face higher cost, limited flexibility, and implementation complexity.
Embedded Analytics	Four Power BI apps (Finance, Sales, Supply Chain, Subscription Billing) embedded at no additional license cost in 2026 release wave 1.	Reporting is built around custom report writers and dashboards inside Intacct; Power BI integration requires connectors and additional setup.
Microsoft 365 Interoperability	Native connection with Microsoft 365 including Outlook, Excel, and Teams to collaborate on business data. Run end-to-end business processes like order-to-cash from within Outlook. Teams users can read data using their Microsoft 365 license, without a separate ERP license.	Limited Microsoft 365 integration: limited Teams and SharePoint integration, Outlook integration is limited to Sage Intelligent Time, and OneDrive is used as a cloud storage repository for reports.
Process Automation	Native Power Automate integration with >1,000 connectors to streamline repetitive tasks and business processes across systems.	Workflows and approvals are contained within the platform and tied to transaction definitions—six preconfigured standard workflows fit specific business types; Advanced Workflow can be enabled to define processes based on transaction definitions.
Extensibility	Tables can be added as a Power Apps data source, synced with Dataverse, and extended by developers using industry-standard tools including VS Code and GitHub.	Custom applications can be built through platform services or the SDK, but require specialized training and investment in skills that are proprietary and not reusable in other apps or scenarios.
Built on Azure	Common platform across Dynamics 365 and Microsoft 365 with a common Azure tenant for administering and assigning licenses; 99.9% SLA.	Runs on AWS with a Buy with Confidence Program offering subscription credits for availability below 99.8%; maximum credit is 50% of monthly subscription fees.

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On-premises vs. Business Central

Topic	On-premises solutions	Dynamics 365 Business Central online
Functionality	On-premises solutions' capabilities within finance, operations, stock, CRM, projects, and manufacturing features do not provide out-of-the-box integration with Microsoft 365, Teams, or Power Platform.	Comprehensive cloud solution spanning finance, operations, inventory, sales, service, manufacturing, and projects. **Embedded capabilities across Microsoft 365 applications, including Outlook, Teams,** and Power Platform to increase user productivity and improve customer experiences.
Remote Access	Desktop and web client is often only available when on-premises. Additional work is required to provide access externally.	Desktop and mobile applications and web-based interface is available **on any device.**
Artificial Intelligence (AI)	Not available	**Built-in AI features** to help accelerate automation of repetitive tasks, improve customer service, anticipate business challenges, and enhance decision making.
Upgrades	On-premises solutions need manual updates, which takes time and effort. They run the risk of missing out on new updates.	**Industry-leading product roadmaps.** Microsoft releases two major updates to Business Central in April and October each year, plus monthly minor releases. These updates include new capabilities, performance, platform, and security improvements. **Reduce upgrade expenses.** All releases are automatically updated; however, the customer can schedule the time when the update should take place.
User Interface (UI)	On-premises solutions have an older interface and user experience.	**Business Central has a modern user interface,** including personalized dashboards, built-in reports, clear navigation, and a natural language search option. It's also available through the web and mobile devices.
Power Platform Integration	Requires manual integration.	Easily develop custom line of business applications with **seamless integration to Business Central data.** Build once and deploy apps in one click across iOS, Android, Windows, and Web.
Connectivity	On-premises solutions often come with limited connectivity.	Built on the common data service and easily integrated with hundreds of out-of-the-box solutions available on AppSource. **API connectivity available to support HR/Payroll** and other integrations with non-Microsoft products.
Reporting	On-premises solutions often come with standard reporting tools.	Extensive intelligent insights and reporting capabilities with embedded Power BI reports, plus full Excel integration.

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Conversation starters...

Question	Solution
How comfortable are you with the accuracy of the financial data that informs executive decision-making?	Without trusted information, it's impossible to make good decisions. Improve decision-making with end-to-end visibility, real-time performance metrics, flexible reporting, and AI-powered insights like cash-flow forecasting. Copilot turns raw data into insights from a single sentence prompt, and embedded Power BI apps for Finance, Sales, and Supply Chain are now included at no additional license cost.
Does your accounting software connect to your other systems? If not, what frustrations has that caused?	Disconnected systems cause frustration and rework. Business Central eliminates data silos and creates a single source of truth, with Copilot streamlining processes and a native connection to Outlook, Excel, and Teams that keeps people in tools they already know. One scalable platform unites finance, sales, service, and operations so teams can adapt faster and perform better.
Do you struggle with paper-based processes or manual workarounds? What are some examples?	Many businesses get stuck "making do" with the technology they have, then build workarounds. AI agents now go beyond suggestions and do the work. Sales Order Agent (GA) captures sales orders from inbound emails, drafts the quote, checks availability, and emails it back for approval. Payables Agent (GA) extracts vendor invoice details and matches them to POs. Copilot also automates routine tasks like bank reconciliation. The result: less tedious work, fewer errors, and more time on high-value activities.
Do you often need to bounce in and out of different systems to complete simple tasks? What are some examples?	Working across disconnected apps is one of the biggest hidden costs in modern business. Native connection with Microsoft 365 lets users run end-to-end processes like order-to-cash from inside Outlook, edit data in Excel and write back, generate documents in Word, and collaborate in Teams. Teams users can view business data using their existing Microsoft 365 license, no separate license needed.
When you look ahead 1, 2, or even 3 years, will your current systems be able to support your growth? What challenges do you foresee?	Software that was "good enough" when a business was small often can't keep up as it grows. The right infrastructure is key to scaling, which is why over 55,000 businesses worldwide have moved to the cloud with Microsoft Dynamics 365 Business Central. The platform supports 160+ countries and 47+ languages, built on Azure for security and resilience.

Conversation starters (continued)

Question	Solution
How long does it take your team to close the books at month-end? What's slowing them down?	Manual reconciliations, chasing approvals, and copy-paste from spreadsheets stretch month-end close into a multi-week event. Built-in automation handles routine reconciliations and approvals, while AI agents like Payables Agent match invoices to POs so AP teams only step in when needed. Recent investments include Analysis Mode (Excel-like in-product analytics) and the embedded Power BI Finance app, so close becomes faster and the insights become richer.
How much of your team's day is spent on repetitive admin tasks rather than work that drives the business?	Workers overwhelmed by digital debt are turning to AI for relief. Built-in Copilot assists across business functions, while AI agents work autonomously under user direction. Sales Order Agent and Payables Agent are GA, Expense Agent is in preview, and customers can design custom agents to automate scenarios specific to their business. Routine work moves into the background and people focus on higher-value activities.
How visible is your inventory across locations, and how often does poor visibility cost you a sale or a customer?	Stockouts, slow movers, and overstock are usually symptoms of poor real-time visibility. Built-in supply chain capabilities include item KPIs, advanced summaries, and Copilot supply chain insights to surface demand patterns, slow movers, and margin performance. The included Power BI Supply Chain app gives planners a live view across locations without building custom reports.
If your business has more than one entity, how painful is the consolidation process today?	Multi-entity organizations often run on spreadsheets and manual journal entries when consolidation tools fall short. Recent releases bring multi-company, intercompany, and consolidation capabilities to a new level. Customers can register intercompany transactions across companies automatically and consolidate across environments in different countries. Localization in 160+ countries and 47 languages fits global operations without forcing every entity onto a separate database.
How confident are you that your current platform can adopt AI safely, with the right governance and controls?	AI and ERP have to fit together responsibly. The agent runtime enforces tenant isolation, company and environment boundaries, role-based permissions, and a timeline view of every step an agent takes. Human-in-the-loop governance is built in: agents notify users when human review is needed, and changes are auditable. Microsoft-managed Azure OpenAI means no separate AI infrastructure to provision.

Objection handling...

Objection	How to respond
We have unique processes. How can I be sure Business Central will provide the functionality we need?	• Deep functionality with built-in best practices and next-generation AI covers most processes out of the box, improving how work gets done across the business. • Open architecture connects easily with existing systems, and the platform is highly customizable through pre-built apps from the AppSource ecosystem (over 3,000 Business Central-specific apps). • Built-in WYSIWYG personalization (per company, per role, or per user) handles most field, action, and dashboard changes without writing code. • Robust, flexible reporting and analysis (including the new Analysis Mode and four embedded Power BI apps) drive performance and enhance decision-making. • With Copilot and AI agents, you gain leading AI innovations that help your business adapt, work smarter, and perform better. • Native integration with Microsoft 365 boosts productivity and collaboration in tools your people already use. • Microsoft's world-class security, performance, and scalability support your business now and as it grows.
My employees don't have time to learn a new solution.	• The learning curve is shorter than most people expect because the platform meets people in tools they already use. • Run quote-to-cash inside Outlook (set up customers and vendors, create quotes, process orders, submit invoices, all without leaving the inbox). • Easily export data into Excel to analyze and update, then write back into Business Central. • Create outgoing documents directly in Word using your business data. • Collaborate in Teams using existing Microsoft 365 licenses (read access does not require a separate Business Central license). • Copilot answers questions in plain language, so people get help without hunting through menus.
Our IT department is too small to support overhauling our systems.	You don't have to do it alone. Microsoft Partners bring deep expertise to scope, configure, and deploy the platform with minimal disruption to internal IT. Once live, automatic cloud updates remove the upgrade burden entirely (no patching servers, no scheduled downtime windows, no upgrade projects). The platform is also designed for self-service administration, so a small IT team can manage it without specialist training. Microsoft global support backs the partner two-tier model 24/7, 365 days a year.
This all sounds expensive. How can I know if it makes financial sense?	Pricing is transparent and predictable. Premium runs US$110 per user per month with all-in-one licensing (no separate base platform fee, no charges for advanced modules). Essentials is US$80/user/month, and Team Members is US$8/user/month for limited access. Running in the cloud means reduced upfront software costs, no costly on-site servers to manage, and the flexibility to add or remove users as your team changes. A Microsoft Partner can help analyze your needs, estimate costs, and quantify benefits to determine ROI. Independent analysis (Forrester Total Economic Impact study, March 2026) found significant productivity, IT cost, and decision-making gains for typical mid-market customers.

Objection handling (continued)

Objection	How to respond
Microsoft business applications are too big and complicated for a business my size.	Microsoft business applications aren't just for Fortune 500 companies. Business Central supports more than 55,000 small and medium-sized businesses across 160+ countries and 47+ languages. It's purpose-built for SMBs, with the security, flexibility, and scalability to grow with your business, so there's no need to swap it out as you expand. Implementation is typically measured in weeks for standard deployments (not months or years), and the Essentials tier (US$80 per user per month) is right-sized for businesses just starting out.
We're already dealing with a lot of change. This isn't the best time for adopting new technology.	• Change is hard, both for the business and the people in it. The right platform makes change easier rather than harder. • Deploy and onboard users in weeks, not years, to drive business outcomes quickly. • Easy-to-use design and customizable workflows means people get up to speed quickly. • Native connection with Microsoft 365 (Teams, Outlook, Excel, Word) keeps people in tools they use every day. • Copilot and AI agents (Sales Order Agent, Payables Agent are GA) take repetitive tasks off people's plates.
We already use a competitive solution, or too many solutions.	• Deploy in weeks, not months, with built-in onboarding guidance that walks users through setup and helps people learn processes. • Get operational choice with multiple deployment options and the ability to run on desktop, tablet, or mobile. • Break down information silos. Manage finance, sales, services, and operations in one solution and integrate applications like payroll, banking, CRM, e-commerce, or custom APIs through the >1,000 Power Automate connectors. • Most ISV add-ons that competitive systems require separately are already on AppSource (>3,000 Business Central-specific apps), often at a lower combined cost than the existing stack. • Adapt to anything: tackle market changes, new business priorities, and customer opportunities as they emerge using the Microsoft cloud to quickly adopt new solutions.
How do we know we won't outgrow the platform as we scale?	• Designed to scale: the same platform supports a 10-person company and a 500+ user multi-entity operation. • Move from Essentials to Premium for manufacturing and service, or migrate up to Dynamics 365 Finance for very large enterprises. • Built on Azure with a 99.9% SLA, customer-managed encryption keys, and global data centers.
We already spend too much time and money maintaining our existing systems.	• Cloud delivery means reduced upfront software costs, no on-site servers, automatic updates, and built-in security and resilience. • Add or remove users as your team changes, so you spend more time running the business and less time worrying about IT. • Handle the most common business processes from day one: quotes, orders, invoicing, purchasing, inventory, and reporting. • Industry-specific solutions on AppSource (3,000+ Business Central apps) extend the platform without custom code.

Objection handling (continued)

Objection	How to respond
I'm concerned about putting our financial data in the cloud. Is it safe?	• Cloud-based business systems are typically more secure than on-premises systems for SMBs. • The platform inherits Azure's enterprise-grade security: encryption in transit and at rest, customer-managed encryption keys, role-based access, and detailed audit logging. • Compliance covers major standards (ISO 27001, SOC 1/2, GDPR, HIPAA where applicable, plus country-specific certifications). • Microsoft invests over $20 billion per year in cybersecurity research and operations, with dedicated security operations centers monitoring threats 24/7. • Customer Lockbox controls govern when and how Microsoft engineers can access data for support, with explicit customer approval required.
Will Microsoft use our business data to train its AI models?	• No. Customer business data in Business Central is not used to train Microsoft's AI models. • Copilot and AI agents process prompts and responses securely within the customer's geographic and compliance boundary. • Diagnostic data (prompts and responses) is stored for 20 days within that same boundary to support troubleshooting, and is only accessible by Microsoft personnel as part of an approved customer support request. • Customers using Customer Lockbox policies receive a data access request for their approval before Microsoft can access this data.
How do we control what AI agents can do? We can't have them making changes without oversight.	• Agent governance is built into the platform. Each agent has predefined permissions and a role profile that limit what it can access. • Agents work from explicit instructions and configuration that the customer sets, and the agent runtime enforces company, environment, and tenant boundaries. • Every action an agent takes is logged in the timeline view (page navigations, record creates, action calls). • Agents request human review for outbound communications, business approvals, and any task where they need help. • Administrators can monitor token usage and costs in the agent consumption overview.
What about data residency? We're required to keep data in our region.	• Business Central is available in major regions worldwide and respects regional data residency requirements. • Customer data is stored in Azure data centers within the customer's chosen geography. • Where Azure OpenAI is not yet available locally, administrators can choose to allow data movement across geographies for AI features, or wait for in-region availability. • Customer-managed encryption keys give organizations additional control over their data sovereignty story.

Objection handling: from on-premises customers

Objection	How to respond
What happens if I move to the cloud and my internet goes down?	• It's a fair concern, and a common one. Cloud-based Business Central is designed for high availability and resilience, but like any cloud service it does require an internet connection. • Reliable access from anywhere (any device, any location with internet) often offsets local outage risk. For critical tasks, many customers use Excel integration to export key data for offline use (finance teams often export reports or ledgers they need for the day). • Microsoft's cloud infrastructure offers 99.9% uptime, with global data centers and built-in redundancy. Outages are rare and typically resolved quickly. • For most businesses, the benefits of moving (automatic updates, better security, AI agents, embedded Power BI) far outweigh the rare risk of temporary internet loss.
What happens to my existing reports and customizations when I move to the cloud?	• A great question, and one Microsoft Partners plan for carefully during any cloud migration. • Tools like the Cloud Migration Tool and Telemetry help assess, plan, and execute the move, ensuring reports and customizations are preserved or modernized. • Customizations built using extensions (AL language), the modern, cloud-ready approach, are typically fully compatible with Business Central online. Older custom code (C/AL) is assessed and refactored where it adds value. • Once in the cloud, your environment benefits from automatic updates, AI features (Copilot and agents), embedded Power BI apps, and new reporting capabilities, without manual upgrades or rework. • Your investment in customizations and reports is protected, and in many cases enhanced, when you move to the cloud.
We're a long-time Dynamics NAV or GP customer. Why move now?	• For NAV customers, Business Central is the cloud-native successor built on the same data model, with a clear migration path from any supported NAV version. • For Dynamics GP customers, moving to Business Central unlocks modern capabilities (AI agents, embedded Power BI, Microsoft 365 integration, AppSource ecosystem) that aren't available on the GP platform. • Mainstream support timelines for older versions are clearly published. Staying put usually means accumulating technical debt and missing AI-driven productivity that competitors are already adopting. • Microsoft Partners offer assessment workshops to compare the cost of staying versus moving.
Cloud subscriptions feel more expensive over time than the system we already own.	• Comparing apples to apples often tells a different story. • On-premises ownership includes server hardware refreshes, database and OS licenses, backup infrastructure, IT staff time for patching and upgrades, security tooling, and productivity loss during planned downtime. • Cloud subscriptions bundle infrastructure, automatic updates, security, and innovation in one predictable line item. • A typical TCO comparison over 3 to 5 years usually favors cloud, especially when accounting for features that aren't available on-prem (AI agents, embedded Power BI, automatic regulatory updates). • A Microsoft Partner can run a side-by-side comparison using your actual current costs.

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Unlock New Possibilities with P2P Partnerships

Engage with any of these partners to support you in customer discovery, implementation, or ongoing support



How does it work?

Our vetted and trusted partners implement and provide support

You qualify and own licensing and recurring revenue with no investment or additional headcount

Need assistance picking your provider, connect with our Program Manager Sydney Kelly

Featured partners...

EOS SoSmart

Easy to Use Business Central Implementation Platform | Best for Micro SMB Organizations (2-12 Users) | $0 Implementation Costs | No Long-Term Commitments | 3-6 Week Go - Live

Learn More →

Journey Team

One Time Fixed Fee | Guided Implementation | Structured end customer cohorts to implement and educate on Business Central within 4 weeks

Learn More →

TruNorth Dynamics

Experienced Consultants provide partners with technical guidance and pre-sales, and work across all Dynamics solutions and all industries

Learn More →

Know ERP

A U.S.-based certified Dynamics cloud applications partner, specializing in Supply Chain with expertise across the customer lifecycle, from consulting to user training.

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Mount Evans Consulting

Your Microsoft Dynamics ERP Trail Guide Whether scaling the mountains or a Dynamics 365 Business Central implementation, Mount Evans Consulting always hits the trails prepared and equipped with intimate knowledge of the trail ahead

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Learn More →

Basileia Consulting Group

Basileia Consulting Group LLC, is a Microsoft Dynamics 365 Business Central, Dynamics 365 for Sales, Microsoft 365, Azure Implementation Partner

Learn More →

Featured partners...

Incite Automation

Incite Automation specialize in end-to-end business solutions using Microsoft 365 tools like SharePoint, Power Apps, & Power Automate. Services include presales support, scoping, service delivery, ongoing support, & training

Learn More →

Trellis Point LLC

TrellisPoint, a U.S.-based certified Microsoft Solutions Partner, specializes in Dynamics 365 Sales, Power Platform, and Copilot solutions with expertise in industries like Financial Services, Construction, Manufacturing, and IT

Learn More →

DynamicsSmartz

ProjectPro, powered by Microsoft Dynamics 365 Business Central, is a comprehensive accounting solution built specifically for construction and project-based companies

Learn More →

Intech Systems

Intech Systems, a Microsoft-certified partner, offers ERP, CRM, business automation, and AI solutions across various industries. Holding five solution badges and an Advanced Specialization, they provide global support from offices in India, the USA, and Singapore

Learn More →

InfoGrow

A strong partner for Microsoft Dynamics 365 CRM, PowerApps, & PowerBI, InfoGrow focuses on best practices for customer retention, identifying sales opportunities, & reducing marketing waste. They offer consulting, implementation, training, & application development services

Learn More →

BHFE Solutions

Intelligent automation consultant specializing in Smart Automation, which combines RPA and AI. With over a decade of industry experience, BHFE Solutions optimizes businesses from pre-conception through implementation and employee training

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Recent technology updates...

Category	Current Status	Description
Copilot, AI & Agents		
Sales Order Agent	Generally available	An AI agent that reads sales emails, checks inventory, creates quotes, and converts accepted quotes into orders. New: capture from email attachments, recognize shipping addresses, Capable to Promise, and skip-the-quote. Learn More →
Enhanced MCP Server	Generally available	Lets external AI agents securely interact with your Business Central data. Adds configuration validation, import/export across environments, support for additional MCP hosts, and telemetry plus audit events. Learn More →
Copilot Studio integration	Generally available	Build, manage, and secure AI agents through Copilot Studio. Three experiences are available: Lite (inside M365 Copilot), Full (complete toolset), and Advanced (Agents SDK, VS Code, Azure AI). Usage-based billing. Learn More →
BC-Bench	Generally available	A reproducible evaluation framework for AI coding agents working on real AL development tasks, inspired by SWE-Bench. Measures performance, quantifies tooling impact (MCP servers, custom instructions, agents), & tracks progress with transparent metrics. Learn More→
Admin Center MCP Server	Generally available	A new MCP server that lets admins manage BC environments using natural language in VS Code/any MCP-enabled client. Connects via mcp.businesscentral.dynamics.com/admin/v1 to talk to the Admin Center API. Learn More →
Payables Agent	Generally available	Automates AP by processing inbound vendor invoices, validating them, and creating purchase invoices. Now GA in all BC countries and languages, with 3-way purchase order matching and Outlook email categorization. Learn More →
Expense Agent	Preview	Captures receipts via email or camera, extracts details, and creates Expense Reports with approval workflow built in. Works through a web app, Outlook, and Copilot Chat. Preview in English/US (May 2026); AU, NZ, UK follow in July. Learn More →
AI Development Toolkit	Preview	New APIs and tools for extending Copilot, designing agents that navigate the UI, and coding plus deploying agents in extensions. Includes guides, samples, telemetry, & an AI resources and billing framework. Evaluation for agents coming soon. Learn More →
User Experience		
User experience & productivity enhancements	Generally available	A new Business Central icon is introduced in the product. A dedicated agent task pane lets users manage all tasks from agents in one place. New agent and user avatars appear in lists, and the review bar receives several updates to improve productivity for users working alongside agents. Learn More →

Recent technology updates (continued)

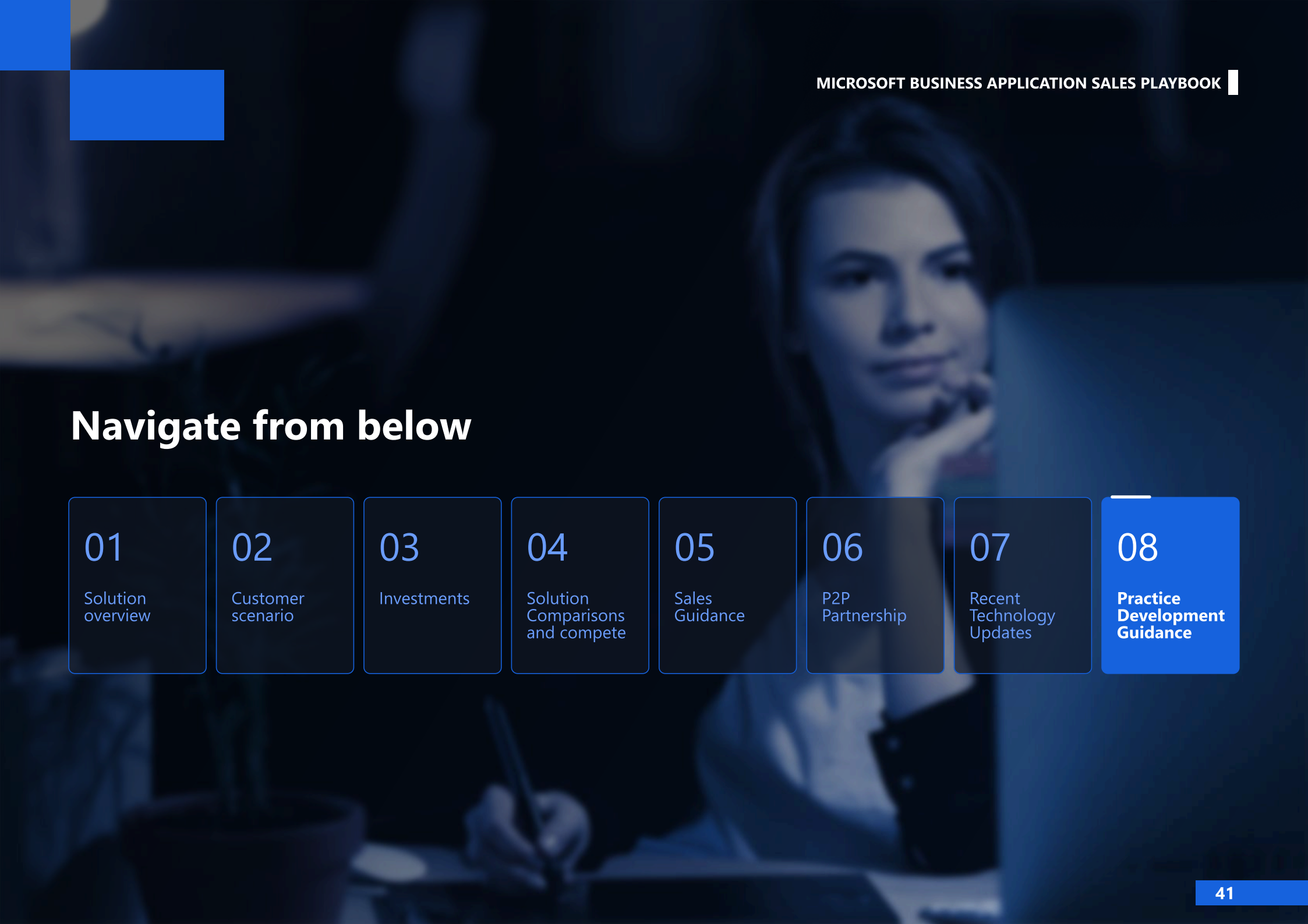
Category	Current Status	Description
Financial Management		
Fixed Assets: Bonus Depreciation	Generally available	Accelerated depreciation method that deducts a defined percentage of asset cost in the first year of service, with the rest depreciated normally over its useful life. Additional fields available on the FA Depreciation Books page. Learn More →
Withholding Taxes	Generally available	Built-in withholding tax functionality enabled in all countries except Australia, New Zealand, India, and Italy. Configure by setting up Withholding Tax Codes and Vendors; tax is calculated when you pay or post a vendor invoice based on your setup. Learn More →
Excise Taxes	Generally available	Automates calculation of excise duties by applying specific rules and rates for different products and regions. For each excise tax type, you can define the tax basis as Weight, Volume, Quantity, Sugar Content, Spirit Volume, or THC Content. Learn More →
Self-billing Invoices	Generally available	A new way to invoice where the customer creates the invoice and pays the vendor. Enable a Self-Billing Agreement on the vendor card to streamline invoice creation by buyers in qualifying scenarios. Learn More →
Governance & Administration		
Cloud Migration tooling	Generally available	Build your own no-code migration tool to migrate from any SQL source. A reimplementation tool is available for Business Central version 14 only. Helps partners deliver migrations faster with reusable patterns. Learn More →
Cloud for Sovereignty	Generally available	Provides access, security, sovereignty, and transparency controls for public-sector customers operating in the public cloud. Implemented across four pillars: Access Controls, Security Controls, Sovereignty Controls, and Transparency Controls. Distinct from Sovereign Clouds (private or national partner clouds). Learn More →
Sustainability Management		
Sustainability APIs and ESG reporting	Generally available	Four new sustainability APIs simplify integration with external systems and reporting tools, helping automate ESG reporting and emission detail exchange with procurement systems. New ESG sales document layouts (Sales Quote, Posted Sales Invoice) display the carbon footprint, and a new product classification field on the Item Card supports the UNSPSC standard. Learn More →
Carbon Costing: Carbon Tracking Method	Preview	New capability in Carbon Costing that lets users choose a Carbon Tracking Method on items for more accurate cost-of-carbon calculations. Currently in public preview. Learn More →

Recent technology updates (continued)

Category	Current Status	Description
Development		
Enhanced Analysis Mode	Generally available	AL extensions can now define analysis views and add tooltips. Show or hide views per environment, user, or profile. Analysis tabs added across BC for sales, finance, auditing, inventory, and purchasing. Learn More →
Enhanced Index Management	Generally available	New Table Data Management page lets you see all indexes for a table and turn them on or off directly in the client. Includes index usage insights for performance tuning. Learn More →
Server and Database	Generally available	Lower memory usage, new Base64 handling, and fewer out-of-memory errors. Adds hardened HTTP client, Entra groups for on-premises, improved permission analysis, and new telemetry signals. Learn More →
AL Language and AI development	Generally available	AL Language updates focus on AI from a developer perspective, including how to build AL code with AI assistance and how to troubleshoot AL using AI. Companion guides and videos are available on the Business Central YouTube channel. Learn More →
APIs for permissions, approvals, and documents	Generally available	36 new PDF APIs for documents across Sales, Purchase, Inventory, and Assembly areas. Plus 5 new read-only permission APIs and 7 new read-only approval APIs to simplify integrations. Learn More →
AL tests in Visual Studio Code	Generally available	AL tests now run directly inside Visual Studio Code with no client needed. Manage and run all tests using the platform alone; no extra apps required. Learn More →
Supply Chain Management		
Quality Management	Generally available	A new extension that automates quality management for purchase receipts, production output, and assembly output. Installs automatically on new environments and is available from AppSource for upgraded environments. Helps ensure consistent internal quality and trustworthy items for customers. Learn More →
Drop-shipment enhancements	Generally available	Improvements to drop-shipment processing including new Purchase Order Creation methods, a defined Order of Operations, and the ability to undo shipments and receipts. Streamlines drop-shipment workflows in real procurement scenarios. Learn More →
Purchase Order Matching	Generally available	Enhanced matching capabilities streamline invoice handling across real-world procurement scenarios. Matches purchase invoices to order lines and receipt lines more accurately, reducing manual reconciliation effort. Learn More →

Recent technology updates (continued)

Category	Current Status	Description
Reporting & Data Analysis		
IT Audit and Financial reporting	Generally available	Enhanced IT audit and security capabilities help meet regulatory requirements with better compliance reporting. Financial reporting adds productivity improvements for controllers, authors, and consumers. Learn More →
Subscription Billing & Sales analytics	Generally available	Subscription Billing Power BI app aligned with other Power BI apps; adds map visuals, profitability analyses, and drill-back to BC transactions. Sales analytics focus on customer loyalty and performance. Learn More →
Power BI and Excel enhancements	Generally available	Enhanced Power BI capabilities, upgraded Excel integration, and simplified demo setup. Includes faster Excel-based finance reports, better in-client analysis, and modernized inventory reporting. Learn More →
Word add-in and document reporting	Generally available	Major Word add-in upgrades: improved data picker UX, search, dark mode, and a new table builder. Reporting adds a tile view, a draft-to-approved definition lifecycle, and audit logs. Learn More →
E-commerce & E-Documents		
Shopify Connector enhancements	Generally available	Product information management now supports images and item attributes, custom collections, unit cost with price sync, and marketing text from descriptions. Document processing adds presentment currency in sales documents, fulfillment order handling, Shopify data retrieval for fulfillment orders, and retail location for POS orders (import only). Learn More →
E-Documents enhancements	Generally available	Peppol format is redesigned and is now a first-party app. Inbound E-Documents can be linked to Purchase Invoices, default E-Document type can be set on vendor templates, and service participants are linked to Company Information. Localization updates include Veri-factu in Spain, OIOUBL in Denmark with Carbon Footprint, and French e-invoicing (work in progress). Learn More →



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08 **Practice Development Guidance**

Partners who are big on Microsoft Fabric

Practice development path

Why business central matters for you?

Business Central is the system of record for small and midsize business finance and operations, becoming the highest-value table in your customer's OneLake.

Native integration through OneLake mirroring and Microsoft Fabric Link makes Business Central a low-friction data source with no custom pipelines.

Cross-sell flows both ways: take analytics into your Business Central base, or take Business Central into your data accounts.

Your practice roadmap

01

Build your technical capability

Train at least two consultants on the Business Central data model using the Microsoft Learn AL fundamentals path. Set up Microsoft Fabric mirroring on a sandbox tenant and produce two reference Power BI reports against the mirrored data.

02

Earn the right solution designation

Add the Solutions Partner for Business Applications designation alongside your existing Solutions Partner for Data and Artificial Intelligence in Microsoft Partner Center. Plan for six to nine months of ramp on skilling and performance metrics.

03

Pick a specialization

Earn the Small and Midsize Business Management specialization. Build two reusable analytics templates for common needs in your customer base, such as financial close acceleration or accounts receivable aging analytics.

04

Discover and win your first customers

Source prospects from your existing Business Central installed base. Open with a no-cost proof of concept showing OneLake mirroring; anchor pitches on return on investment such as faster financial close. Target two paid engagements in ninety days.

05

Build a scaling pathway

Publish your reusable templates as paid offers on Microsoft AppSource. Build a vertical analytics solution such as manufacturing operational dashboards, then move from project services to a recurring insights as a service offering.

Engage partner-to-partner partnerships

Team with a Business Central implementation partner: they bring the customers, you bring Microsoft Fabric expertise. Co-sell or revenue-share on joint deals.

Partners who are big on Modern Work

Practice development path

Why business central matters for you?

Business Central is embedded inside Microsoft 365 with native surfaces in Outlook, Microsoft Teams, Excel, Word, SharePoint, and Microsoft Copilot.

The Sales Order, Payables, and Expense agents extend the Microsoft Copilot productivity story into your customers' enterprise resource planning.

Your Microsoft 365 customers often need enterprise resource planning next, which makes Business Central a natural upsell into your installed base.

Your practice roadmap

01

Build your technical capability

Train your consultants on Business Central fundamentals and the basics of the AL language through Microsoft Learn. Pilot one custom agent built with Microsoft Copilot Studio against a Business Central sandbox.

02

Earn the right solution designation

Add the Solutions Partner for Business Applications designation alongside your existing Solutions Partner for Modern Work designation. Submit your skilling and customer success evidence through Microsoft Partner Center.

03

Pick a specialization

Earn the Small and Midsize Business Management specialization. Build custom Microsoft Copilot agent intellectual property for Business Central using Microsoft Copilot Studio. Package two reusable agent templates such as expense capture or vendor onboarding.

04

Discover and win your first customers

Source prospects from your Microsoft 365 installed base. Open with a live demonstration of the Sales Order Agent and Payables Agent. Anchor on time savings and Microsoft Copilot bundling. Target two flagship wins.

05

Build a scaling pathway

Publish your agent templates to Microsoft AppSource. Verticalize the agents for one or two industries you serve. Offer managed artificial intelligence operations as a recurring revenue line.

Engage partner-to-partner partnerships

Team with a Business Central partner: they bring platform depth, you bring Microsoft 365 and Microsoft Copilot expertise.

Partners who are big on certain industries

Practice development path

Why business central matters for you?

Business Central has out-of-the-box fit for small and midsize verticals where you already have credibility and reference customers.

Microsoft AppSource and the localization framework make vertical intellectual property efficient to build and recurring to monetize.

Lower total cost of ownership than Microsoft Dynamics 365 Finance and Operations for small & midsize customers makes the sales motion easier.

Your practice roadmap

01

Build your technical capability

Develop deep capabilities through Microsoft Learn. Map your industry processes (for manufacturing: bill of materials, material requirements planning; for distribution: electronic data interchange) and document integration points.

02

Earn the right solution designation

Earn the Solutions Partner for Business Applications designation. Add industry designations where eligible.

03

Pick a specialization

Earn the Small and Midsize Business Management specialization. Publish a per-industry Independent Software Vendor application on Microsoft AppSource for one priority vertical.

04

Discover and win your first customers

Source prospects through industry trade associations, vertical conferences, and your existing professional network. Lead with industry-specific demonstrations and reference architectures backed by two named customer references. Anchor on lower total cost of ownership and a fixed-price implementation package.

05

Build a scaling pathway

Grow your Microsoft AppSource portfolio to multiple verticals. Productize two-week deployment templates per vertical using your accumulated intellectual property. Add recurring per-industry managed services (support, upgrades, regulatory updates).

Engage partner-to-partner partnerships

Team with a horizontal Business Central partner: they implement the platform, you bring vertical intellectual property.


Thank You
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