



DYNAMICS **PACT**

Global Microsoft Dynamics 365

Discover the latest enchantments:
What's New in the Business
Process Catalog

Paul Mare
paulma@microsoft.com
Global Lead | CXG Expansion

Rachel Profitt
Rachel.Profitt@microsoft.com
Principal Program Manager

Agenda

- Introduction and what's new in the Microsoft Business Process Catalog
- Go to market strategy
- Roadmap
- Discovery workshops



Introduction and what's New

WHY DID WE CREATE THE CATALOG?

No consistent public processes.

There is no public process catalog available to be used during implementation.

Partners roll their own.

Many partners have their own process framework.

Product docs are siloed.

Microsoft content is organized by applications.

Docs are largely feature oriented with some process themes.

Aligns with FastTrack

The Success by Design framework teaches to use a process-focused approach and is proven to accelerate deployments.

Business Process Excellence Today

Engineering initiative to improve customer outcomes by advancing business **process maturity and governance**.

Partners and customers have access to the published catalog and Azure DevOps template of **15** industry standard end-to-end business processes broken down into **92** areas.



643

Unique business processes



3200+

Microsoft specific scenarios



500+

Process flow diagrams



460+

Process-focused Learn articles



1800+

Configuration deliverables



10

Process-focused TechTalks



20% Faster Go-lives¹

\$440K Saved¹

Key Resources

[Download the Business Process Catalog](#)

[Download business process flows](#)

[Import the Catalog into Azure DevOps](#)

[Learn about processes](#)

[Watch business process TechTalks](#)

Contribute

[Request changes to the catalog](#)

[Download templates](#)

[Submit articles](#)

bizprocessguides@microsoft.com

¹ The savings are based on a case study demonstrating \$440 of savings and 20% reduction in time by using our tools and resources compared to not using the resources

Process Catalog - Example

Framework	Process Example							
L1 – End to End	Source to Pay							
L2 – Process Area	Manage supplier relationship				Procure good and services			...
L3 – Business Process	Onboard new suppliers			...	Issue purchase order	
L4 – Scenario	Add vendors	Approve vendor registrations	Create purchase order from requisition

What's New May 2025

600+

Business Central
scenarios

1

New Service to
deliver structure

1

New Concept to
market structure

100+

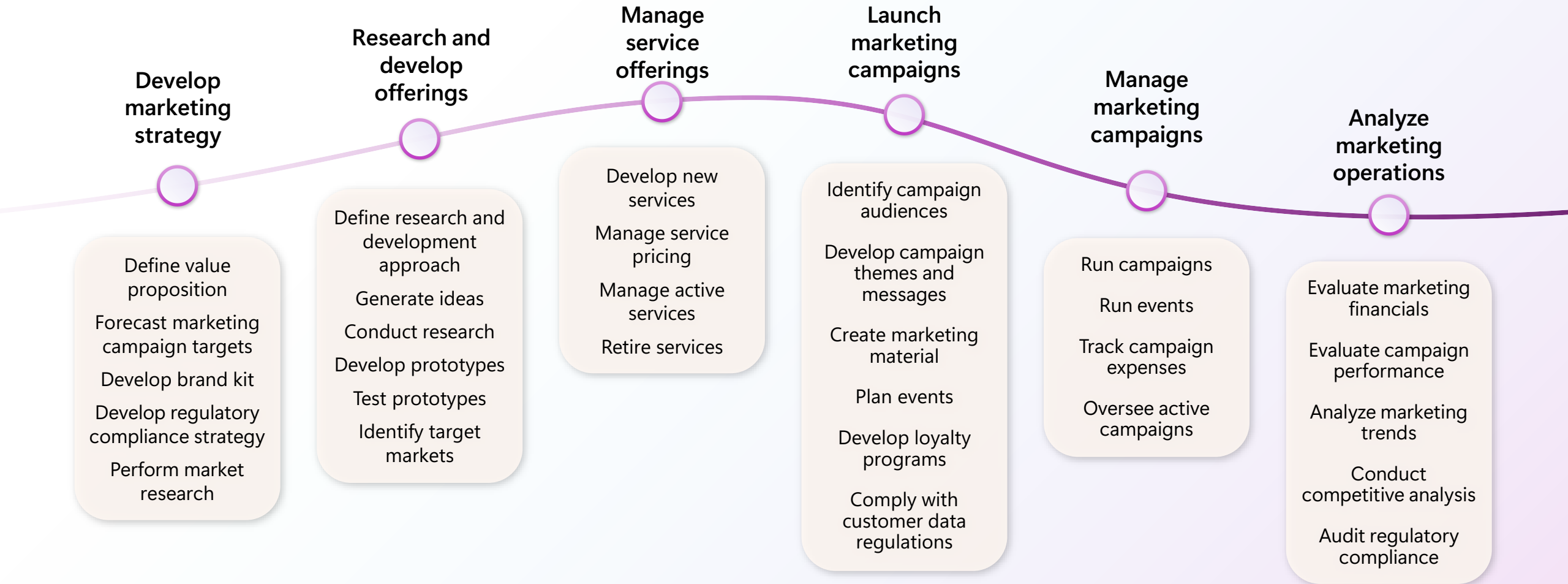
Flow diagrams

50+

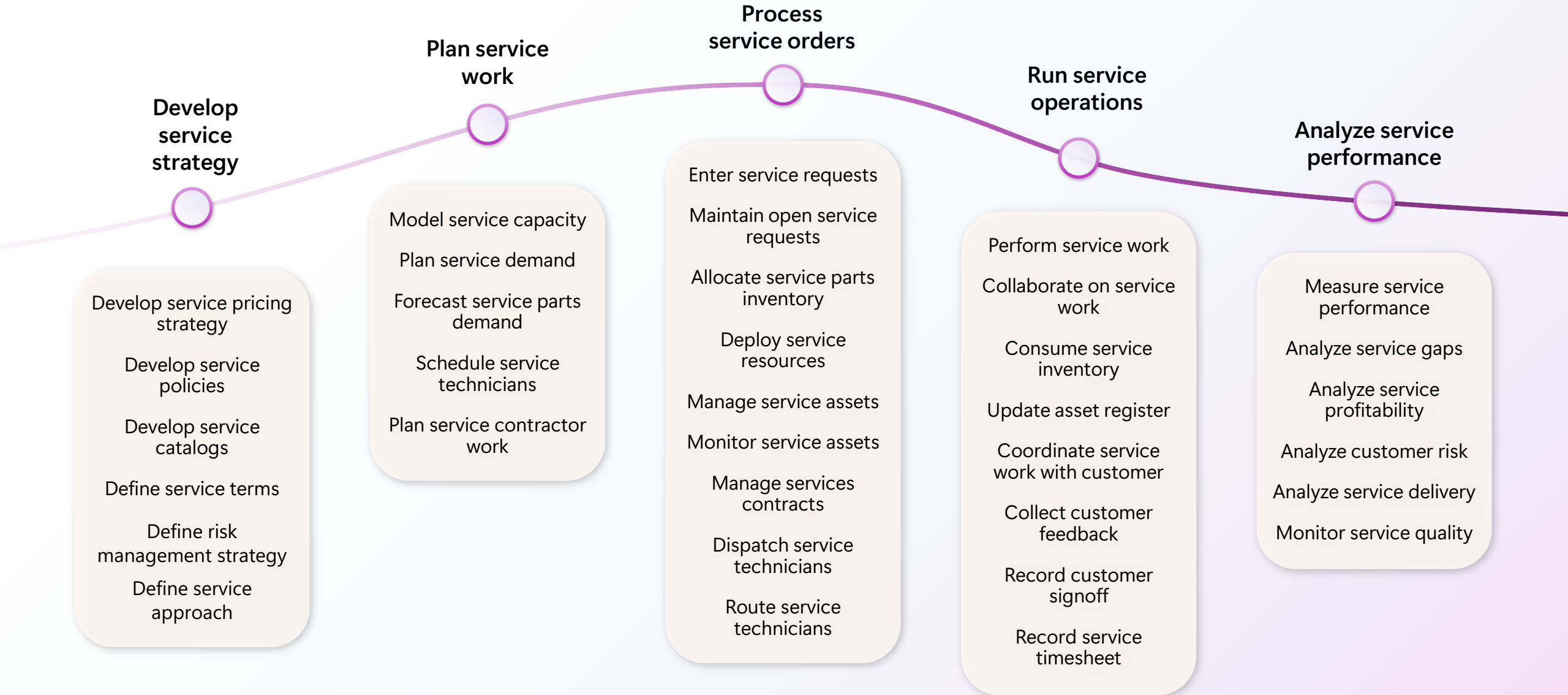
Workshop
templates

<https://aka.ms/businessprocesscatalog>

Concept to market sub-process details



Service to deliver sub-process details





DYNAMICSPACT

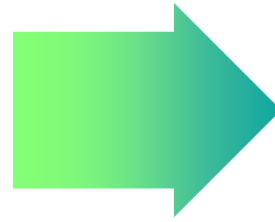
Global Microsoft Dynamics 365

Go to market strategy

Process-centric approach – *ERP Example*

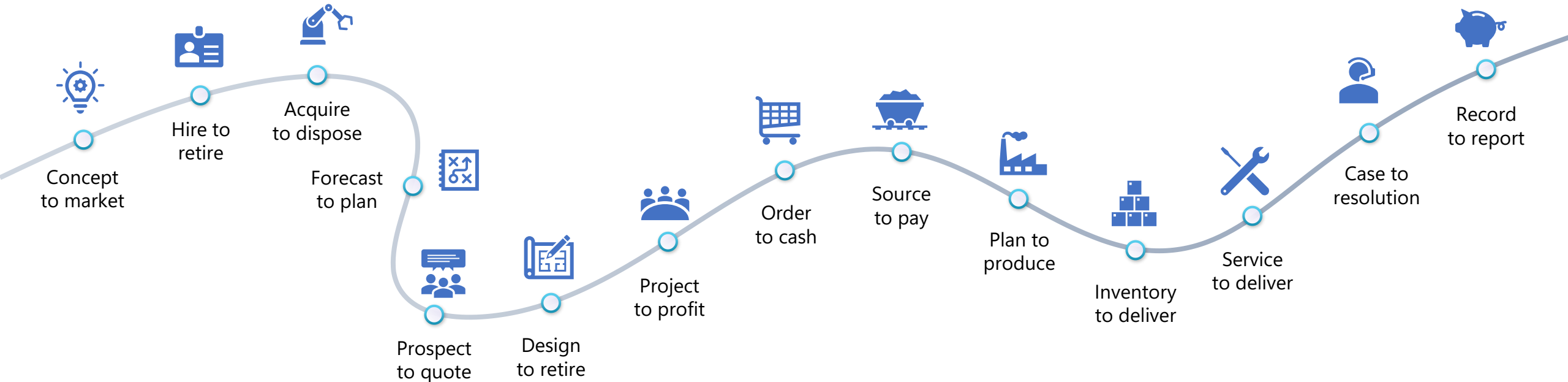
Product-led sales

Uses technical terminology
Puts the solution before the problem

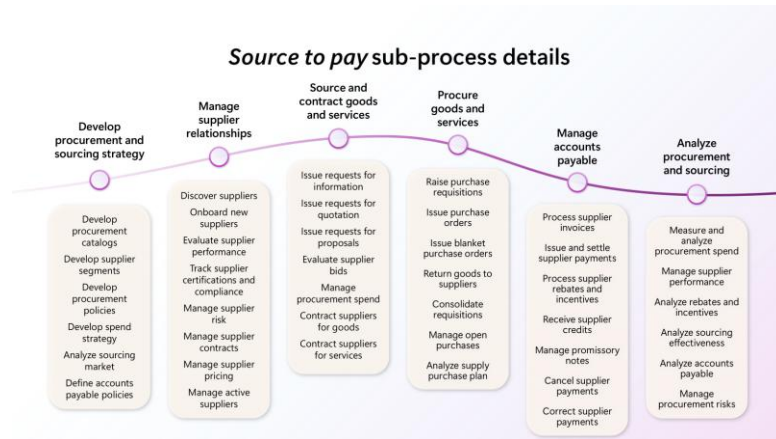


Process-led sales

Uses business language
Maps business challenges to potential solutions

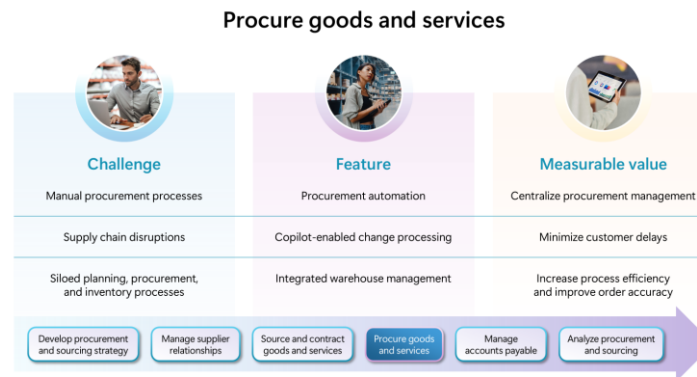


Process-centric pitch decks – what are they?



Process overview and capabilities

Showcase the Microsoft perspective on the business process and the capabilities map of how we support the end to end



Challenge, feature, and benefits

Connect customer pain points to features that address them and the measurable value we provide

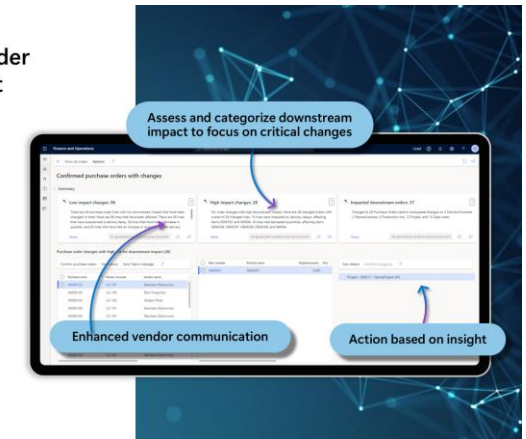
Manage purchase order changes with Copilot

Advanced tools for purchase order changes in Copilot for **enhanced decision-making**

Streamlined purchase order management with simplified tracking and confirming purchase order alteration

Enhanced vendor communication with Copilot email integration

Clear, natural language **supply chain insights** with Copilot order modification summaries



Feature deep dive slides

Show the differentiated features in each process area with screenshots, diagrams, and Microsoft-provided talk tracks

Feedback from sellers and partners

“I really like the end to end deck, as they are finally showing not only partial new features but the full story again. Very useful”

“The decks are amazing and wonderful way of taking Key Users for specific processes from the world of their C suite to their domain in a few simple clicks, so that they clearly understand where they are working and what their up and downstream influences are. The pictures tell the story for us.”

“I love the content. It will bring great value to our customers and to all partners to be a little more alike in their approach.”

“I've been working in the Navision / Microsoft Axapta environment for over 20 years now and I've missed this for a long time and finally we have a fantastic team at MS who are finally delivering the content we've wanted for years. It makes our projects easier and standardizes a lot of things.”

Get started today!

Processes

Acquire to dispose
Design to retire
Forecast to plan
Hire to retire
Inventory to deliver
Order to cash
Plan to produce
Project to profit
Record to report
Source to pay

Links

Process decks & clickthroughs: <https://aka.ms/PartnerHubProcessContent>
Feedback survey: <https://aka.ms/ProcessContentFeedback>
Business Process Catalog: <https://aka.ms/businessprocesscatalog>

What's next

Process survey feedback and maintain content ongoing
Expand to non-ERP processes

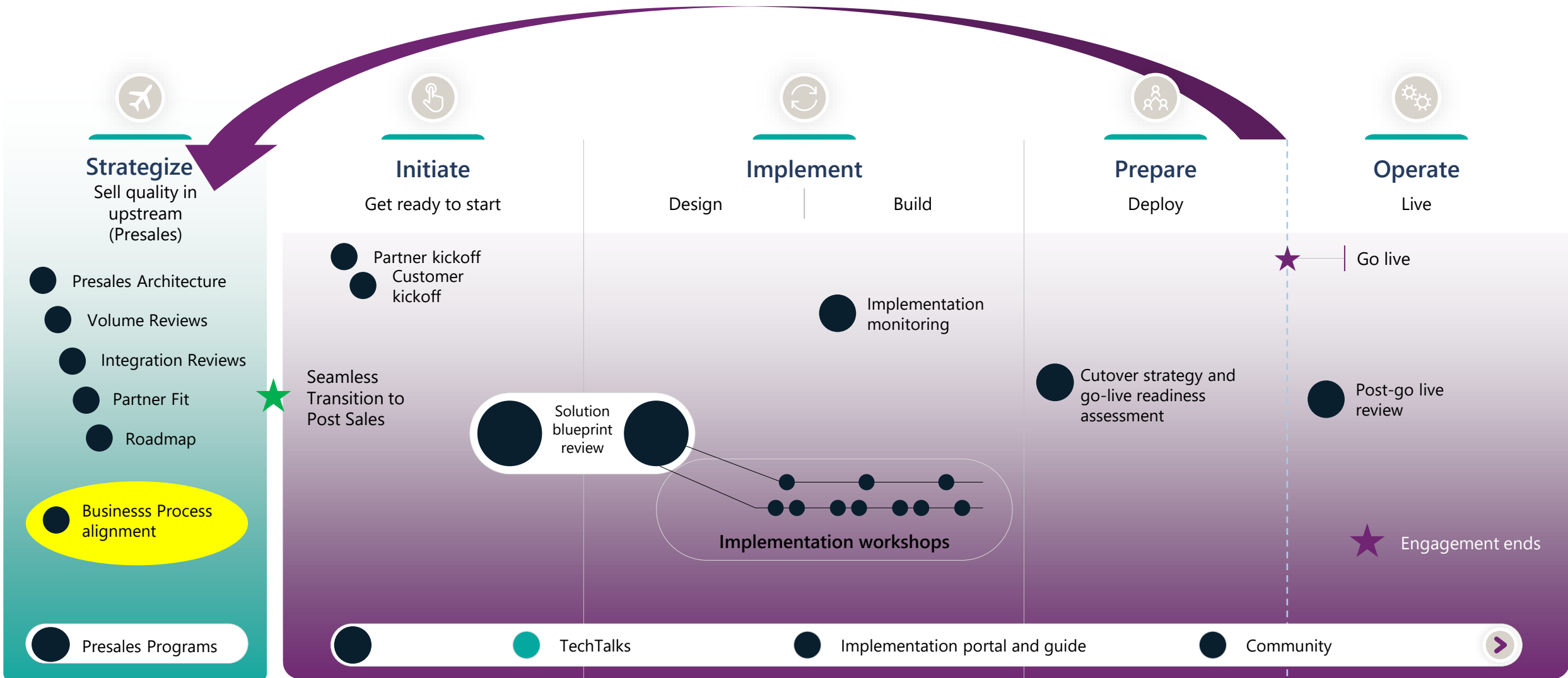


DYNAMICSPACT

Global Microsoft Dynamics 365

Discovery workshops

Bringing CXP Success by Design Upstream to Presales



*Above are examples of FastTrack offers may differ based on specific customer needs and timing.

The Critical Role of Discovery in Pre-Sales



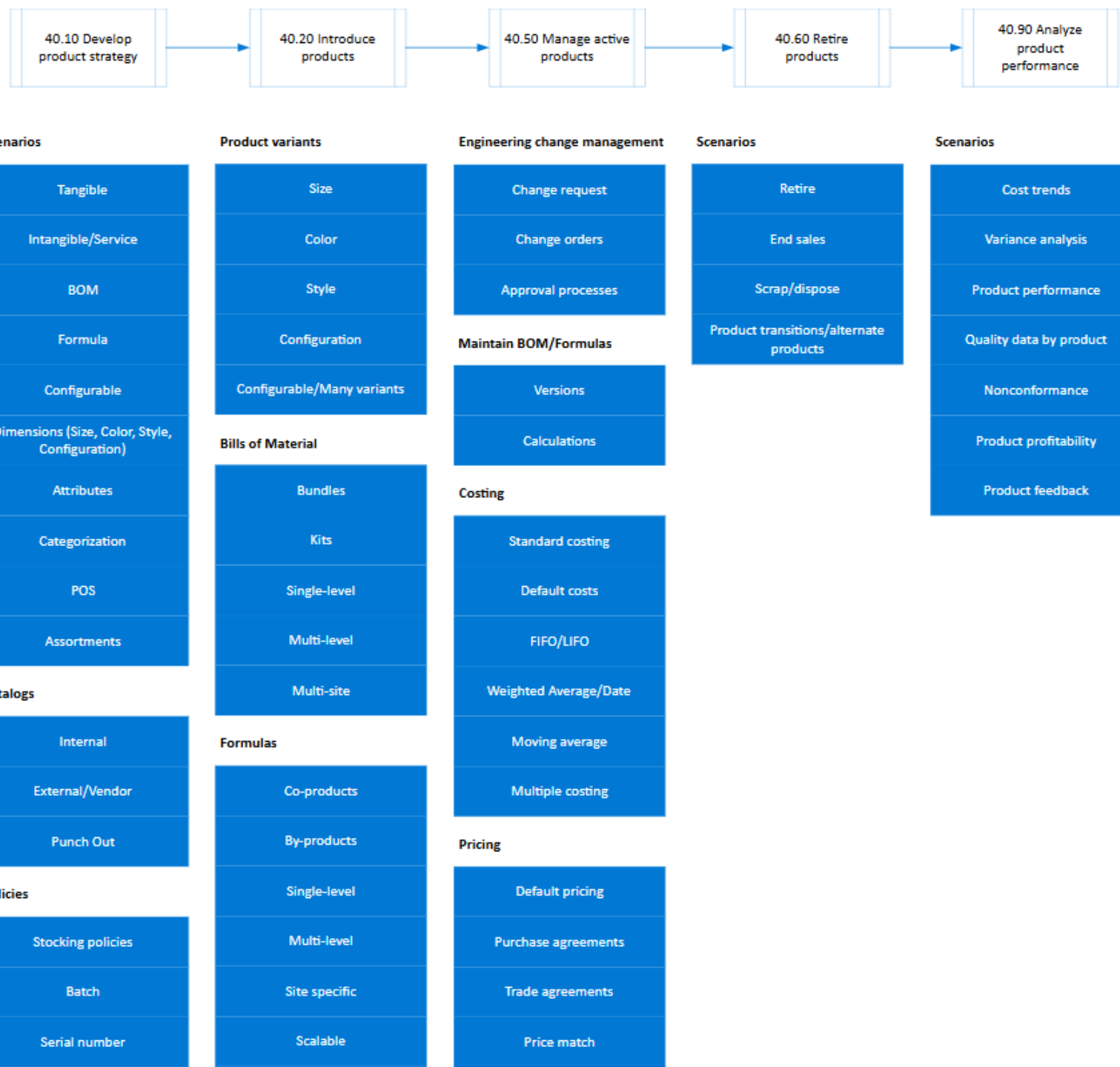
- Pinpoint customer issues
- Align business goals with project results
- Create customized solutions for specific needs
- Encourage stakeholder involvement
- Establish a strong base for project success and customer satisfaction

Understanding the Scenario Board

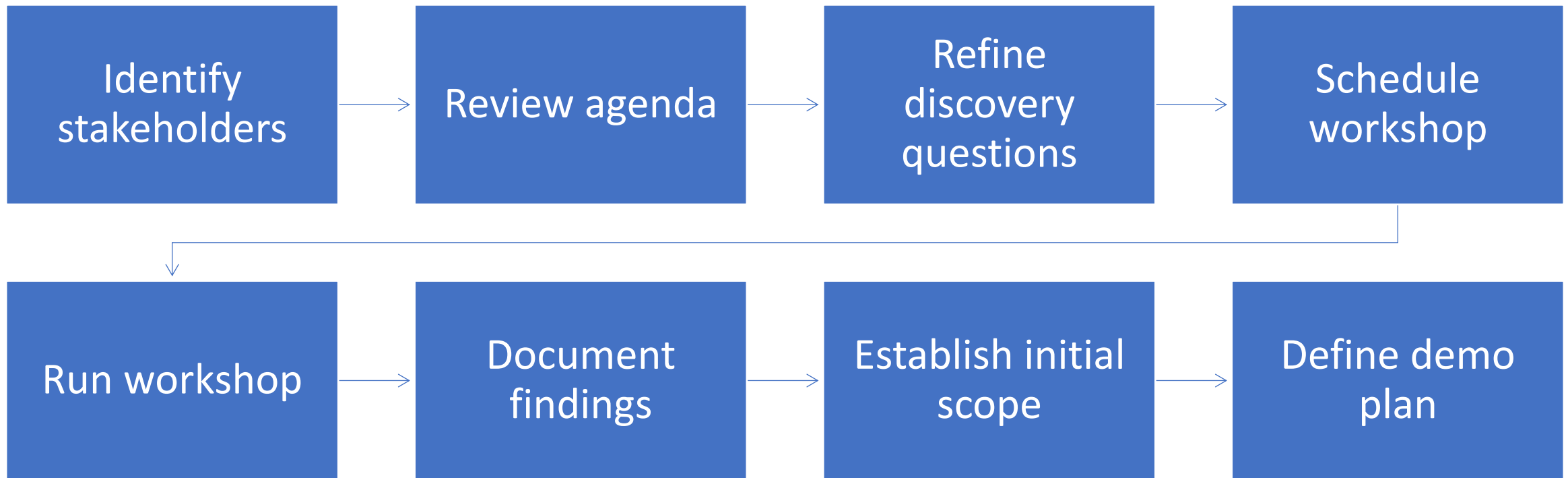


- Visualizes customer needs and workflows
- Supports organized discussions
- Identifies areas for improvement
- Helps document important scenarios and decisions
- Improves stakeholder communication for better alignment

Design To Retire Scenario Board Example



Discovery Workshop Process



Using the Workshop Templates

Structure

- Agenda
- Assumptions
- Stakeholders
- Key Questions

Adjustment Considerations

- Timing
- Industry
- Organizational Structure
- Geographies

Outcomes

- High-level scope
- Demo plan
- Top priorities
- MVP definition



DYNAMICSPACT

Global Microsoft Dynamics 365

Resources

Additional resources

- <https://aka.ms/oneguidance>
- <https://aka.ms/businessprocesscatalog>
- <https://aka.ms/businessprocessflow>
- <https://aka.ms/businessprocesscatalogrequests>
- <https://aka.ms/businessprocesscatalogfeedback>
- <https://aka.ms/businessprocesstechtalks>
- <https://aka.ms/PartnerHubProcessContent>
- <https://learn.microsoft.com/en-us/dynamics365/get-started/contribute>
- <https://learn.microsoft.com/en-us/dynamics365/guidance/business-processes/about-steps-navigation>



DYNAMICS**PACT**

Global Microsoft Dynamics 365

Roadmap

What's coming



Finish L3 flow diagrams – July



New Prospect to quote – June/July



Expand pitch decks to CE processes – August/September



Data migrations – gradual over next several releases



Advanced process profiling and SBR generation in the Implementation Portal



QUESTIONS

Dankie Faleminderit **Shukran** Chnorakaloutioun Hvala Blagodaria
Děkuji **Tak** Dank u Tānan Kiitos **Merci** Danke Ευχαριστώ A dank
Mahalo הודות. **Dhanyavād** Köszönöm Takk Terima kasih **Grazie** Grazzi

Thank you!

감사합니다 Paldies Choukrane Ačiū **Благодарам** ありがとうございます
谢谢 Баярлалаа **Dziękuję** Obrigado Mulțumesc **Спасибо** Ngiyabonga
Ďakujem **Tack** Nandri Kop khun Teşekkür ederim Дякую Хвала Diolch

