

**Our Microsoft
Dynamics 365
Practice**

**D365 CRM (CE) and
D365 Commerce**

**Supply Chain
Optimization**

**AI-Powered
Managed Services**

**AI, Data Analytics,
Microsoft Fabric &
Copilot**



**#Expert-Led Transformation
#Impact-Led Growth**

KNOW MORE >

**Microsoft Dynamics
365 Hypercare &
Support**

**Our Assessment
Offers for GITEX**

**ERP Advisory
Services**

**EDI
Implementation &
Support Services**

**Solution
Accelerators**

**Microsoft Dynamics
365, Azure, M365
Licensing**

**Multi-Cloud and
Infra Services
Azure-AWS**



#Expert-led Transformation,
#Impact-led Growth

21+

Years of Proven
Expertise

500+

Associates

1000+

Successful Projects

Mid-Market to
Enterprise



Total Technology Partner



End-to-end implementation /
Hypercare Support / Process
SMEs / ISVs



Success by Design Methodology



Upfront Investments

- Our Global Presence -



USA



CANADA



INDIA



UAE



AUSTRALIA



MEXICO



PHILIPPINES



SAUDI ARABIA



***ISG** Provider Lens™
Quadrant 2025

Microsoft AI and Cloud Ecosystem

AI Services for the Microsoft Cloud

Contender | Global

Data Fabric on Azure

Contender | Global



MICROSOFT DYNAMICS 365

Complete Lifecycle Solutions for Microsoft Dynamics 365.

Expert Consulting, Solution Delivery, and 24x7 Support Across Your Entire Dynamics 365 Ecosystem.

Dynamics 365
F&SCM, CE,
Commerce

Azure,
UDE &
Licensing

Copilot &
Custom AI
Agents

Power Platform

Microsoft
Fabric

Logic Apps &
AIS

Voice
Integrated
ERP &
Low Code
POS

Consulting + Advisory

- Assessment + Roadmap Development
- Architecture Planning + Fit-Gap Analysis
- ROI Modeling & Value Engineering

Solution Design + Delivery

- Implementation + Upgrades
- Localization, Integration & Extensions
- AI & Copilot-Driven Automation

24x7 Production Support

- Monitoring + Performance Optimization
- Patch Management & Continuous Improvement
- SLA-based Managed Services

Our Industry Accelerators:

Manufacturing, Distribution & Services: SmartForge for data-driven production and decision intelligence

Retail & Distribution: Voice-Integrated Warehousing and Smart Commerce

Non-Profit: Grant and Project Accounting Templates

Real Estate & Mall Management: Property Leasing, Tenant Billing, and Facility Tracking

Fleet Management: Route Optimization, Asset Visibility, and Maintenance

Education: Unified Finance, Grants, and Campus Operations Management

Business Impact

30% Higher
Warehousing Efficiency

50% Faster
financial close

20% Increase in
stock availability

18% Increase in
cross channel sales

Our Top Case Study:

Photonic manufacturer strangled by legacy ERP, redeemed by Microsoft D365 F&O



[READ MORE >](#)

See how Korcomptenz boosted efficiency by migrating from AX to Microsoft Dynamics 365 F&O — **through a success by design methodology and a phased, co-designed deployment.**



MICROSOFT DYNAMICS 365 CRM (CE) & COMMERCE SERVICES

Transforming how brands engage, sell, and serve customers across every channel.

Delivering end-to-end CRM and Commerce excellence — from automation and integrations to intelligent customer experiences.

What we can do

Customer Engagement Transformation — 360° customer view, smarter selling

Connected Commerce — Unified online, store, and call-center journeys

Customer Intelligence — AI-driven insights and personalization

Integration & Automation — Seamless CE–Commerce workflows and loyalty links

Our Services

Implementation and Rollout

Full-cycle delivery — design, configuration, integration, testing, and training

Upgrade & Migration Services

Migrate from legacy CRM/eCommerce platforms to modern D365 platform

Customization & Development

Build custom entities, plugins, portals, and commerce extensions tailored to your industry

Support & Optimization

24×7 Hypercare with proactive monitoring, performance tuning, and enhancement roadmap

Business Impact

+25–35%

improvement in customer retention through connected engagement

+20–30% higher

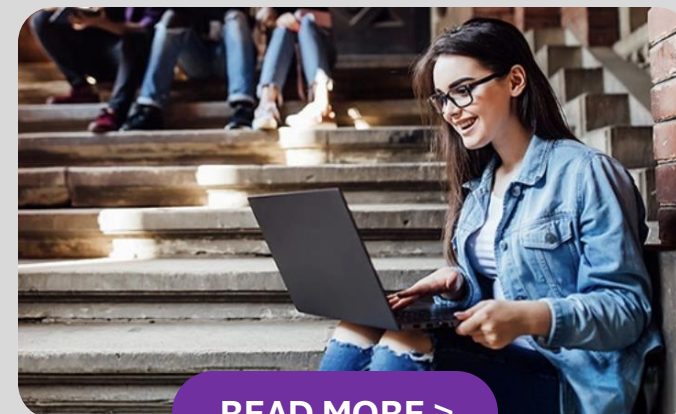
conversion across digital and physical commerce channels

Unified 360°

visibility of customers, products, and transactions across CE & Commerce

Our Top Case Study:

Smarter CRM. Sharper Campaigns. Stronger Customer Connections



[READ MORE >](#)

Turn disconnected systems into an integrated engine for growth by implementing Microsoft Dynamics CRM



SUPPLY CHAIN OPTIMIZATION SERVICES

Transform your supply chain into a connected, data-driven, and resilient network.

Delivering end-to-end supply chain review, digital transformation, and measurable operational excellence.

What we can do

Microsoft D365 Supply Chain & Solution accelerators

IoT, EDI, and advanced analytics integration

Lean process design and KPI-driven optimization

Executive summary report & modernization roadmap

Our Services

Plan & Forecast

AI-driven Demand Forecasting, Predictive Demand Sensing, AI-assisted S&OP, Intelligent Pricing Recommendations

Procure & Source

Supplier Risk Prediction, AI-driven Spend Analytics, Automated Contract Insights, Purchase Requisition Copilot

Make & Produce

Predictive Maintenance, AI-driven Production Scheduling, AI Vision for Quality, Production Copilot

Store & Move (Warehousing)

Voice-integrated Picking, Warehouse Copilot (slotting & labor optimization), AI-based Expiry Control, Visual Inventory Tracking

Fulfill & Deliver (Logistics)

Dynamic Route Optimization, Copilot for Delivery Exceptions, AI-powered Load Planning Customer Experience Copilot

Business Impact

Forecast Accuracy **15–25%**, Stockouts **20–30%**, Working Capital **10–15%**

Procurement Cycle Time **50–70%**, Compliance **20%**, Sourcing Savings **5–10%**

Downtime **20–30%**, OEE **10–15%**, Scrap **15%**, Faster Troubleshooting

Picking Accuracy **20–30%**, Wastage **20–25%**, Inventory Accuracy **95%+**

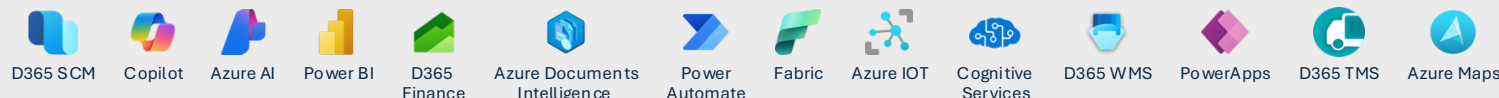
Logistics Cost **10–20%**, OTIF **15%**, CX **20%**, Empty Miles **8–10%**

Our Top Case Study:

AI-Powered Supply Chain Transformation with D365 for F&B Leaders



Transforming a multi-billion F&B distributor with D365: unified supply chain, AI forecasting, predictive replenishment, voice-enabled warehousing, visibility and faster fulfilment.



AI-POWERED MANAGED SERVICES

Simplified. Unified. Intelligent.

One platform to manage your entire IT—cloud, on-prem, and hybrid—without extra tools or licenses.

What we can do

Global delivery model with 24×7 coverage and L1,L2 and L3 Model

Workshops with business and IT stakeholders

Centralized monitoring through unified dashboards

Dedicated account and service delivery managers

Our Services

Comprehensive IT Management

End-to-end support for infrastructure, network, cloud, applications and users

Proactive Monitoring & Security

24×7 NOC & SOC with automated incident response and patching.

CloudOps & Optimization

Manage Azure, AWS, and hybrid workloads with cost and performance efficiency.

Business Impact

8% - 10% YoY

Assured Cost Reduction in Managed Services Fee

99.9% Uptime and

SLA Adherence

70%-80% Faster

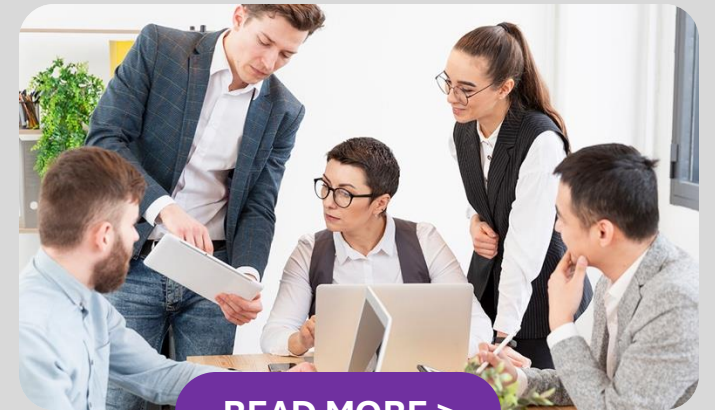
Incident Resolution

50% Reduced cost of

License due to SaaS based AI Cloud Management Platform

Our Top Case Study:

Transforming Fashion Growth with Managed Infrastructure Excellence



[READ MORE >](#)

See how Korcomptenz fuelled luxury fashion brand growth with enterprise infrastructure managed services.



MICROSOFT DYNAMICS 365 HYPERCARE & SUPPORT

Expert D365 Support for Post-Go-Live Success.

Ensuring stability, continuity, and continuous improvement across **Finance, Supply Chain, and CRM ecosystems.**

What we can do

License audits, cost assessments, and compliance reviews

Migration from legacy EA/CSP models to modern cloud subscriptions

License rationalization for mergers, divestitures, and global rollouts

Reporting dashboards for spend, utilization, and renewals

Our Services

Stabilize & Optimize

Rapid response to post-go-live issues, performance tuning, and process corrections.

Functional & Technical Support

On-demand experts for Finance, SCM, CE, Power Platform, and integrations.

Continuous Improvement

Regular health checks, release management, and proactive enhancements.

Business Impact

Over 200% ROI from optimized support and cloud transition

50% faster issue resolution through automation and expert triage

35% reduction in support costs with unified managed services

20% higher user satisfaction and adoption post-go-live

Our Top Case Study:

How a Century-Old Seafood Brand Achieved 24/7 Operational Efficiency with Dynamics 365



[READ MORE >](#)

We help client transition to a unified Dynamics 365 environment, enhancing claims management and streamlining operations.



ERP ADVISORY SERVICES

Guiding your digital core transformation with insight, strategy, and precision.

Expert guidance through ERP assessment, platform selection, and program governance to reduce transformation risk.

What we can do

Proven advisory framework with domain experts

Structured workshops and executive steering support

TCO and ROI modeling using Forrester/Gartner benchmarks

Accelerated transformation playbooks by industry

Our Services

ERP Assessment & Strategy

Value current systems, define roadmap, and build a business case for modernization.

ERP Platform Selection

Recommend the right-fit ERP solution to align with your operational and growth goals.

Program Management & Governance

Oversee multi-vendor programs, mitigate risk, and ensure scope alignment.

Business Impact

35% savings in IT and operational overheads

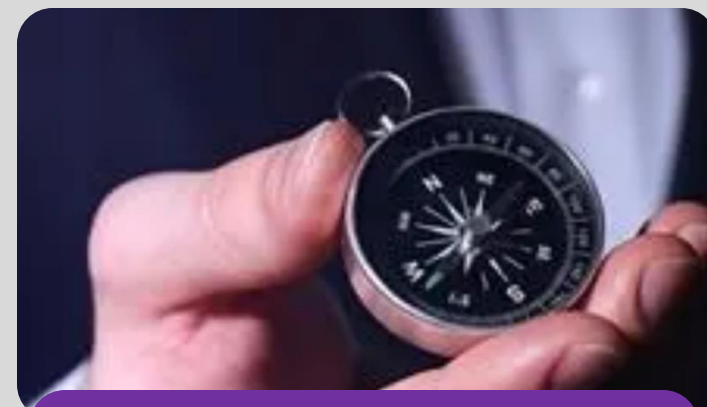
Accelerated ROI within 12–18 months

15–20% boost in workforce productivity

Enhanced compliance and audit readiness

Our Top Case Study:

Transforming ERP Failure into Success through Strategic ERP Advisory



[Ask for ERP Compass > learn more](#)

We helped a leading Kuwaiti conglomerate recover from a failed ERP implementation through a comprehensive audit and ROI-focused roadmap—driving process efficiency, measurable value, and renewed digital confidence.



AZURE, AWS – CLOUD & INFRASTRUCTURE

Build, modernize, and secure your cloud foundation.

Accelerate innovation and scalability with expert-driven modernization services

What we can do

Solution architecture with Azure/AWS certified architects & engineers

Well-Architected and CAF-aligned methodology | Hybrid & Multi-Cloud Expertise

Cybersecurity & Compliance – ISO-certified, zero-trust architecture, monitored

FinOps dashboards for visibility and cost control

Our Services

Assess & Plan

Cloud readiness assessments, migration strategy, Security and TCO

Migrate & Modernize

App, infra and data migration with modernization, microservices, CI/CD, DevOps, IaC and Containerization.

Manage & Optimize

24/7 monitoring, CloudOps, service desk, cost optimization, and security

Innovate & Scale

AI-powered operations, predictive analytics, license optimization, RPA, chatbots, and hybrid/multi-cloud scalability

Business Impact

60% Cost Reduction & 10x Faster Deployment

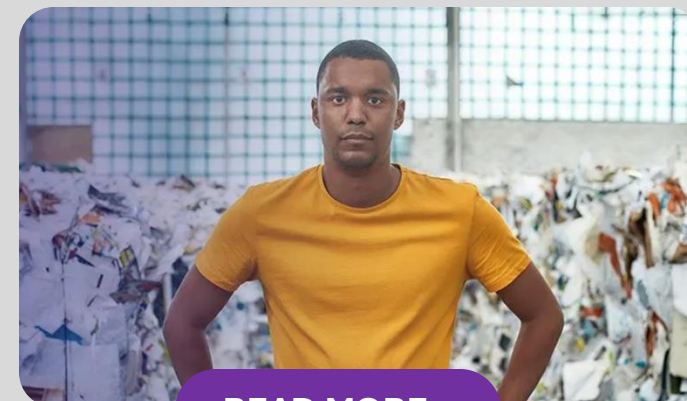
5x Performance Improvement and 99.9% Uptime Assurance

95% Security Enhancement and Zero Downtime Migration

Up to 80% Migration Cost Coverage

Our Top Case Study:

Greater ROI and Lower TCO with Microsoft Azure Migration | Korcomptenz



[READ MORE >](#)

See how a recycling waste management company gets a big turnaround through Azure-hosted Dynamics that cuts spend, sped apps, and hardened security



LICENSING OPTIMIZATION SERVICES

Unified Microsoft Cloud Licensing and Savings.

Maximize value, minimize cost — your single partner for Microsoft cloud licensing.

What we can do

License audits, cost assessments, and compliance reviews

Migration from legacy EA/CSP models to modern cloud subscriptions

License rationalization for mergers, divestitures, and global rollouts

Reporting dashboards for spend, utilization, and renewals

Our Services

Comprehensive Licensing Advisory

Assess usage, entitlements, and ROI across Microsoft cloud stack.

Security Role Audit & Optimization

Eliminate unused licenses, optimize workloads, and reduce cost. Align with Microsoft Compliance

Unified Cloud Licensing

Streamline management across Dynamics, Azure, and Microsoft Dynamics 365.

Business Impact

20–30%

reduction in annual licensing spend

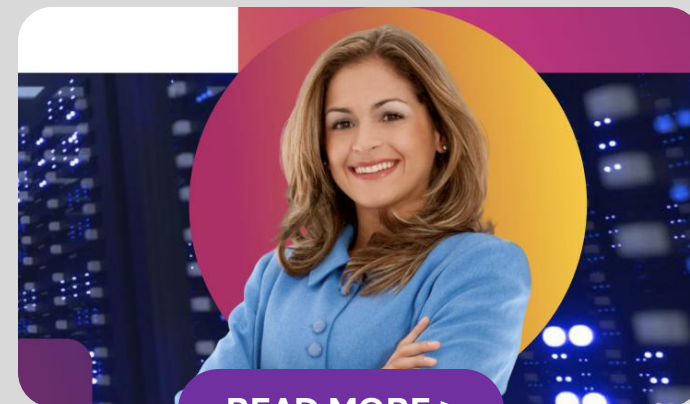
Clear visibility into usage and compliance

Streamlined procurement and renewals

Future-ready alignment with Microsoft Cloud roadmap

Our Top Case Study:

Discover how our ERP expertise achieved \$250K savings in licensing costs



READ MORE >

Discover how our ERP implementation expertise helped a leading foam manufacturer achieve \$250K in cost savings and digital process stabilization—all in just four months.



SOLUTION ACCELERATORS

Fast-track transformation with Korcomptenz solution accelerators

Deliver rapid ROI with pre-configured modules for manufacturing, ESG, banking, retail, education, and nonprofits.



- AI-driven real-time, predictive analytics built on Microsoft Fabric
- Out of the box 100+ prebuilt dashboards & reports across Sales, Inventory, Production & Operations
- For manufacturing, distribution, and retail businesses.

97% Faster report generation

25% Improvement in decision-making

65% Reduction in support tickets



Warehouse Agentic Voice Picking

- enables hands-free, voice-guided, real-time operations
- supports rugged environments like cold storage warehouses.
- Multilingual support boost accuracy, productivity, and onboarding speed

Boost picking accuracy **+25%**

Cut training time **-40%**

Reduce errors **-30%**



- AI powered solution on Microsoft Fabric, for retail and commercial banks.
- Integrates core banking, CRM, finance, and digital channels
- Prebuilt Dashboards across Customer engagement, Branch performance, Workforce Productivity, Compliance

Improve retention **+18%**

Increase CLV **+12%**

Real-time churn prediction and next-best offers



- AI-enabled ESG reporting solution built on Microsoft Fabric
- Prebuilt 200+ Dashboards for compliance with regulations such as GRI (US, ME), CSRD (Europe, Global), and BRSR (India).

Cut reporting effort **-70%**

Save **1,200+ hrs/year**

Real-time, audit-ready ESG dashboards



- **Omnichannel-ready:** B2C/B2B, mobile, in-store
- **Inventory visibility:** count, movement, replenishment
- **Faster checkout:** cash & carry, quotes, invoicing, returns
- **Centralized,** over-the-air updates across stores
- **Offline-first** operations with automatic sync



- **Omnichannel-Automated** revenue recognition, billing, and contract obligations
- **Sub-grant management** with traceable disbursements
- **Indirect cost allocation** and rate calculations
- **Multi-currency support** with automatic exchange-rate updates
- **Online approvals** with email notifications and audit trail



EDI IMPLEMENTATION SERVICES

Scalable, Secure EDI Implementation for Enterprise Integration

Providing end-to-end EDI implementation services, including workflow automation, paperless documentation, and error reduction, helping minimize chargebacks and penalties.

What we can do

- Preparation and planning of EDI Assessment
- Current State Analysis
- Technical Infrastructure Review
- Transaction and Error Analysis
- Roadmap & Recommendations

Our Services

EDI Platform Selection & Implementation

Choosing and deploying the right EDI solution for seamless operations.

Partner Onboarding & Integration

Ensuring smooth integration and connectivity with trading partners.

Document Mapping & Transformation

Designing and implementing accurate data exchange processes across systems.

Business Impacts:

90% reduction in Chargebacks

3x Increase in customer Integration

Improved process efficiency and adoption

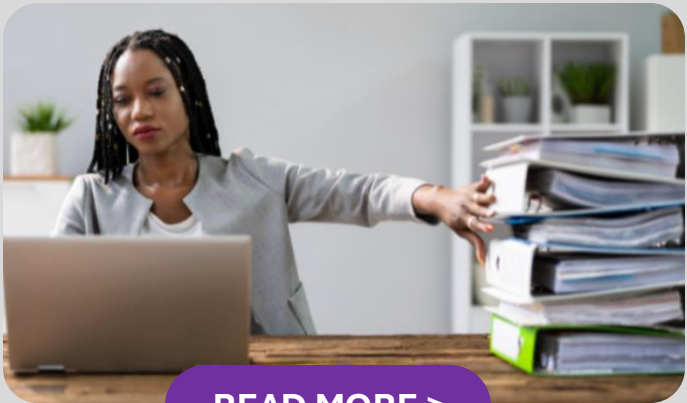


opentext™

TrueCommerce™

Our Top Case Study:

From Manual to Mastery: 90-Day EDI Transformation Success Story



READ MORE >

Discover how our EDI expertise ensured validation of 200 documents for 40 key customers, ensuring seamless operations under tight deadlines.



NO-COST STRATEGIC BUSINESS ASSESSMENT SERVICES

Conduct a rapid 2–3 week, no-cost business assessment

Evaluate systems, data, and processes across ERP, CRM, and Cloud. Provide SLA-based recommendations and roadmap guidance. Deliver centralized dashboards for visibility and decision support

What we can do

- 360° Business Process Review
- Analyze operations, systems, and KPIs across finance, supply chain, and customer engagement.
- Technology & Cloud Readiness Check
- Assess ERP, CRM, data, and infrastructure maturity to identify modernization levers.
- Opportunity Mapping
- Prioritize automation, analytics, and AI opportunities that drive ROI and measurable outcomes.

Our Services

360° Business Process Review

Assess operations, systems, and KPIs across finance, supply chain, sales, and service.

Technology & Cloud Readiness Check

Evaluate ERP, CRM, data, and infrastructure maturity for modernization.

Opportunity Mapping

Identify automation, integration, and analytics opportunities aligned with ROI goals.

Business Impact

Up to 215%

Measurable Outcomes on Microsoft Business Applications modernization

30% reduction in time-to-decision with unified data visibility

25% improvement in IT productivity through cloud readiness

15% faster transformation timelines with guided assessments

Our Other Complimentary Assessment Offers include:

AI Readiness Pulse and Strategic Assessment

Bridge the data gap and **Accelerate ROI** by **identifying AI use cases** with 6–12 month return on investment periods

Microsoft Fabric Fast-Track and Modernization Assessment

Accelerate data to insights **60-70% with our modern analytics solutions** and benefit from Azure Innovate funding

Cloud Clarity Check and Zero-Cost Cloud Assessment

Achieve **30–40% savings in IT infrastructure costs** by moving workloads to the cloud

Connected Enterprise Assessment

Unlock up to **20–30% operational efficiency gains**



DATA ANALYTICS & AI SERVICES

AI & Data Intelligence with Microsoft Fabric, Custom Copilot Agents, Power BI.

Transform data into insights with Microsoft Fabric, Azure AI Foundry/Studio, Open AI, Copilots & Power BI.



Copilot



Azure AI



Power BI



Azure Documents
Intelligence



Power
Automate



Fabric



Azure IoT



Cognitive
Services



PowerApps

What we do

End-to-end implementation on Azure Fabric ecosystem

Custom Copilot Agents for various industry use cases

Dynamic Power BI & Copilot dashboards

Self-service BI enablement and training

Our Services

Data Modernization

Migrate legacy data warehouses to Microsoft Fabric Data Lakes, Lake Houses.

Data Integration & Governance

Unify data from ERP, CRM, IoT, and 3rd-party systems with strong data quality and compliance.

Advanced Analytics & AI

Custom Copilot Agents, Power BI dashboards, predictive models, and AI-driven insights for every business function.

Business Impact

97%

Faster report generation

25%

Improvement in decision-making

65%

Reduction in support tickets

100%

Visibility into KPIs across business units



Fabric One Lake



Data Factory



Data Engineering
(Databricks)



Copilot Studio
Azure AI Foundry



Fabric Real Time
Analytics



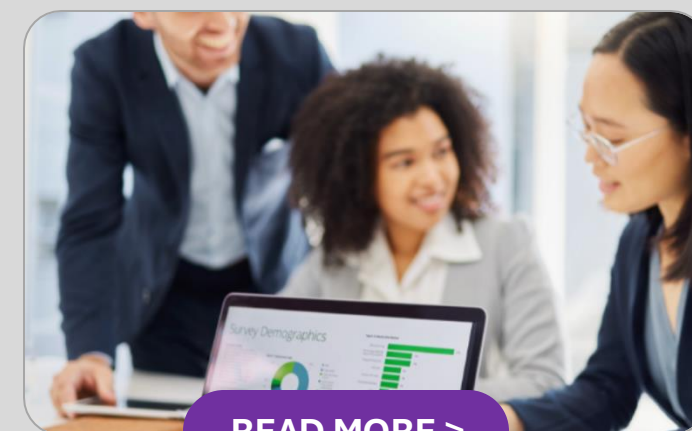
Purview

What makes us unique: Our Fabric based products



Our Top Case Study:

Laser-Focused Analytics for Photonics Manufacturing



[READ MORE >](#)

How a global optics leader collapsed a two-day reporting cycle to 15 minutes, lifted first-pass yield by 4.5 points, and freed engineers to innovate

