Microsoft

Microsoft Dynamics 365 for
Retail

Deliver exceptional retail experiences that elevate your brand. Dynamics 365 for Retail helps retailers get ahead with tools that drive retail operations, empower employees, and delight through exceptional customer experiences.
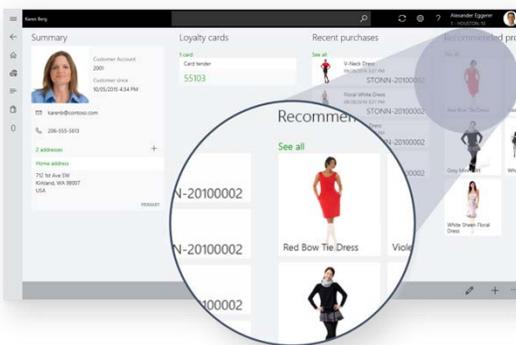
"We chose Dynamics 365 because we are positioning our business for growth and we knew that the Azure cloud has the power to scale and grow with us. In addition, Dynamics allows us to expand our customers' experience with the capability to take an order at a store and ship from a warehouse directly to our consumer or their gift recipient if the store doesn't have the product in stock."

Gordon Jaquay
Director, IT
Hickory Farms, LLC

HICKORY FARMS®
EST 1951

Key benefits

CREATE IMMERSIVE SHOPPING EXPERIENCES
Elevate your brand and encourage buying behavior by engaging customers through cross-channel technology and personalized retail experiences.

PROVIDE EXCEPTIONAL SERVICE
Help your employees deliver outstanding customer service by giving them the tools they need to succeed—from customer and inventory details to employee schedules.

OPTIMIZE RETAIL OPERATIONS THROUGH INSIGHTS
Make smarter decisions based on data-driven insights to help optimize your business—from merchandising to inventory to fulfillment.
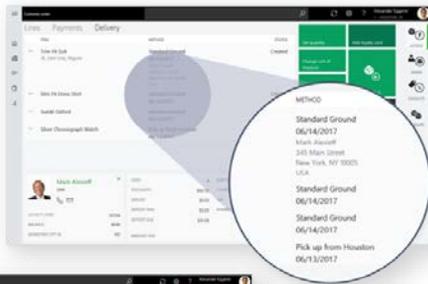
Key capabilities

MODERN STORE EXPERIENCE
The unified POS app included in the solution is cloud-engineered and designed, and optimized to run on different form factors and across Windows, iOS, Android, and Web. It enables modern, role-tailored, rich and immersive experiences entailing clienteling scenarios as well as a broad range of traditional transactional capabilities with support for offline use and peripheral devices.

EFFECTIVE MERCHANDISING
Use a robust set of core product, pricing, and promotions management capabilities to meet merchandising needs. A wide range of capabilities supports category and channel-specific pricing, as well as catalog-specific promotions.

OPTIMIZED OPERATIONS
Retailers can centrally manage all their channels in a coherent fashion. Universal entity constructs across the entire footprint of Dynamics 365 for Retail enable a consistent and efficient means of centrally managing the entire system.

Quartech

SEAMLESS OMNI-CHANNEL COMMERCE

Unified data entities and business logic across all sales channels allow your business to offer seamless omni-channel experiences. Inventory-management capabilities allow you to maintain optimal inventory levels in your stores and warehouses.

CUSTOMER EXPERIENCE

Engage with your customers throughout their shopping journey, and get a 360° view of all their interactions across all channels. Loyalty programs and wish lists enable you to foster brand loyalty and stickiness with your customers.

EMPOWER EMPLOYEES

Administrators can easily manage a large number of workers to safeguard system access and company data, and at the same time provide store associates with a productive and personalized experience while using the system.

REAL TIME BUSINESS INTELLIGENCE

Role-based personalized workspaces, advanced data analytics and visualizations using Power BI, along with BI reports available directly at POS, ensure that your employees have access to the right data to drive business decisions.

INNOVATION AND FLEXIBILITY

Dynamics 365 for Retail is a Microsoft-managed cloud service with a financially backed 99.9% uptime SLA and meets stringent security, privacy, and compliance guidelines. Built with both cloud and hybrid deployment capabilities, it is available across 135 markets and 40 languages.

Better together

Transform how you do business. Capture new opportunities across your organization when you bring people, data, and processes together with Microsoft Dynamics 365—intelligent business applications that help you manage and run your entire business while better engaging customers.

- **Finance and Operations:** Provide global scalability and digital intelligence to help you grow at your pace
- **Field Service:** Turn service calls into a strategic advantage with super-charged scheduling and predictive services
- **Customer Insights:** Get relevant insights to better understand and engage with customers
- **Talent:** Strategically attract, engage, and grow talent to achieve high-impact, sustainable business results
- **Sales:** Turn relationships into revenue by bringing digital intelligence into each deal

Quartech

For more information, visit: https://www.Quartech.com/contact-us