



Keensoft

Grow your business and supercharge operations with the power of AI

Microsoft Dynamics 365 Business Central



Microsoft Dynamics 365



Business expectations are shifting, and companies need to adapt now to seize the opportunity



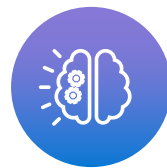
Macroeconomic uncertainty has impacted planning and shifted business priorities for many organizations



Talent acquisition and retention has limited companies' ability to scale and meet demand



Connectivity of systems, processes, and data is becoming a key test of businesses' ability to own the digital age



AI is challenging forward-looking leaders to embrace new ways of thinking about every workflow and resource in an organization

AI adoption is set to reinvent businesses of all sizes

3 in 5

Small businesses
implementing
AI within two
years

73%

SMBs already
using AI tools in
their business
operations

78%

High-growth
SMBs plan
to increase AI
spending
next year

91%

AI-adopting
SMBs say AI
boosted their
revenue

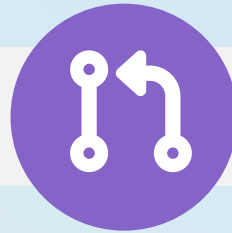
Keensoft brings the expertise to support your AI journey

Unlock more value and opportunity for your business by working with a Microsoft partner.



Benefit from our Microsoft expertise

Our experts can help you navigate assessing your current state and identifying how AI can help you meet your goals.



We understand your pain points

Benefit from our deep experience with process transformation.



Allow us to be your transformation advisor

Our team can help you look end-to-end including adoption, governance, and security.

Microsoft Dynamics 365 Business Central

Scale without compromise



**Increase financial
visibility and
performance**



**Boost sales and
improve customer
service**



**Finish projects
on time and
under budget**

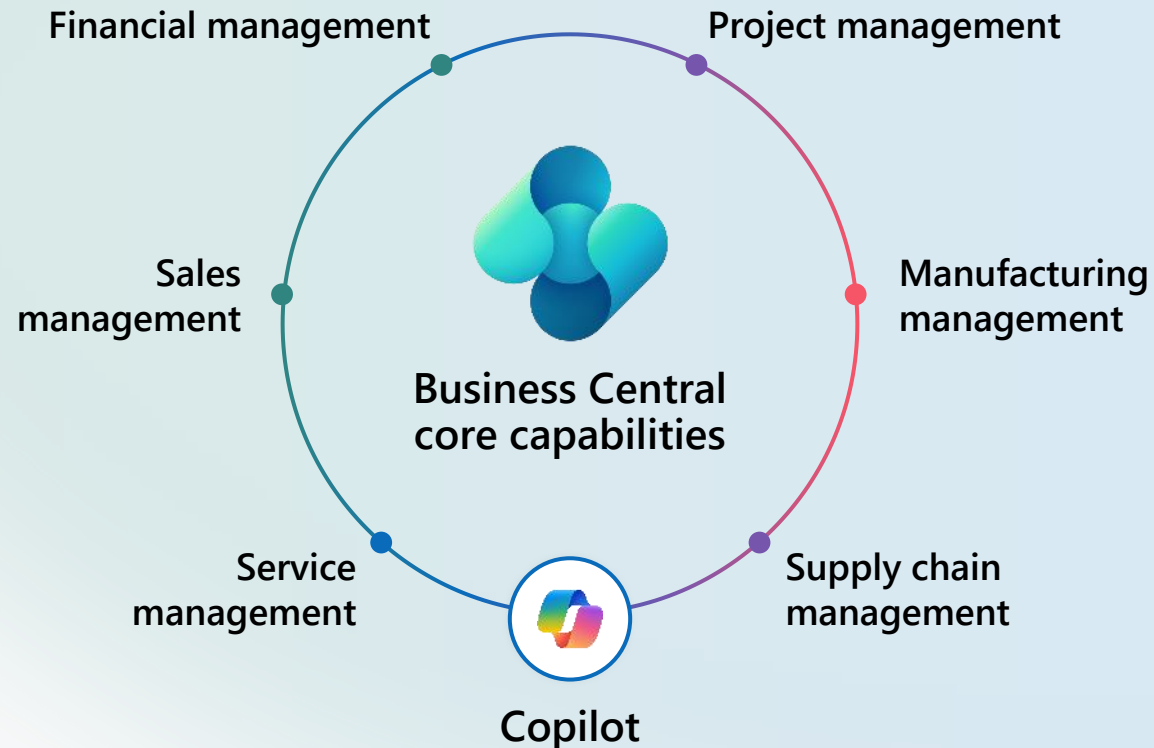


**Optimize inventory
and supply chain
management**

Business Central: The system of record powering AI

A robust ERP foundation

for small and medium businesses



Enhanced and extended with more than 7,000 solutions from partners



Mapped to your processes through the expertise and effort of our partners



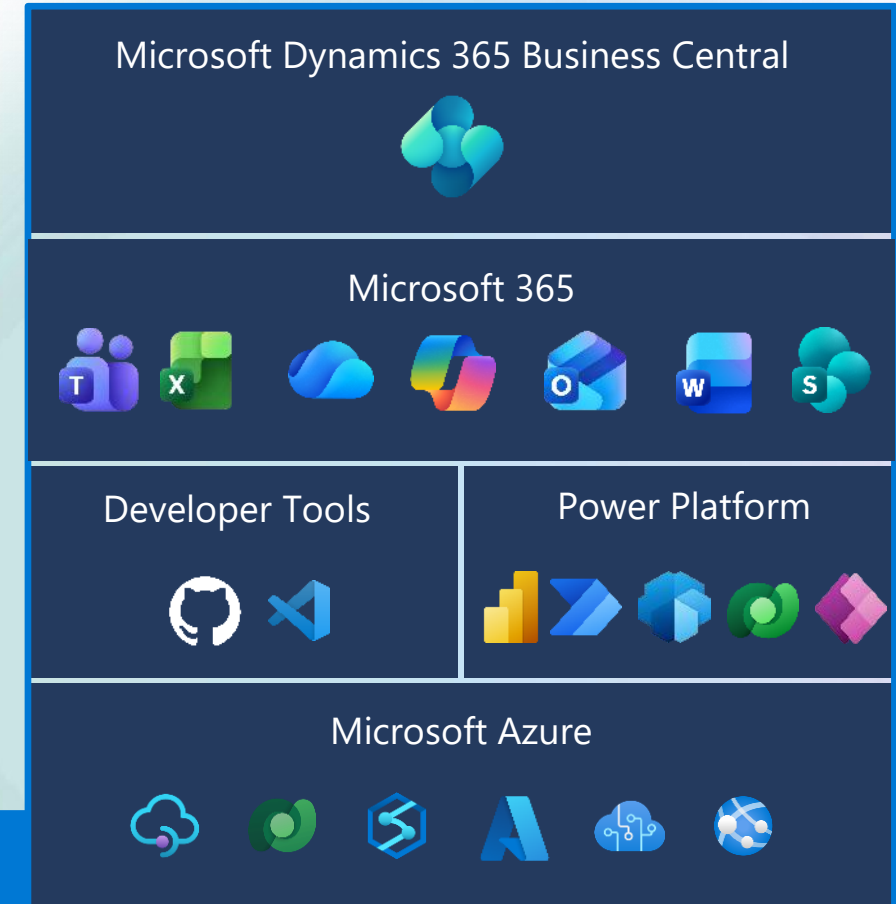
Automated with the power of prebuilt and custom agents



Integrated through the entire Microsoft ecosystem

Dynamics 365 Business Central outcompetes with a fully integrated, AI-powered stack, on the world's most trusted and comprehensive cloud

- Works seamlessly with the Microsoft applications you already use and know – Outlook, Teams, Excel and Power Platform
- AI infused throughout the solution brings you continuous insights to speed decision making
- A single system that works across international locations
- Scalable and extensible to grow and adapt with your growing business




Identity, security, management, and compliance

Realize end-to-end business management with Business Central




Customer service

- Planning and dispatch
- Service contracts
- Service orders
- Service prices




Sales

- Contacts
- Sales invoices
- Sales orders
- Dynamics 365 Sales integration
- Sales opportunities
- Discounting




Finance

- General ledger
- Budgeting
- Financial reporting
- Bank reconciliation
- Asset management
- Cost accounting




Marketing

- Campaigns
- Email logging
- Interaction logging
- Pricing
- Sales enablement




Inventory/Supply

- Inventory control
- Item tracking
- Supply planning
- Demand forecasting
- Sales and inventory forecasting
- Warehouse shipments



Purchasing

- Purchase invoicing
- Purchase orders
- Return orders
- Resourcing
- Addresses
- Purchase discounts



Manufacturing

- Assembly management
- Cost worksheet
- Bill of materials
- Capacity planning
- Machine centers
- Version management

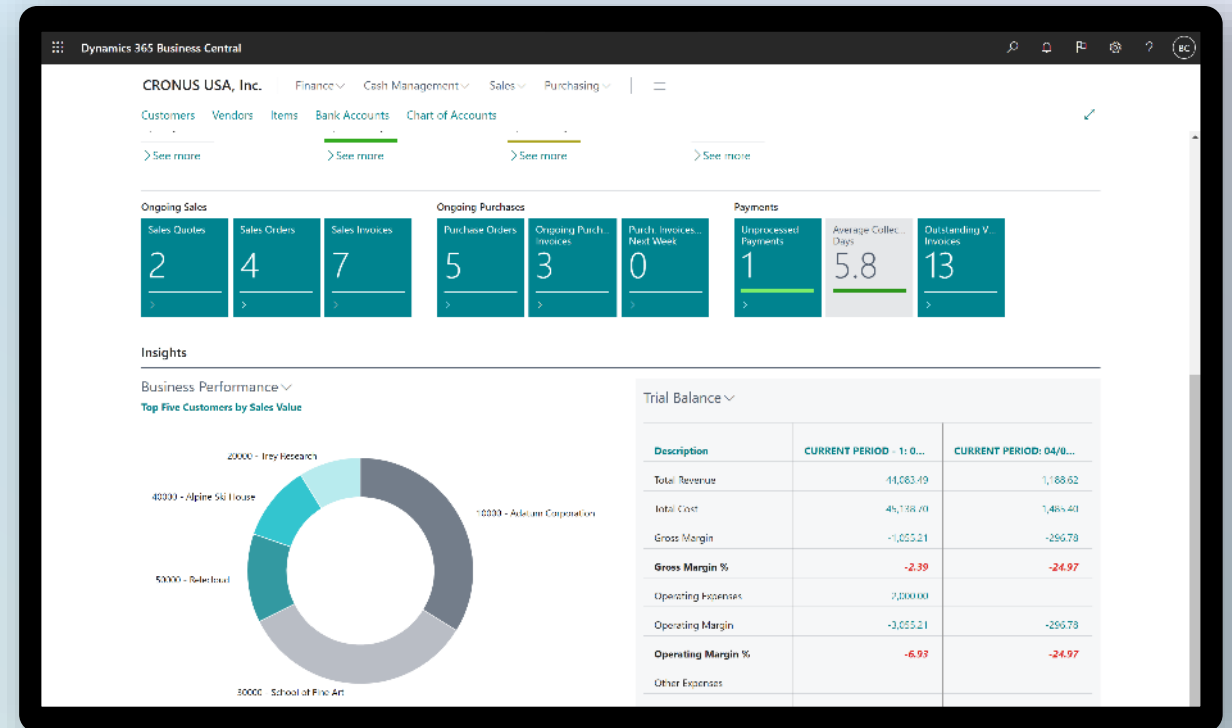
[Jump to detailed capabilities overview](#)

Increase financial visibility and performance

Take control of your financial data

Improve forecasting, accelerate financial close, and get real-time performance metrics while fostering compliance and security

Use Copilot in Business Central, built-in reports, Excel, or Microsoft Power BI and unlimited data dimensions to analyze trends and improve business planning

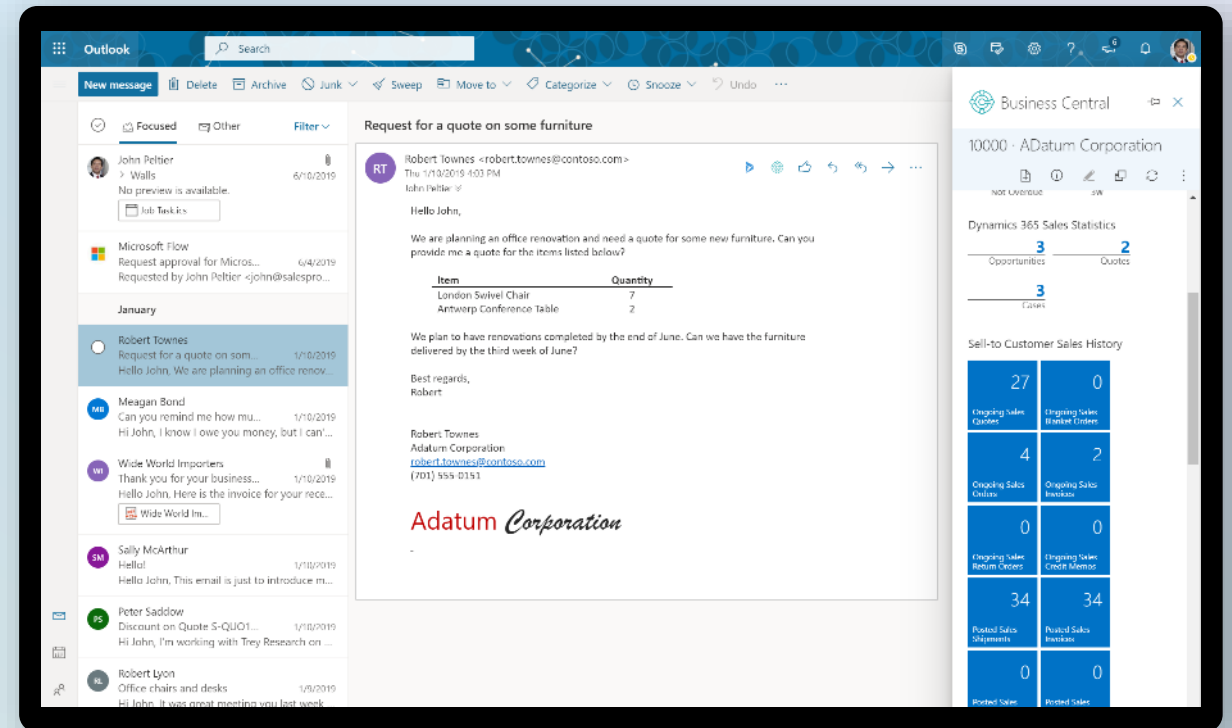


Boost sales and improve customer service

Build long-lasting relationships

Take better care of customers while managing the entire sales process from within Microsoft Outlook and deliver better outcomes with connected service operations

Drive sales with marketing text suggestions from Copilot, transition smoothly from sales to service, and manage service agreements to exceed customer expectations



Finish projects on time and under budget

Successful projects start with proper planning

Complete projects successfully and profitably with planning, resourcing, tracking, costing, billing, accounting, and timely intelligence

Enable employees to do their best work with role-based access, and foster collaboration by sharing links to projects directly in Microsoft Teams

The screenshot displays the Dynamics 365 Business Central interface for a job card titled 'JOB00010 · Reception area remodel'. The interface is divided into several sections:

- General:** Contains fields for Description (Reception area remodel), Person Responsible (MARY), Bill-to Customer No. (30000), Bill-to Name (School of Fine Art), Bill-to Contact (Meagan Bond), Blocked status, Last Date Modified (2/1/2018), and Project Manager.
- Tasks:** A table listing job tasks with columns for Job Task No., Description, Job Task Type, Start Date, End Date, Budget (Total Cost), and Actual (Total Cost). The tasks are organized into phases: Phase 1 - Planning and Specs, Phase 2 - Demo, and Phase 3 - Install.
- Summary:** A table on the right side of the screen showing BUDGET COST, ACTUAL COST, and BILLABLE PRICE for various resource, item, and G/L Account categories.

Job Task No.	Description	Job Task Type	Start Date	End Date	Budget (Total Cost)	Actual (Total Cost)
→ 1000	Phase 1 - Planning and Specs	Begin-Total	-	-	-	-
1010	Consulting	Posting	1/22/2020	1/22/2020	1,000.00	880.00
1020	Review and Sign-off	Posting	1/22/2020	1/22/2020	-	-
1099	Phase 1 Total	End-Total	-	-	1,000.00	880.00
1100	Phase 2 - Demo	Begin-Total	-	-	-	-
1110	Demolition	Posting	1/22/2020	1/22/2020	1,500.00	440.00
1120	Reclaim Bricks	Posting	1/22/2020	1/22/2020	100.00	-
1199	Phase 2 Total	End-Total	-	-	1,600.00	440.00
1200	Phase 3 - Install	Begin-Total	-	-	-	-
1210	Walls	Posting	1/22/2020	1/22/2020	3,000.00	-
1220	Ceiling	Posting	1/22/2020	1/22/2020	50.00	-
1230	Floors	Posting	1/22/2020	1/22/2020	450.00	-

Category	Resource	Item	G/L Account	Total
BUDGET COST	6,940.00	780.00	0.00	7,720.00
ACTUAL COST	1,320.00	0.00	0.00	1,320.00
BILLABLE PRICE	13,880.00	1,151.20	0.00	15,031.20
INVOICED PRICE	0.00	0.00	0.00	0.00

Optimize inventory and supply chain management

End-to-end visibility for better results

Deliver products on time and adapt to changing business models with visibility across purchasing, manufacturing, inventory, and warehouses

Move from manual forecasting and inventory management to AI-based predictive forecasting to improve accuracy

Dynamics 365 Business Central

ORDER PLANNING | WORK DATE: 4/6/2020

GENERAL

Show Demand as: All Demand

Manage Process Line Item Item Availability by More options

Alternative Supply Select Item Substitutes Show Document Components Routing Dimensions

Demand Date	Status	Demand Type	Order No.	Item No.	Description	Needed Quantity	Replenishment System	Supply From	Rese...	Qty. to Order	Order Date	Due Date
4/2/2020	Open	Sales	101001		Adatum Corporation							
4/2/2020				1996-S	ATLANTA Whiteboard, base	2	Purchase	30000		2	4/2/2020	4/2/2020
4/6/2020	Open	Sales	101005		Trey Research							
4/6/2020				1925-W	Conference Bundle 1-6	1	Assembly			1	4/6/2020	4/6/2020
4/6/2020				1908-S	Blue armless swivel chair	3	Purchase	30000		3	4/6/2020	4/6/2020
5/1/2020	Open	Sales	101002		Adatum Corporation							
5/1/2020				1968-S	MEXICO Swivel Chair, black	10	Purchase	30000		10	5/1/2020	5/1/2020

Available For Transfer: 5 Quantity Available: -3

Substitutes Exist: No Earliest Date Available: 4/14/2020

Tailormade for SMBs, with the full power of Microsoft AI

**Decades
of research and
development**

**Committed to
advancing
Responsible AI**

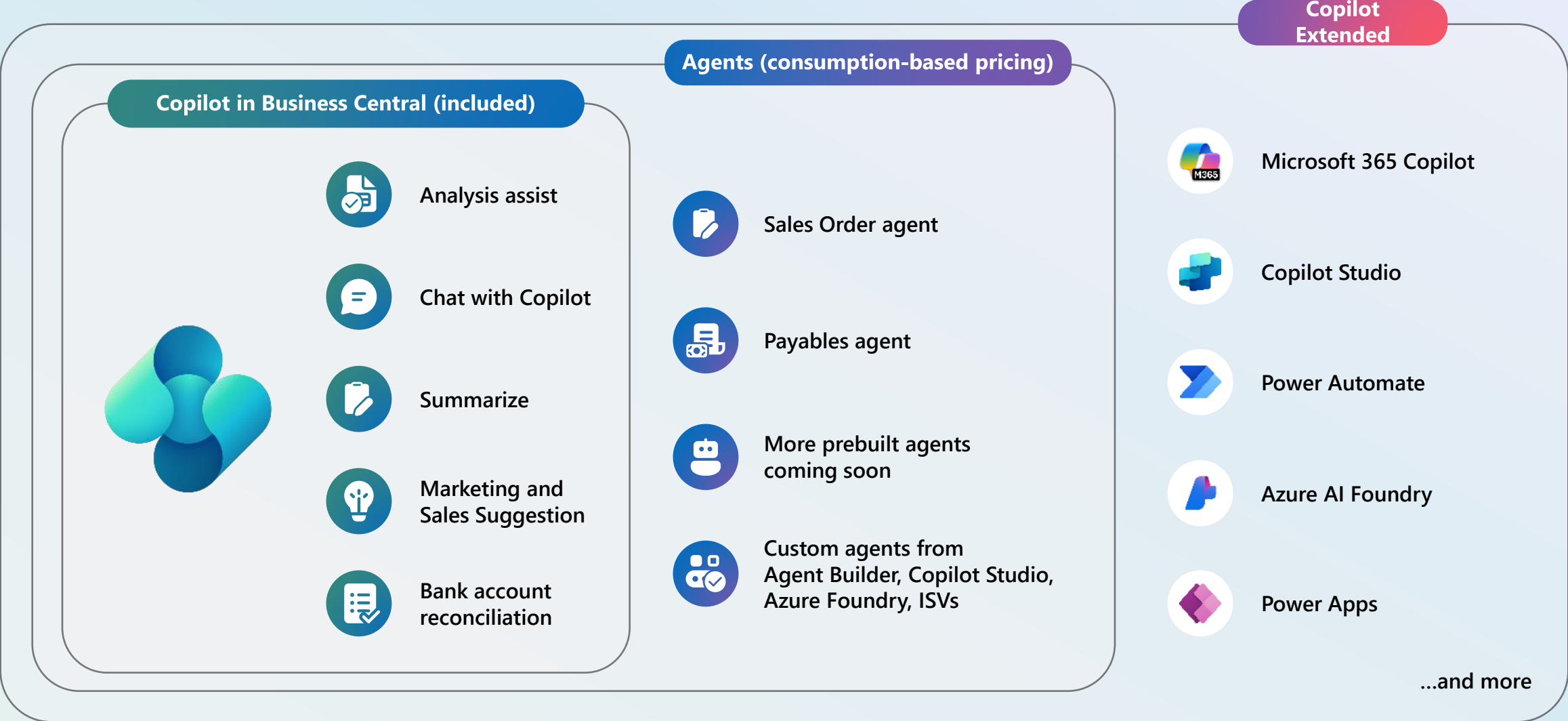
**Secure from
the start**

**Reliability and
performance at
scale for large AI
models**

Runs on trust

Your data is your data

Copilot and the agentic ecosystem



Copilot in Business Central

What can Copilot do for you?



Guide

Explains concepts and helps you learn new skills



Find

Locates records, pages, and products using natural language



Compare

Reconciles statements and incoming e-documents



Analyze

Organizes data to help you get to insights faster



Suggest

Drafts content and recommends setup patterns for records

Your AI-powered assistant with a growing skillset

Copilot in Business Central

Get to key insights faster

Copilot simplifies analysis by transforming raw data into insightful summaries using next generation AI

Provides an interactive and versatile way to calculate, summarize, and examine data

Creates, totals, pivots, and filters to help you find the information you're looking for

Prepares the analysis tab

Adjust and iterate on your layout

The screenshot displays the Dynamics 365 Business Central interface for 'Contoso Coffee'. The main view is 'Customer Ledger Entries' with columns for Posting Date, Document Date, Document Type, Document No., Customer No., Customer Name, Description, Original Amount, Department Code, and Customergr Code. A table of entries is shown, including invoices and payments. A Copilot overlay is visible, indicating 'Preparing the analysis tab' and 'Stop generating' options. The interface includes navigation menus for Finance, Cash Management, Sales, Purchasing, and Shopify, along with search and filter icons.

Posting Date	Document Date	Document Type	Document No.	Customer No.	Customer Name	Description	Original Amount	Department Code	Customergr Code
3/31/2024	3/31/2024	Invoice	PS-INV103187	50000	Relecloud	Invoice S-INV102197	3,081.84	SALES	MEDIUM
3/23/2024	3/23/2024	Payment	PS-INV103188	50000	Relecloud	Invoice S-INV102192	-4,596.16	SALES	MEDIUM
3/23/2024	3/23/2024	Invoice	PS-INV103192	50000	Relecloud	Invoice S-INV102192	4,596.16	SALES	MEDIUM
3/19/2024	3/19/2024	Payment	PS-INV103188	50000	Relecloud	Invoice S-INV102188	-403.01	SALES	MEDIUM
3/19/2024	3/19/2024	Invoice	PS-INV103184	50000	Relecloud	Invoice S-INV102184	2,877.48	SALES	MEDIUM
2/28/2024	2/28/2024	Invoice	PS-INV103184	50000	Relecloud	Invoice S-INV102184	2,877.48	SALES	MEDIUM
2/21/2024	2/21/2024	Payment	PS-INV103179	50000	Relecloud	Invoice S-INV102179	-4,999.17	SALES	MEDIUM
2/21/2024	2/21/2024	Invoice	PS-INV103179	50000	Relecloud	Invoice S-INV102179	4,999.17	SALES	MEDIUM
1/31/2024	1/31/2024	Invoice	PS-INV103171	50000	Relecloud	Invoice S-INV102171	2,877.48	SALES	MEDIUM
1/24/2024	1/24/2024	Payment	PS-INV103166	50000	Relecloud	Invoice S-INV102166	-2,757.70	SALES	MEDIUM
1/24/2024	1/24/2024	Invoice	PS-INV103166	50000	Relecloud	Invoice S-INV102166	2,757.70	SALES	MEDIUM
1/20/2024	1/20/2024	Payment	PS-INV103162	50000	Relecloud	Invoice S-INV102162	-403.01	SALES	MEDIUM
1/20/2024	1/20/2024	Invoice	PS-INV103162	50000	Relecloud	Invoice S-INV102162	403.01	SALES	MEDIUM

Chat with Copilot

Use natural language to interact with Copilot

Finds records or pages, or explains how to do things

Copilot acts as a virtual assistant, helping you track down the right information at the right time

Finds business data for your company in Business Central

Gives explanations or step-by-step guidance on various tasks

Helps you understand the purpose and typical use of individual fields

The screenshot displays the Dynamics 365 Business Central interface. The main window shows the 'Accounting Periods' table with columns for Starting Date, Name, New Fiscal Year, Closed, Date Locked, and Inventory Period Closed. The table lists months from July 2022 to December 2023. A blue callout box points to the table with the text 'Ask follow-up or clarifying questions'. On the right, the Copilot chat interface is visible, showing a welcome message and a search bar. A blue callout box points to the chat interface with the text 'Express yourself in your own words'. The chat interface includes a search bar, buttons for 'Find', 'Explain', and 'Guide', and a text input field with the prompt 'Show me the latest invoice'.

Starting Date	Name	New Fiscal Year	Closed	Date Locked	Inventory Period Closed
7/1/2022	July				
8/1/2022	August				
9/1/2022	September				
10/1/2022	October				
11/1/2022	November				
12/1/2022	December				
1/1/2023	January	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2/1/2023	February	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3/1/2023	March	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4/1/2023	April	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5/1/2023	May	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6/1/2023	June	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7/1/2023	July	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8/1/2023	August	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9/1/2023	September	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10/1/2023	October	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11/1/2023	November	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12/1/2023	December	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Express yourself in your own words

Bank reconciliation with Copilot

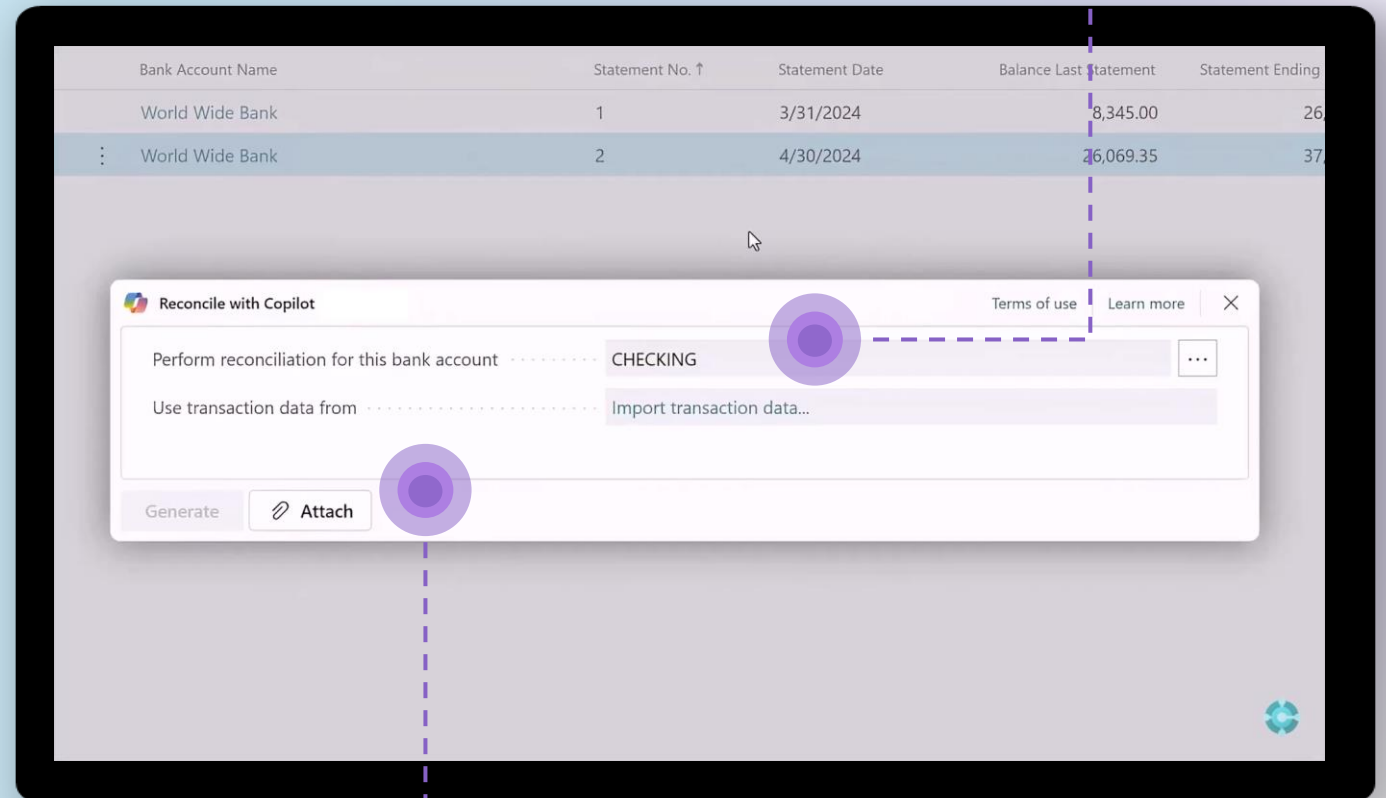
Solve the puzzle of bank reconciliation faster and easier

Copilot is your AI-powered bookkeeping assistant that helps you turn a tedious monthly chore into a quick review

Finds matches with your ledger entries, even when multiple charges are consolidated into a single entry

Suggests matching ledger accounts to post new transactions to.

Finds matches



You upload or import bank data

Take automation further with agents

Built for Business Central, extendable across business processes

Now available

Sales order agent

Communicates with customers

Interprets customer request

Sends quotes

Now available

Payables agent

Receives vendor invoices

Captures invoice information

Registers invoices according to company policy, preference, and history

Build your own agents



Copilot



Azure AI



Sales Order Agent

Deliver on inbound order requests faster

Streamlines order entry by automatically capturing details from emails, chats, or documents, reducing manual effort and minimizing errors

Finds matches with your ledger entries, even when multiple charges are consolidated into a single entry

Provides end-to-end visibility into order status with proactive notifications, enabling faster fulfillment and better customer communication

The screenshot displays the Dynamics 365 Business Central interface. The main window shows a 'PURCHASE ORDER' form with the following details:

- Alpine Ski House**
4871 North Bramblethorn Avenue
Park Stadf Schwabing
ian.deberry@outlook.com
- PO Bb:** 12537
Date: 10/15/2025
Expected Delv.: 10/22/2025
- Contoso Furniture**
2400 Commerce Blvd
Norcross, GA 30093

No.	Description	Quantity	Unit of Measure	Line Amount Excl. Tax	Amount Including Tax
1013	CYPRUS, Chair Mat, White	PCS	PCS	63	64,89
1015	SILICIA, Desk Bivider, Acrylic	PCS	PCS	28	56,66
1010	BORNEO, Fixed Pedestal	PCS	PCS	38	156,55
1001	Book Unit, standard	PCS	PCS	49	201,88
1007	MAJL Corner Bookshelf	PCS	PCS	49	98,88
1003	TAHOMA, 2-Drawer Filing Cabinet	PCS	PCS	98	485,22
					1,068,11

TERMS: Net.30
SHIPPING METHOD: Ground
FOB: Origin

Alpine Ski inhouse is responsible for costs, Cinging. Origin, u.u.A.

The interface also shows an 'Incoming email' pane on the left with a message from Ian Deberry and an 'Attachments' pane with a PDF file 'POAI P12537.pdf'. On the right, a 'Sales Order Agent' task pane is visible, showing a task 'Task #0003: Review step 1 of 1' with navigation buttons and a confirmation dialog for a message from ian.deberry@outlook.com.



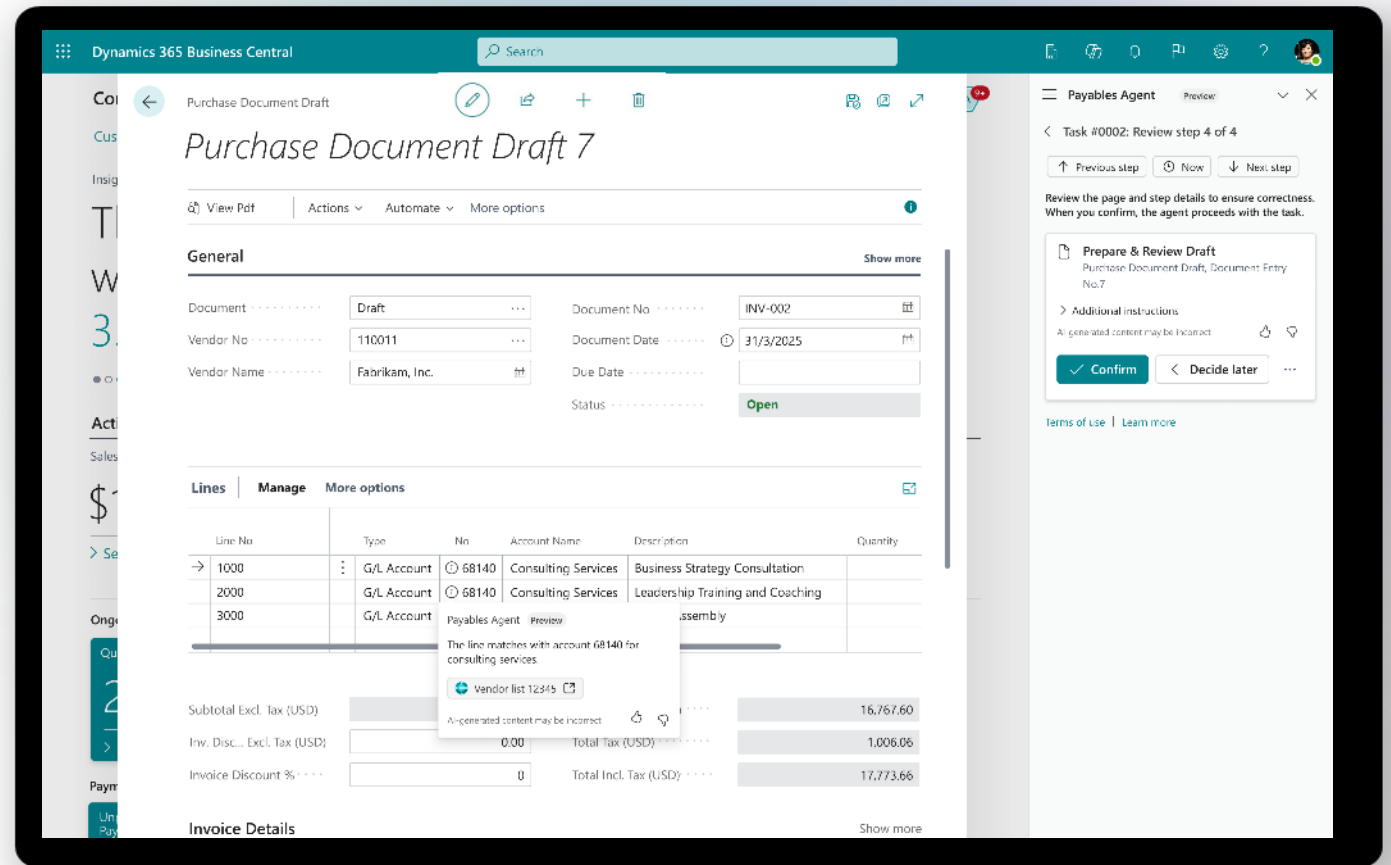
Payables Agent

Manage invoices in a snap

Captures, validates, and matches invoices against purchase orders and receipts, reducing manual data entry and errors

Routes invoices to the right approvers with configurable rules, accelerating approvals and improving compliance

Provides dashboards and alerts for outstanding payables, enabling better cash flow management and vendor relationship tracking



Customers already realizing benefits from AI



With Business Central and Power Platform, we are giving back time to both employees and guests, resulting in a smoother, more memorable hotel experience”

—Julio Arevalo
HR manager, SNÖ Hotels



Sales Order Agent was incredibly simple to install, activate, and use. We greatly appreciate how it enhances the users’ speed and accuracy, rather than replacing the user. I was very impressed.”

—Matteo Canale
Global IT Manager,
Baralan



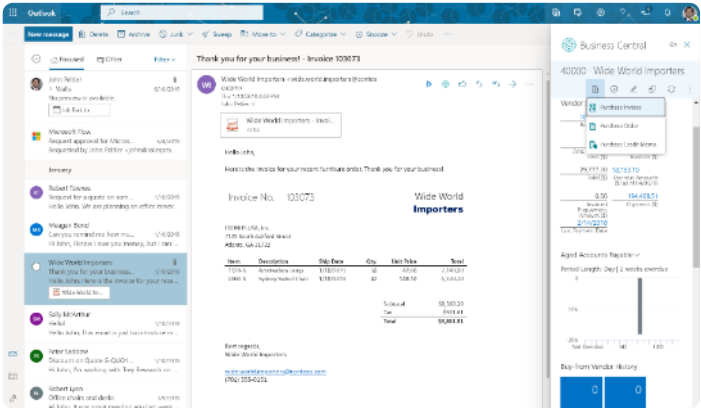
Right now, Friendly John, the custom created copilot, can handle around 60% of customer questions and, with our next release, **that number will go up to 90%.**”

—John Haisch
VP of AI and Automation,
Nsure.com

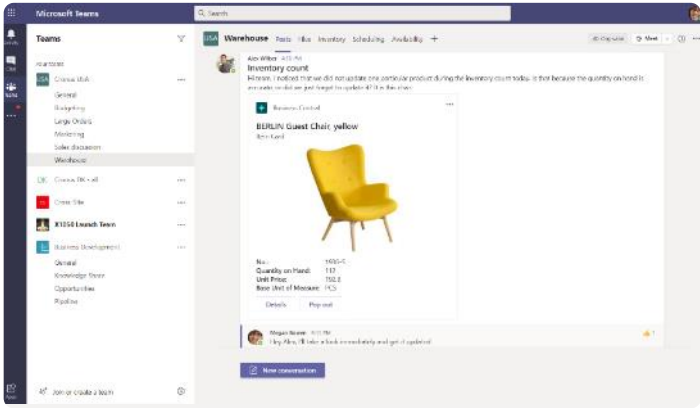
Copilot beyond Business Central



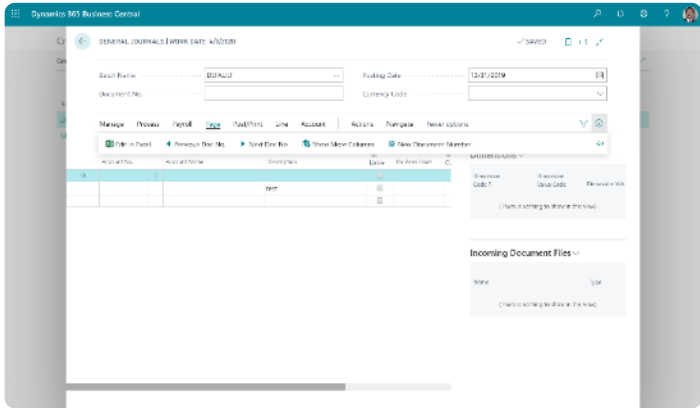
Generate a new customer profile from an inbound email



Draft a purchase order and check inventory from a call transcript



Edit any Business Central field directly in excel without middleware, and generate deep financial analysis with Copilot



Seamless systems of record, one source of truth

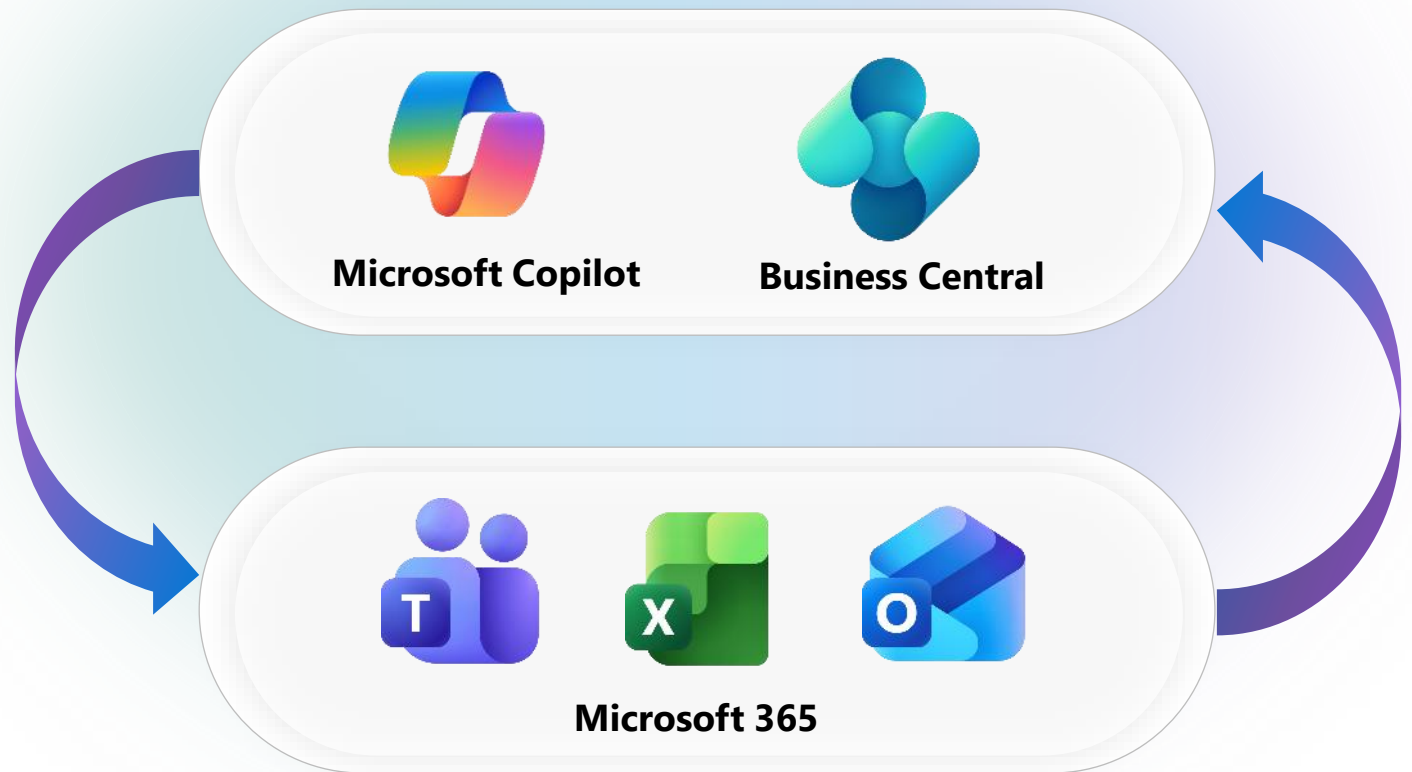
Work smarter with Copilot in Business Central and connect it with Microsoft 365 apps

Seamlessly connect Business Central + Microsoft 365 and harness the power of Copilot

Collaborate in the apps where teams work best. Connect Business Central to Outlook, Excel, and Teams—work seamlessly together with timely data

Stay in the flow of work. Get the data employees need in the tools they prefer—without switching applications

Connect the dots with Copilot. Work between applications with greater continuity, guided by AI. Get help drafting emails, summarizing information, and more—no matter where you work



Connecting to Microsoft 365 Copilot

Microsoft 365 Copilot now brings ERP connected data directly into Excel and Outlook

- Copilot guided **Financial reconciliation** that understands your ERP policies—with automated matching and instant insights
- Copilot drafts personalized **customer communications** enriched with ERP details like payment history for faster customer responses
- **Variance analysis** finds anomalies, explains drivers and provides actionable insights
- **Data preparation** creates analysis-ready datasets from ERP exports in minutes

Reconciliation Report

Demo trip budget
Table name: Trip_budget_table

Demo bank statement
Table name: Bank_statement_table

Unmatched transactions (28)

C4F Rec ID	Date	Expenditure category	Budget amount	Weekday (Reference)	EmployeeName (Refer...)	C4F Rec ID	Transaction date	Transaction category	Amount	Transactio
C4F123	2/19/2024	Entertainment	160.00	Monday	M. Smith	C4F234	2/19/2024	Entertainment	30.00	Credit Carc
C4F124	2/19/2024	Misc.	10.00	Monday	J. Edwards	C4F235	2/19/2024	Misc.	140.00	Credit Carc
C4F125	2/20/2024	Transportation	150.00	Tuesday	T. Allen	C4F236	2/20/2024	Transportation	180.00	Credit Carc
C4F126	2/20/2024	Food	120.00	Tuesday	J. Hudson	C4F237	2/20/2024	Food	130.00	Credit Carc
C4F127	2/20/2024	Misc.	10.00	Tuesday	G. Clooney	C4F238	2/20/2024	Misc.	200.00	Credit Carc
C4F128	2/21/2024	Food	120.00	Wednesday	A. Jackson	C4F239	2/21/2024	Food	110.00	Credit Carc
C4F129	2/22/2024	Food	120.00	Thursday	K. Hammond	C4F240	2/22/2024	Food	150.00	Credit Carc
C4F130	2/22/2024	Entertainment	160.00	Thursday	C. Reeve	C4F241	2/22/2024	Entertainment	150.00	Credit Carc
C4F131	2/23/2024	Food	120.00	Friday	F. Meade	C4F242	2/23/2024	Food	130.00	Credit Carc
C4F132	2/23/2024	Misc.	10.00	Friday	D. Bell	C4F243	2/23/2024	Misc.	90.00	Credit Carc
C4F133	2/24/2024	Food	120.00	Saturday	M. Broom	C4F244	2/24/2024	Food	130.00	Credit Carc
C4F134	2/24/2024	Entertainment	160.00	Saturday	L. Provenza	C4F245	2/24/2024	Entertainment	420.00	Credit Carc
C4F135	2/24/2024	Misc.	10.00	Saturday	G. Beck	C4F246	2/24/2024	Misc.	130.00	Credit Carc
C4F136	2/25/2024	Food	120.00	Sunday	K. Heathrow	C4F247	2/25/2024	Food	60.00	Credit Carc

Unmatched and not connected (Trip_budget table)

C4F Rec ID	Date	Expenditure category	Budget amount	Weekday (Reference)	EmployeeName (Refer...)
C4F139	2/22/2024	Transportation	150.00	Thursday	M. Bloom
C4F140	2/22/2024	Misc.	10.00	Thursday	L. Lane
C4F141	2/24/2024	Transportation	150.00	Saturday	K. Hall
C4F142	2/25/2024	Entertainment	10.00	Sunday	C. Light
C4F143	2/26/2024	Toll Tax	30.00	Monday	A. Johnson
C4F144	2/26/2024	Forex forx-672 fee	40.00	Monday	B. Smith

Insights

- Only one transaction remains unmatched. A transaction in Remittance payments cannot be identified as a potential match in Customer account transactions. Therefore, it requires immediate attention and resolution to reconcile the outstanding balance.
- There are five transactions that potentially match. Each Customer account transaction potentially matches with one transaction in Remittance payments. A potential match is found based on the Customer account transaction reference and the Remittance payments invoice number.
- The values match in more than 97% for all five transactions and in 100% if a prefix or suffix is subtracted from or added to the value. It is recommended to consider these as meeting the

Reconcile data | Cancel

Dynamics 365 Business Central with Outlook

Go from quote to cash within the flow of work

Interact with customers and vendors directly from Outlook to accelerate transactions and business decisions

Promptly manage inquiries, service requests, or process payments to accelerate the sales cycle

Get insights into customer history, previous discounts, and more without leaving Outlook

The screenshot shows the Outlook interface with an email from Wide World Importers (WI) titled "Thank you for your business! - Invoice 103073". The email content includes a greeting, a thank you message, and an invoice summary. The invoice details are as follows:

Item	Description	Ship Date	Qty.	Unit Price	Total
1974-S	Amsterdam Lamp	1/10/2019	50	42.80	2,140.00
2000-S	Sydney Swivel Chair	1/10/2019	42	148.10	6,220.20
				Subtotal	8,360.20
				Tax	501.61
				Total	8,861.81

Below the invoice table, contact information for Wide World Importers is provided: "Best regards, Wide World Importers, wide.world.importers@contoso.com, (701) 555-0151".

On the right side of the Outlook window, the Business Central application is open, displaying the "40000 - Wide World Importers" vendor record. The interface shows various transaction types like "Purchase Invoice", "Purchase Order", and "Purchase Credit Memo". Financial data is visible, including a total of 29,777.20 and a balance of 18,193.10. A bar chart shows "Aged Accounts Payable" with a period length of 2 weeks overdue. At the bottom, the "Buy-from Vendor History" shows two entries with a value of 0.

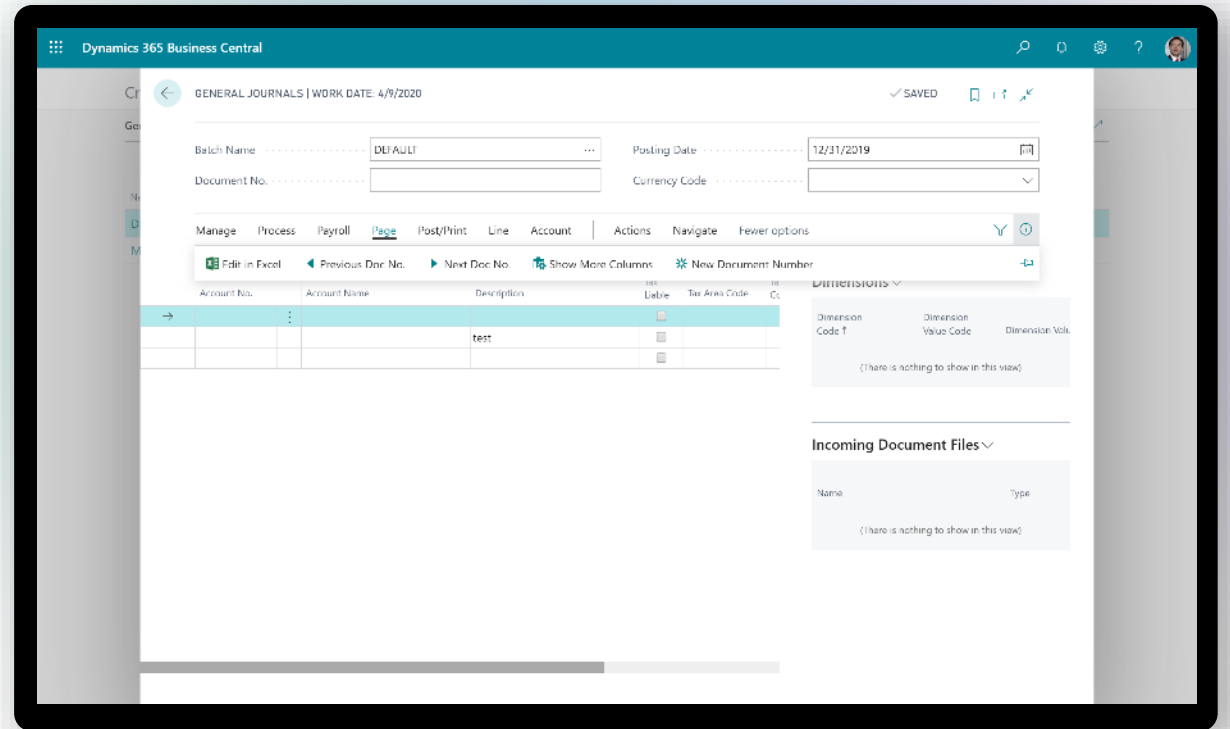
Dynamics 365 Business Central with Excel

Simplify daily tasks to free more time for strategy

Get up-to-date operational insights as Excel reports, and adapt quickly by customizing report layouts as Excel worksheets

Export data from Business Central to Excel for efficient data entry, then publish back to Business Central with business rule validation

Easily analyze transactions using familiar Excel functionality, then share with the team for review and co-authoring



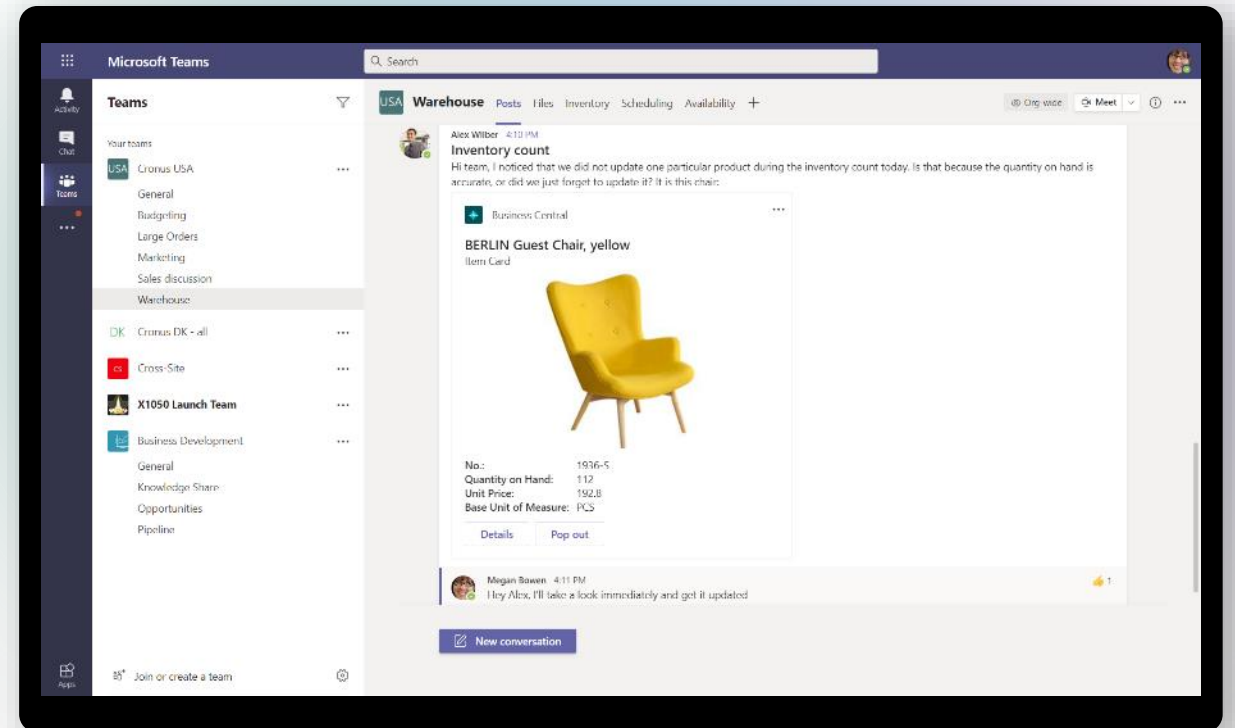
Dynamics 365 Business Central with Teams

Quickly share details so you can act faster

Make faster decisions by sharing Business Central data within Microsoft Teams chat or channel

Look up business contacts from Teams, along with insights, a history of interactions, and related records

Easily edit data and take action without switching apps

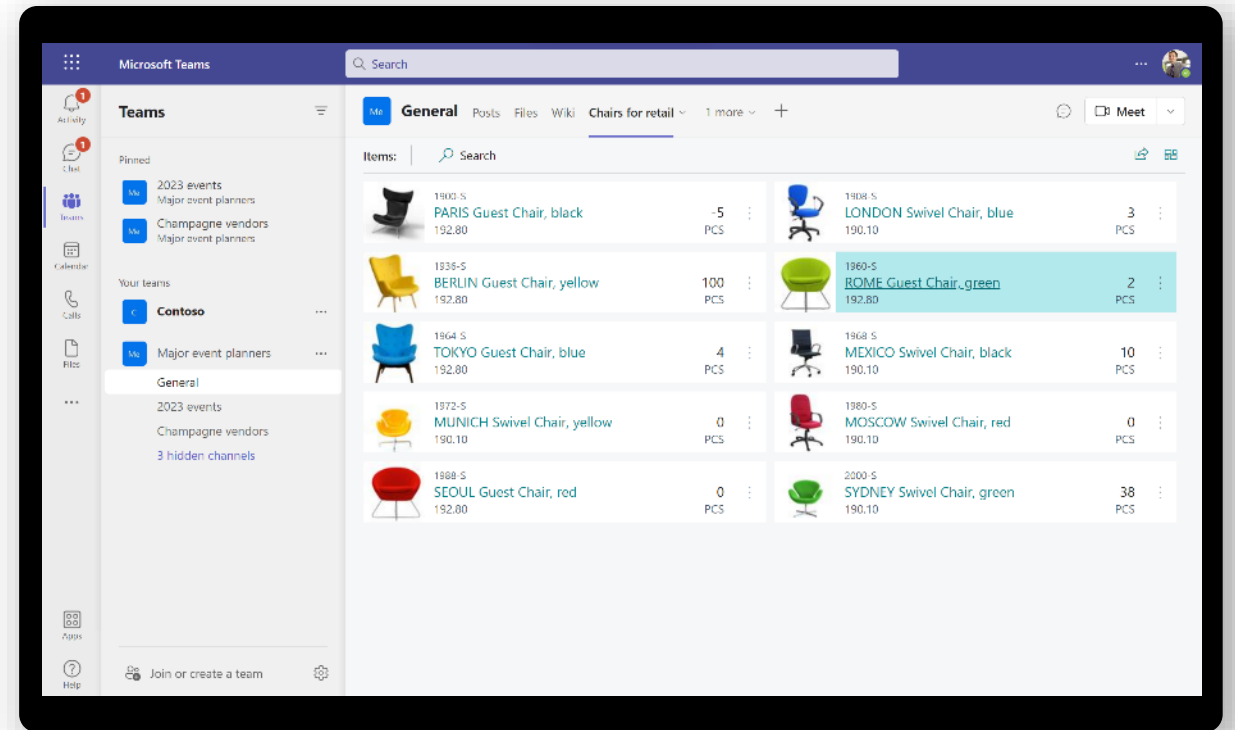


Access Business Central data with only a Microsoft 365 license **at no additional cost***

Access Business Central cards and tables that have been shared with you in Teams

Unlock data, improve collaboration, and enhance decision making without buying additional Business Central licenses

Read-only access is granted through your Microsoft 365 license as configured by your admin



*Applies to Microsoft 365 licenses that include Microsoft Teams

SMB customers growing with Business Central

Consumer goods



Manufacturing



Retail



Prof. services



Non-profit



Fin. services



[Find more stories at aka.ms/BCcustomers](https://aka.ms/BCcustomers)



“We were reliant upon disparate spreadsheets alongside our existing M1 ERP system and were seeking a more efficient system to maintain our business transactions, initially focusing on the order to receipt and accounting processes.”

—Shawn Lainchbury, Plysolene Limited

Situation: Plysolene faced operational strain as it scaled rapidly, with disconnected systems causing inefficiencies and a lengthy month-end close.

Solution: Partnering with Keensoft, Plysolene implemented Dynamics 365 Business Central to unify sales, manufacturing and finance

Impact: Transforming its business practices, Plysolene freed its accountants and salespeople from duplicate work and reduced manual processes by more than 50%. It is more compliant and better prepared to scale to meet its projected growth.

Products: Dynamics 365 Business Central, Power BI



Plysolene streamlines operations and cuts month-end close time by 80% with Keensoft and Dynamics 365 Business Central

Customer: Plysolene Ltd

Industry: Plastic Manufacturing

Size: 1-30 employees

Country: United Kingdom

Publish date: June 2025

[Read the full story here](#)



Partner: Keensoft Limited



Customer:
Millbrook Healthcare

Partner:
Keensoft Limited

Industry:
Healthcare

Size:
Medium (50-999)

Country:
United Kingdom

Products:
Microsoft Dynamics 365 Business Central
Microsoft Power BI
Jet Reports
Continia Document Capture
Employment Hero
Yavrio Bank Feeds

“With Microsoft, we as a middle-market company can compete and scale with a high level of responsiveness.”

Situation:

The Millbrook Healthcare group provides Community Equipment Services, Wheelchair Services, Home Services, Technology Enabled Care and healthcare equipment on behalf of the NHS and Local Authorities.

Millbrook sought a more responsive support partner for their Microsoft Dynamics 365 Business Central environment

Solution:

Millbrook Healthcare needed to take advantage of their investment in Microsoft Dynamics 365 Business Central. We helped them achieve a technology solution that transformed business operations, maximize sales productivity, and automate business processes,

Impact:

Significant reduction in Bank reconciliation times using Yavrio Bank Feeds
Group financial reporting on demand via Jet Reports
Reduced AP Processing via Continia document capture and matching

Working with clients throughout the UK, Middle East, Africa and Asia Pacific.

United Kingdom | United Arab Emirates | Saudi Arabia | Qatar
Kenya | Singapore | Australia

 Microsoft Dynamics 365

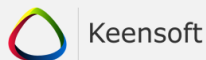


Servita Group reduces administrative costs using Microsoft 365 Business Central

Customer: Servita Group

Industry: Professional Services
Size: 50 – 100 employees
Country: UK, Europe, Middle East, Asia Pacific
Publish date: 04/2026
[Read the full story here](#)

Partner:
Keensoft Limited



“Business Central enables us to manage multiple entities as easily as one.”

—Nicola Nassi, Group Financial Controller

Situation: Servita desperately needed to replace their Sage Line 50 finance system to a solution that catered for global presence, including Project Management, Multi Currency and multi entity features

Solution: Microsoft Dynamics 365 Business Central was selected to sit as the primary finance system across multiple entities within multiple geographies. Reducing administrative effort and providing consistent transaction processing.

Products: Dynamics 365 Business Central, Jet Reports, Continia Document Capture, Web Expenses, Power BI

Dynamics 365 Business Central checks all the boxes...

... with benefits **ONLY Microsoft can provide**

- ✓ **Cloud-based** with remote access across mobile devices
- ✓ **Deep functionality** with built-in best practices that improve processes across the business
- ✓ **Open architecture** easily connects with existing systems
- ✓ **Highly customizable** to meet industry or vertical needs with pre-built apps
- ✓ **Robust, flexible reporting and analysis** to drive business performance and improve decision-making
- ✓ **Rapid to deploy and easy to use** so you can realize business value quickly

- ✓ **Microsoft 365 applications** work natively with Business Central, boosting productivity and improving collaboration
- ✓ **Microsoft Copilot and Agents** lead in AI innovation so your business can adapt faster, work smarter, and perform better
- ✓ **Microsoft delivers world-class security, performance and scale** to support your business now and as it grows



Let's get started

- Explore with a [trial](#) and [self-guided tour](#).
- Schedule an in-depth discovery session.
- [Contact us](#)



Keensoft

Microsoft
Partner



Yavrio



Power BI



Jet Reports
from insightsoftware



continia
Document
Capture

Thank you



Microsoft Dynamics 365

