



Agentic ERP Enabling the Autonomous Enterprise



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Vice President
Dynamics 365 AI ERP

ERP records what happened.

ERP records what happened.

People bridge the gaps.

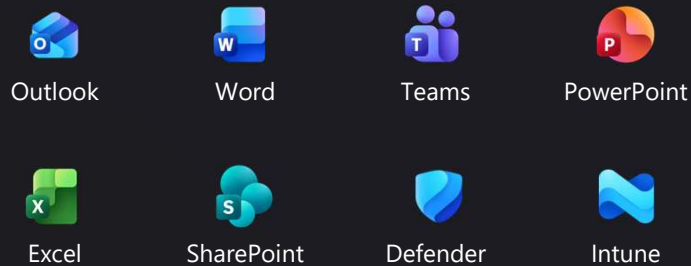
Agents don't just automate.
They *synthesize*.

Agentic ERP drives *what happens next.*

Microsoft AI Business Solutions

Microsoft 365 Copilot

Microsoft 365



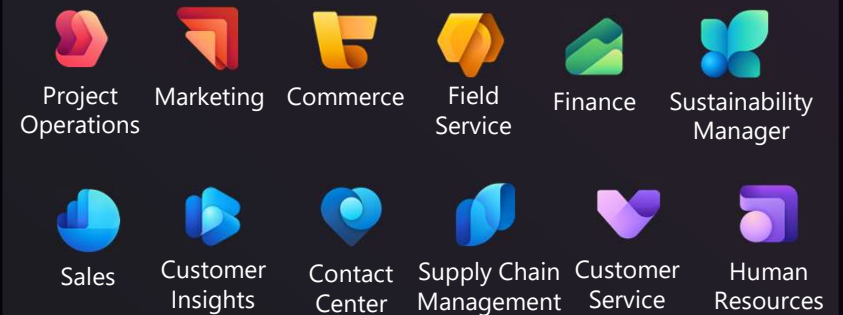
Windows



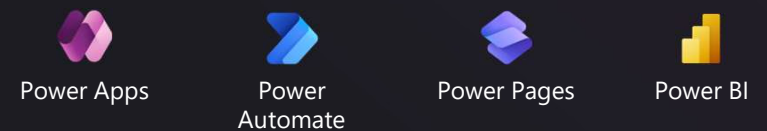
Copilot Studio



Dynamics 365



Power Platform



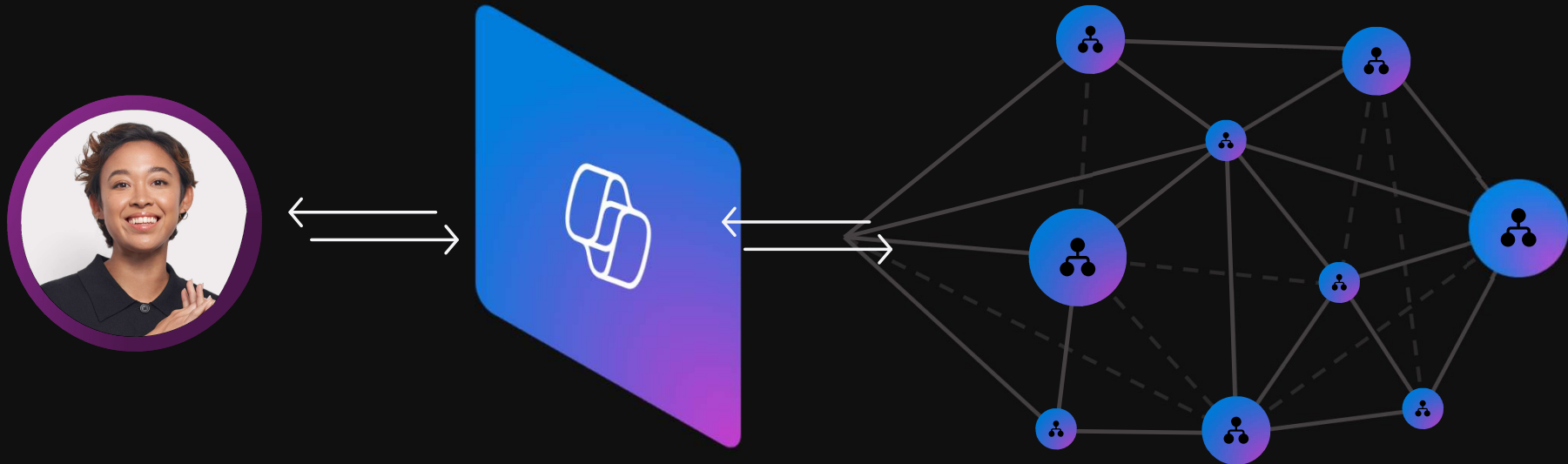
Microsoft Graph



Every employee will have a Copilot



Every business process will have an agent



You prompt Copilot

Agents prompt you

The **new** app and platform stack



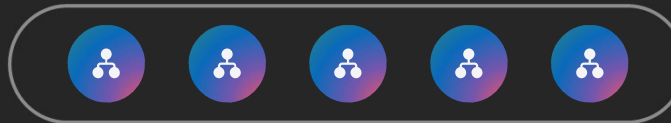
People

+



Copilot

+



Agents

Apps as UI



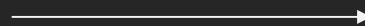
Copilot as UI

Workflows



Agents

Data



Knowledge

Business advantage of Agentic ERP

Manual

Source to pay

Unpredictable supplier risk and inefficient PO change management

Record to report

Delayed period close and error-prone manual reconciliation

Project to profit

Delayed invoice processing and inefficient time and expense management

Agentic business process

Proactively mitigate supplier risks and automate PO changes autonomously

Close your books faster with better accuracy

Maximize revenue capture with faster, more accurate time and expense entry and approval

Agentic ERP



Copilot Adaptive Experience

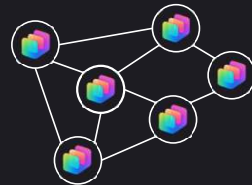
ERP Agent Foundation



Powered by
Copilot Studio



Governed by
Agent 365



1st party
agents

3rd party
agents

Build your own
agents

Headless Business Services

Actions and data tools Powered by Model Context Protocol (MCP)



Finance



Sustainability



Supply Chain
Management



Human
Resources



Commerce



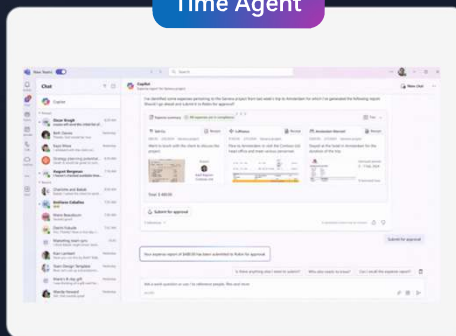
Field
Service



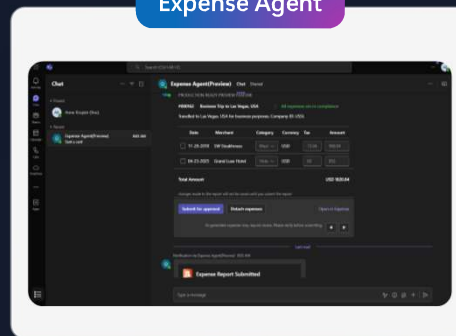
Project
Operations

Agents delivered

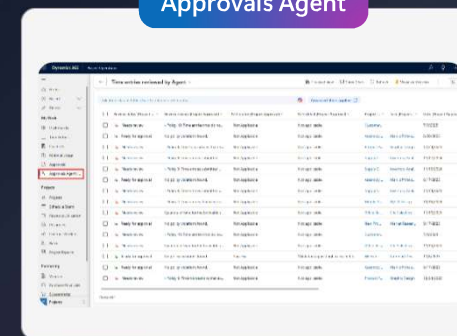
Time Agent



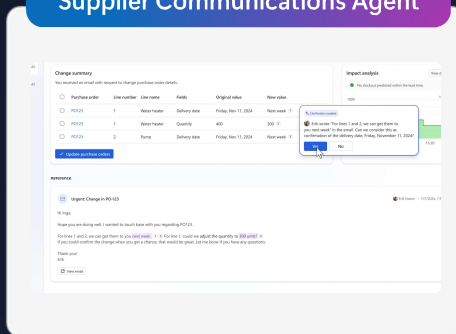
Expense Agent



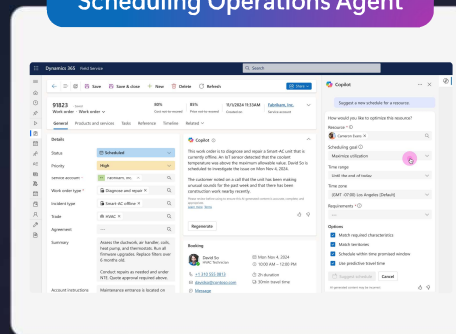
Approvals Agent



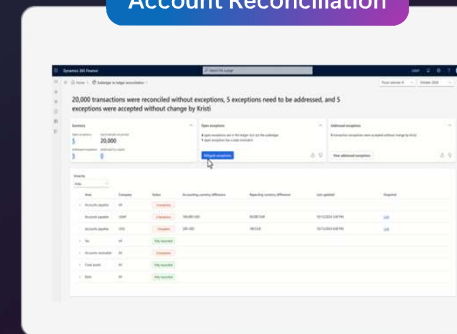
Supplier Communications Agent



Scheduling Operations Agent



Account Reconciliation



Account Reconciliation Agent

Key benefits



Time consuming to manually reconcile ledgers



Error-prone and stressful



Limited strategic focus

Enhanced Efficiency: Customers can maintain a reconciled state more consistently, reducing the time and effort required for manual reconciliation.

Proactive Management: The intelligent agent proactively identifies and suggests mitigations for exceptions, minimizing the risk of errors and ensuring financial accuracy.

Improved Transparency: Every exception is meticulously logged, capturing the history of actions taken by users, automation, or agents, thereby enhancing transparency and accountability.

Regular Reconciliation: The ability to reconcile on a more regular basis ensures that customers' financial records are always up-to-date, leading to better decision-making and financial planning.

The screenshot displays the 'Finance and Operations Preview' interface. The main area shows a list of exceptions under the heading 'Mitigate exceptions'. Each entry includes a voucher ID (e.g., FTV-3000062), the company name (USMF), and a 'Voucher amount mismatch' button. A search bar is located at the top of the list. On the right side, a detailed view for the selected voucher 'FTV-3000062' is shown. This view includes a 'Suggested action' section with a 'Create journal entry' button and a dropdown for 'Other actions'. Below this, the 'General' section shows the 'Issue type' as 'Voucher amount mismatch'. The 'Details' section shows the 'Accounts receivable (subledger)' with fields for 'Company' (usmf), 'Main account' (130100), 'Voucher' (FTV-3000062), and 'Date' (4/2/2025).

Account Reconciliation Agent

Dynamics 365 Finance



Expense Agent

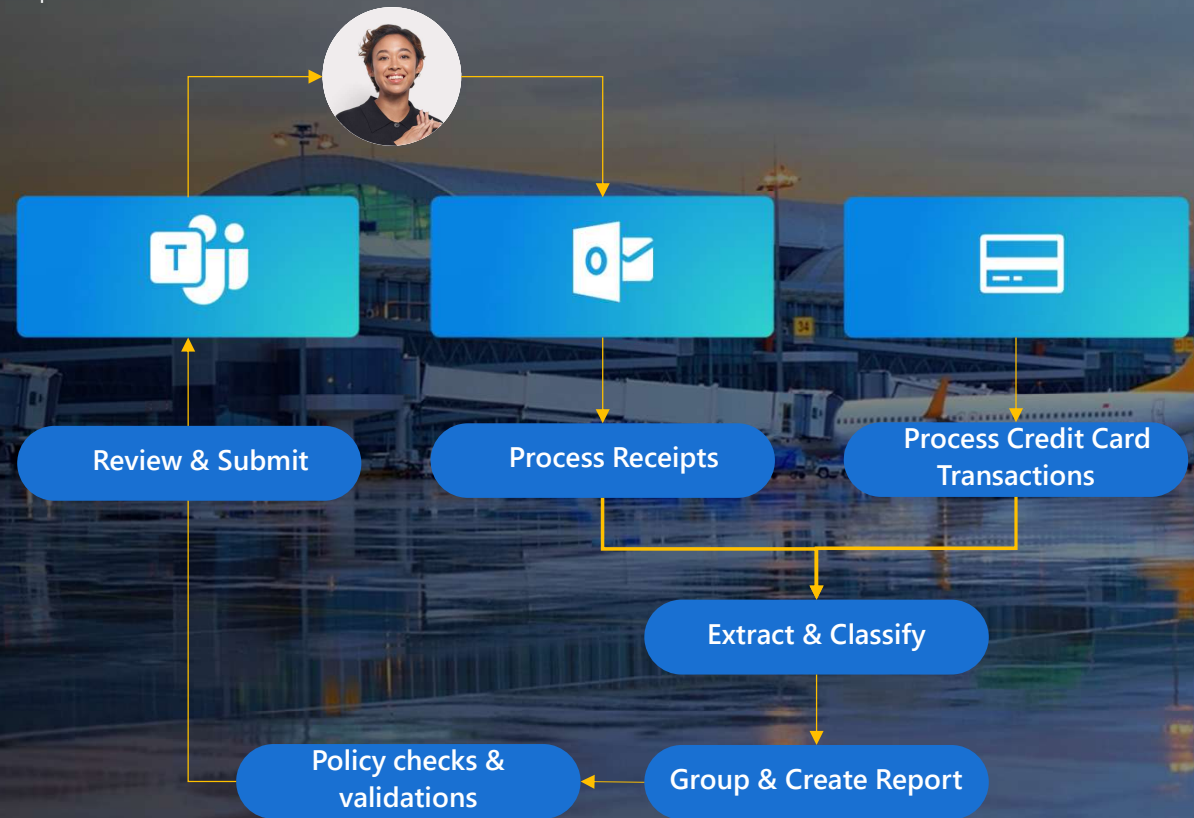
Automates the end-to-end expense management process

Investments

Standalone or Integrated: Not
dependant on Project Operations

Credit card network: expand the
integration capabilities

Meeting employees where they
work: Enable employees to work in
M365



Up to 75 % reduction in time to file expense reports

- Favorites**
 - Inbox 4
 - Sent Items
 - Drafts 2
- Folders**
 - Inbox** 4
 - Drafts 2
 - Sent Items
 - Deleted Items
 - Junk Email
 - Archive
 - Notes
 - Conversation Histo...
 - Conversation Actio...
 - Files
 - Go to Groups

- Focused** Other
- DM** Duane Montague (iTalent Corporat...
Catch Up Tue 3:36 PM
Hi We should catch up about Conto...
 - EY** Eric Youngstrom
Meeting Notes Tue 3:04 PM
Hi I pulled together the meeting no...
 - AM** Alister McDermott (Wipro Designit...
Next Week Tue 3:03 PM
Hi Lydia Can we reschedule our mee...
 - LW** Liddy Williams
Planning Spring Call Tue 3:03 PM
Hi I've done some prep for our call, ...
 - VS** Vandana Sharma
Following up Tue 2:59 PM
Hi Lydia, Just checking in to see ho...

Send

To @kapsharma x Bcc

Cc

Expense Entry Draft saved at 12:17 PM

Select an item to read Expense Entry

Most Agent- Ready ERP

1st party

Outcome-focused
1st party agents

3rd party

Partners building
agents on MCP

Custom

Custom agents
enabled with
Copilot Studio

Model Context Protocol (MCP) standardizes how AI applications interact with external systems

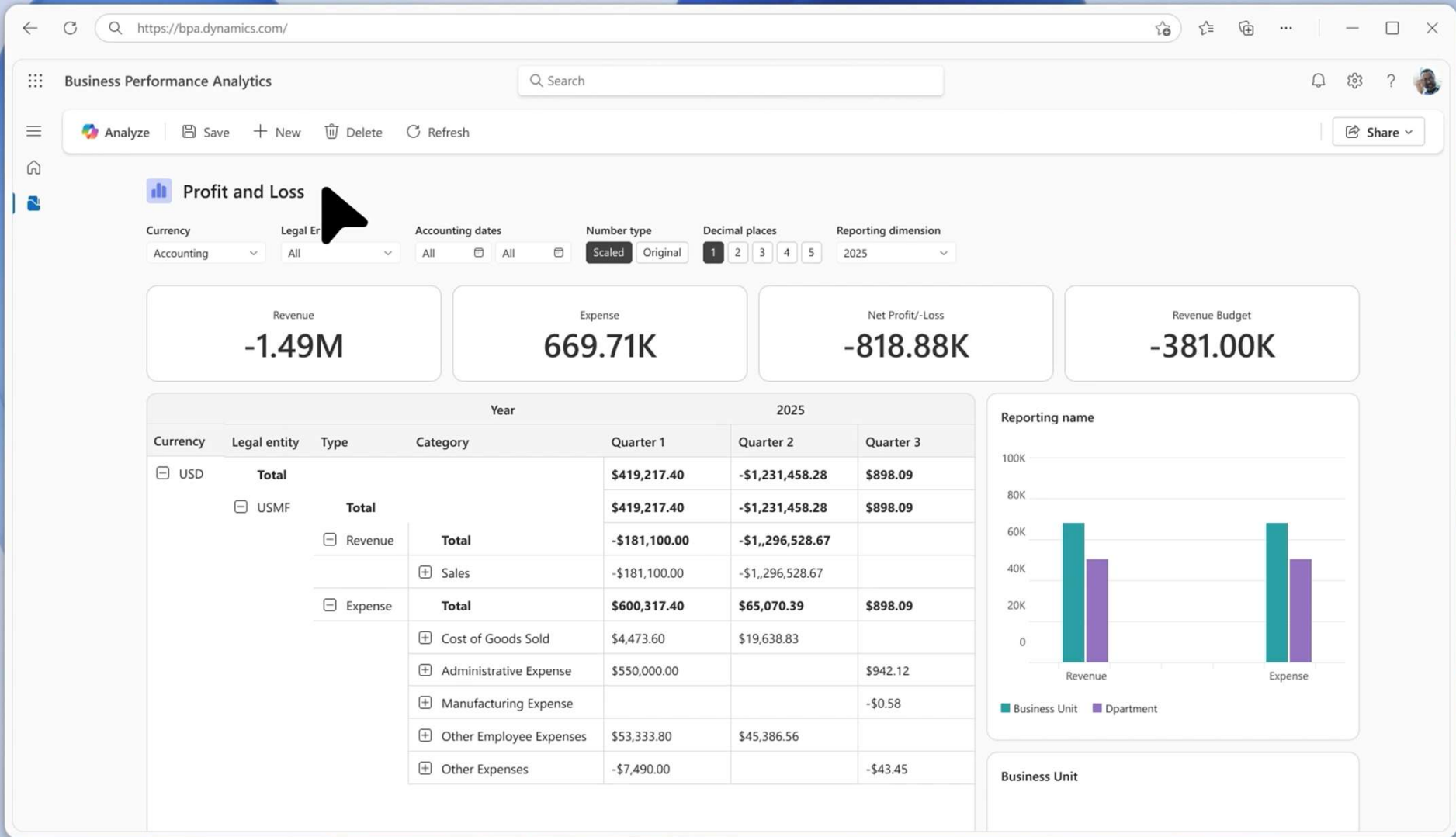


An agent can do almost anything a person can do in ERP

Redefining Insights

With Analyst Agent and Business Performance Analytics

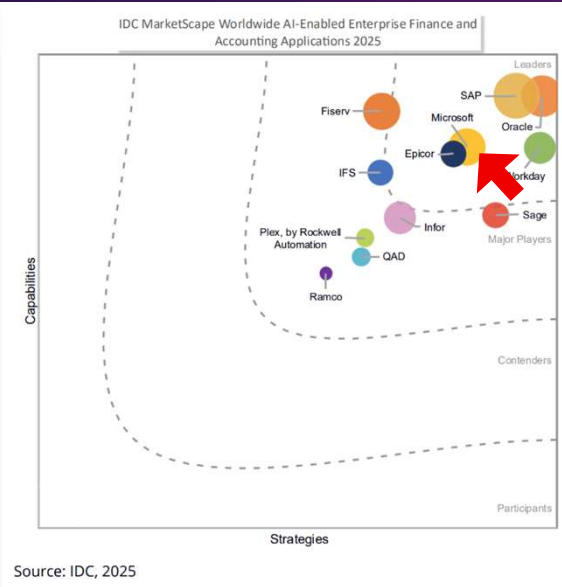
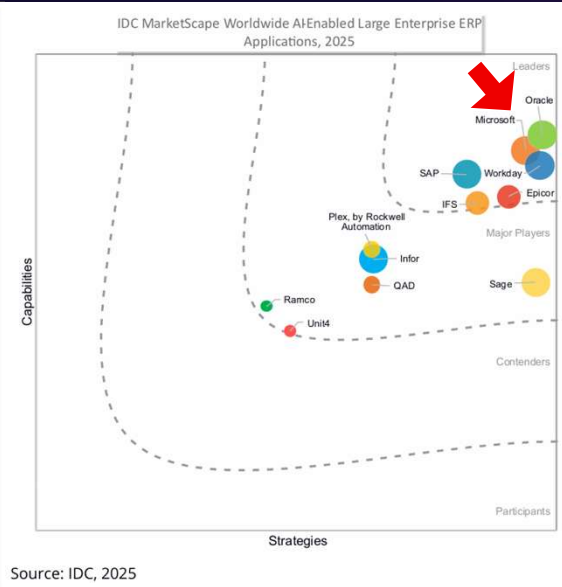
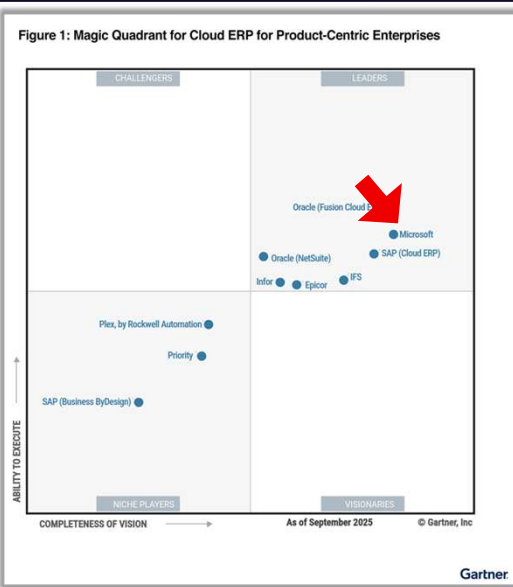




Analyst recognition

ERP

Finance



These graphics were published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner documents are available upon request from Microsoft.

1 IDC MarketScape October 2025 #US52976925e [link to the report](#)

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