# MICROSOFT TECHNOLOGY SOLUTIONS

## FOR THE MODERN MANUFACTURER



### **MARKETING AND SALES**

- Marketing activity & lead management
- Sales process & relationship management
- Complex pricing/cost modeling
- Negotiation, quotes & contracting
- Dealer & distributor sales channel



### **CUSTOMER/VENDOR** COLLABORATION

- Customer self-service portal
  - Visibility to orders & invoices, payment processing
- Vendor portal
  - Change requests
  - Order visibility
  - Product information and configuration
- Vendor performance management



### **DISTRIBUTION**

- Inventory management
  - License plating
  - Optimized or directed picking and put aways
  - Cycle count management
- Packing, shipping & transportation management
- Distributor locations & dealer networks



### **WARRANTY AND PRODUCT SUPPORT**

- Return management
- Field Service and operations
  - Ticketing and dispatching
  - Route optimization
  - Resource management
  - Preventative/Predictive maintenance
  - Inventory Tracking and management
  - Mobile-first solutions
- · Warranty and repair tracking



### **PRODUCTION**

- Enterprise asset management
- Demand forecasting

**PRODUCT DESIGN/CONFIGURATION** 

Product lifecycle management

Engineering Change

Work Instructions

Manufacturing policy management (ETO, MTO, MTS)

- Materials resource planning
- Manufacturing execution systems
- Rework and revisions
- Machine learning



### **DECISION MAKER INSIGHTS**

- Custom dashboards
- Online, intelligent business reporting
- Management and consolidation of data sources
- One view of complete business operations

