



Accelerate Business

What Sets Us Apart

DynaTech's Competitive Advantage

DynaTech is an **AI-first IT consulting and Microsoft AI Cloud partner**, helping organizations reimagine how they operate through intelligent, cloud-native **business applications**.

We design, implement, and support business application platforms that enable core enterprise operations, decision-making, and digital transformation. Our work focuses on embedding AI, automation, and analytics into business processes to drive efficiency, insight, and scalable growth.

By combining **business applications, AI enablement, cloud, data, and automation**, we help organizations move toward intelligent, insight-driven operations with long-term sustainability—going beyond implementation to deliver real business outcomes.



AI Business Solutions

Specialist
Supply Chain
Finance
Sales



150+

Global Projects

100+

Happy Clients

500+

Expert Minds

Microsoft Cloud Capabilities



Artificial Intelligence (AI)



Copilot



Microsoft Foundry



Claude



Azure Open AI



MCP Server



Cursor AI



Blackbox AI



GitHub Copilot



Work IQ



Fabric IQ



Foundry IQ



Microsoft Visual Studio



Copilot Studio



AI Studio



Data & BI



Fabric



Power BI



Data Science



Data Warehouse



Data Factory



OneLake



Databases



Data Lake



Lakehouse



Microsoft Purview



Dataverse



Real-Time Intelligence



Data Engineering



Business Applications



Marketing



Sales



Finance



SCM



Commerce



Customer Insights



Customer Service



Field Service



Finance & Operations



Project Operations



Human Resources



Microsoft Cloud & Low Code



Azure Infra



Logic Apps



Service Bus



Event Grid



API Management



Synapse Analytics



Load Testing



Functions



Data Factory



Power Pages



Power Automate



Power Apps



AI Builder



Azure FHIR

DynaTech CRM Expertise

Industries Served



Manufacturing

Supplier management, dealer portals, automated customer interactions, production workflow visibility, and AI-driven demand forecasting



Healthcare

Supplier management, dealer portals, automated customer interactions



E-commerce

Customer engagement, personalized marketing, omnichannel commerce



Association Membership

Member management, subscription processing, compliance automation



Project & Services

Project-based CRM, customer lifecycle automation

Integrations



Social Media Integrations



Shipping & Logistics Integrations



Integration Platforms



E-commerce Integrations



Document & Contract Management



AI-Powered Customer Service



Payment Gateway Integrations



CRM & ERP Integrations



BI & Analytics

Technologies Utilized



Dataverse – Secure, scalable enterprise data platform powering CRM apps



Azure Logic Apps – Complex workflow automation



Azure Service Bus – Secure enterprise messaging



Power Automate – No-code business process automation



Power Pages – Seamless self-service portals



Power Apps – Rapid low-code app development for tailored business solutions



Azure API Manager – Secure, scalable API management for CRM integrations

Core CRM & Customer Engagement Solutions



Power BI – Real-time customer dashboards & reporting



AI Builder – Predictive lead scoring & trend analysis



Azure Cognitive Services – AI-driven customer sentiment analysis



Microsoft Fabric – Unified data analytics platform for end-to-end insights

AI & Advanced Analytics

DynaTech Accelerators Provided

Distribution, Dealer & Customer Portal

Unified portal for seamless dealer collaboration & customer self-service.

Customer Survey

Customer satisfaction tracking & feedback analysis

CPQ for Microsoft Dynamics 365 CRM

Automated product configuration, pricing & quoting

Expense Management

Automated employee expense tracking & approval workflows

Ecommerce Connector

Automated inventory & order sync across platforms

Shipping Connector

Real-time shipment tracking & automated logistics

DynaTech CRM Experience

Dynamics 365 Sales

- AI-driven Lead & Opportunity Scoring
- Predictive Sales Pipeline Forecasting
- Copilot-assisted Sales Conversations
- Automated Follow-ups & Activity Tracking
- Buyer Intent & Relationship Insights

Dynamics 365 Customer Insights

- AI-powered Customer Segmentation
- Real-time Unified Customer Profiles
- Predictive CLV & Propensity Modeling
- Personalized Engagement Recommendations
- Multi-source Data Unification

Dynamics 365 Customer Service

- AI-based Case Routing & Prioritization
- Copilot-driven Knowledge Suggestions
- Omni-channel Customer Interaction Support
- Sentiment Analysis for Service Quality
- Intelligent Self-service Portals

Dynamics 365 Marketing

- AI-guided Customer Journey Orchestration
- Predictive Lead Scoring & Targeting
- Multi-channel Campaign Automation
- Real-time Segmentation
- AI-optimized A/B Testing Performance

Dynamics 365 Field Service

- AI-powered Scheduling & Resource Allocation
- Predictive Maintenance with IoT Insights
- Automated Work Order Creation
- Real-time Technician Tracking Tools
- Remote Assist for Faster Issue Resolution

Dynamics 365 Project Operations

- Streamlined project planning & delivery
- Real-time resource management
- Unified time, expense & billing
- Accurate project financials
- Performance tracking dashboards

DynaTech CRM AI Agents



Sales Order Creation Agent



SmartRFP Agent



D365 Support Ticket Agent



Sales Pipeline Email Accelerator



Customer Service Response Automator



Sales QnA Agent



Services/Offerings Website Agent



Product Review Intelligence



Enterprise Sentiment Classifier



Intelligent Sales Forecasting

Industries Served

 <p>Manufacturing Inventory tracking, vendor payments, tax compliance.</p>	 <p>Project Service Budget tracking, cost management, forecasting.</p>
 <p>Wholesale & Distribution Procurement, inventory tracking, compliance reporting.</p>	 <p>Food Processing Supply chain, production tracking, quality control.</p>
 <p>Retail & E-commerce Multi-currency transactions, automated invoicing, tax.</p>	 <p>Automotive Spare parts inventory, vendor management, supply visibility.</p>
 <p>Process Manufacturing Batch management, compliance, profitability analysis.</p>	 <p>Engineer-to-Order Job costing, expense control, revenue recognition.</p>
 <p>Consumer Goods Demand planning, multi-location inventory, coordination.</p>	 <p>Non-Profit Organizations Grant management, donor tracking, compliance reporting.</p>

Integrations

 <p>ERP & F&SCM Integration</p>	 <p>Tax & Compliance Integrations</p>	 <p>Document & Contract Management</p>	 <p>BI & Predictive/Financial Analytics</p>
 <p>E-commerce & Order Management</p>	 <p>Warehouse & Inventory Management</p>	 <p>Logistics & Shipping Integrations</p>	 <p>MES Integration</p>
 <p>Payment Gateway Integrations</p>	 <p>Banking & Treasury Integrations</p>	 <p>Vendor & Supplier Collaboration</p>	 <p>Budgeting & Project Accounting Software</p>

DynaTech Accelerators Provided

<p>Security Tool Data security, encryption & compliance enforcement/tracking</p>	<p>Payment Gateway Connector Integration with global payment providers</p>	<p>E-commerce Connector Automated inventory & order sync across platforms</p>	<p>Shipping Carrier Connector Real-time shipment tracking & automated logistics</p>
<p>Vendor Collaboration Seamless supplier communication & order processing</p>	<p>Quality Control Automated defect tracking & quality compliance monitoring</p>	<p>Manufacturing Accelerator Automate reservations & accurate order fulfillment</p>	<p>Customer and Dealer Portal Centralized platform for customer & partner engagement</p>
<p>Pricing and Schemes Dynamic pricing & discount strategy automation</p>	<p>BI for D365 Advanced reporting & predictive analytics</p>	<p>D365 APIs Custom integrations for enhanced supply chain visibility</p>	<p>DocuSign with D365 SCM Automated supplier contract approvals</p>
<p>Optical Character Recognition (OCR) Tool Automates data entry with AI, reducing errors & effort</p>	<p>AP & AR Automated payables & receivables with real-time D365 sync</p>	<p>Reconciliation Tool Automates ledger and payment data matching, reducing errors & manual effort</p>	<p>Bank Integration Seamlessly integrates banks with ERP, automating transactions & reconciliation</p>

Technologies Utilized

 <p>Dynamics 365 Finance – Enterprise financial planning & accounting</p>
 <p>Dynamics 365 Supply Chain Management – Vendor payments, procurement, and inventory valuation</p>
 <p>Dynamics 365 Project Operations – Budgeting, cost tracking, and revenue forecasting</p>
 <p>Dynamics 365 Commerce – Unified commerce, POS & omnichannel retail management</p>
<p>Core SCM & Finance Solutions</p>
 <p>Azure Logic Apps – Automated procurement, logistics & financial workflows</p>
 <p>Azure IoT Hub – Smart sensors for inventory & warehouse automation</p>
 <p>Azure Service Bus – Secure transactions for logistics, supplier management & financial processing</p>
 <p>Power Automate – No-code approvals & automation for procurement, order fulfillment & finance</p>
 <p>Power Pages – Secure financial portals for customers & vendors</p>
<p>Cloud & Integration Technologies</p>
 <p>Power BI – KPI dashboards for order accuracy, supply chain efficiency</p>
 <p>AI Builder – Automated demand forecasting & supplier risk prediction</p>
 <p>Azure Cognitive Services – Predictive analytics for logistics & stock optimization</p>
<p>AI & Advanced Analytics</p>

DynaTech F&SCM AI Agents

 <p>Purchase Requisition PR Agent</p>	 <p>Finance & Operations Copilot Agent</p>	 <p>Logistic Dispatch Automation</p>	 <p>Invoice Automation</p>	 <p>Vendor Onboarding Automation</p>	 <p>Shipping Services Q&A Bot</p>	 <p>Intelligent Document Extraction & Form Automation</p>	 <p>Dispatch Crate Management</p>	 <p>Pharmaceutical Quality Inspection</p>	 <p>Staff Schedule Through Demand Forecasting</p>	 <p>AND MANY MORE..</p>
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DynaTech Low-Code Expertise

DynaTech Low-Code Experience

Customer & Dealer Portal
Power Pages-based engagement platforms

Customer Survey
AI-powered customer & employee feedback collection

BI for D365
Power BI-powered dashboards for data insights

Quality Control
Automated compliance tracking using Power Apps workflows

Leave Management
Employee self-service leave tracking

Membership Information Management
No-code subscription & membership management

Timesheet App
Automated tracking, D365 sync & payroll integration

Vendor Collaboration
Supplier and distributor communication portal

Expense Management
Automated employee expense tracking & approval workflows

AP & AR Automation
Automated payables & receivables with real-time D365 sync

Unified Exam & Student Portal
Secure exams, automated grading & personalized learning

Invoice OCR
Extract invoice data automatically

Bulk Data Upload
Upload large datasets from Power Apps

F&O Data Sync
Transfer data from Power Apps to F&O

Auto Data Export
Export data from Power Apps seamlessly

Auto Alerts & Approvals
Export Automate event notifications and approvals

Enterprise Application Development



Business Process Automation



Customer & Employee Experience Enhancement



Enterprise Connectivity & Security



Seamless Integrations & Extensions



Microsoft 365 & Dynamics 365 Integration



Third-Party API & ERP Connectivity



E-commerce Connectivity



IoT & AI Integrations



Payment Gateway Connectivity



Microsoft Ecosystem Integration

Omnichannel & Communication Enhancements



WhatsApp & Twilio Integrations



Social Media Engagement Automation

Technologies Utilized

Power Apps – Rapid application development for business solutions

Power Automate – No-code process automation & workflow management

Power Pages – Seamless self-service portals

Copilot Studio – AI-powered chatbots for customer engagement

Microsoft Power Platform

Azure Logic Apps – Enterprise-grade workflow automation

Azure Functions – Extending Power Platform with serverless computing

Dataverse – Secure data storage for Power Platform applications

Microsoft Azure Services

Power BI – Dashboards integrated into Power Apps & Portals

AI Builder – PLOW-code AI models for intelligent automation

Azure Cognitive Services – AI-powered enhancements in low-code applications

AI & Analytics

DynaTech's Data & BI Capabilities

Integrations Experience

Enterprise Data Analytics & Visualization

Power BI Dashboards & Reports

Self-Service BI Implementation

Embedded Power BI in Business Apps

Data-Driven Decision Making

Microsoft Fabric Expertise

Lakehouse Architecture Implementation

Fabric Data Engineering & Data Science

Fabric Real-Time Analytics

OneLake Storage Optimization

Data Governance, Security & Compliance

Data Loss Prevention (DLP) & Compliance

Row-Level & Object-Level Security in Power BI

Azure Purview Implementation

AI-Driven Anomaly Detection

Azure Data Solutions & Cloud Analytics

Azure Data Factory

Azure Synapse Analytics

Azure Data Lake

Azure Databricks

Seamless Integrations & Data Connectivity

Enterprise System Data Unification

Real-Time Data Syncing

IoT Data Processing & Analysis

Third-Party Data Source Connectivity

AI & Machine Learning for Data Analytics

Predictive Analytics with Power BI & Azure AI

Azure Machine Learning Integration

Fabric IQ AI-powered semantic layer for unified data

Microsoft Foundry AI-native platform for building intelligent applications

AI-Driven MDM

AI-Powered Data Quality, Deduplication & Enrichment:

Automatically identifies duplicates, fixes inconsistencies, standardizes attributes, and enriches records with AI-suggested data.

Golden Record Creation:

Generates unified, authoritative Customer, Vendor, Product, Member, and Employee records using rule-based matching plus machine learning.

Cross-System Master Data Synchronization:

Real-time harmonization of master data across Dynamics 365, Dataverse, Portals, Fabric, BI platforms, and external systems.

Governance, Lineage & Stewardship:

Approval workflows, audit tracking, anomaly alerts, and full data lineage visibility to ensure compliance and controlled data changes.

Predictive & Generative AI for MDM:

AI models anticipate data issues, recommend corrections, and automatically enrich records for faster onboarding and cleaner reporting.

Technologies Utilized

Microsoft Fabric – Unified analytics & AI-powered insights

Power BI – Interactive business intelligence dashboards & reports

Azure Data Factory – Data ingestion & transformation

Azure Synapse Analytics – High-performance cloud-based data warehousing

Azure Data Lake – Scalable data storage for advanced analytics

Azure Purview – Data governance & compliance tracking

Dataverse – Unified data layer for Power Platform and D365

Power Automate – Automated data workflows & real-time integrations

Source Systems Configuration Experience

DynaTech Testing Expertise



Dynamics 365 CRM

Automated testing for sales, service, and marketing modules



Dynamics 365 F&O

Finance and operations process validation with automation



Dynamics 365 SCM

Automated validation for supply chain workflows



Third-Party Apps

Seamless integration and end-to-end testing



Power BI

Report accuracy and data integrity automation



Power Pages

Performance and functionality testing for web portals

AI Testing Automation Agent

Enable business users to create, execute, and validate D365 test scenarios using AI-powered automation, autonomous execution, and Azure DevOps synchronization.



Azure OpenAI



Playwright MCP



Azure DevOps



Power Platform



Selenium

Automation Testing Tools



Selenium



Playwright



Cucumber



Katalon



SpecFlow

Test Management & Issue Tracking



Azure DevOps



Azure Test Plans



JIRA



TestRail



Zephyr

Performance & Load Testing Tools



JMeter



LoadRunner



Azure Load Testing



BlazeMeter



StressStimulus



Artillery

Monitoring & Observability



Azure Monitor



Application Insights



Grafana

API & Service Testing Tools



Postman



SoapUI



Swagger

CI/CD & Containerization



Jenkins



Docker



Azure Pipelines

Testing Methodologies Employed

AI-Driven Testing

Functional Testing

System Testing

Smoke Testing

Regression Testing

Unit Testing

User Acceptance Testing

Sanity Testing

Performance Testing

Stress Testing

Integration Testing

Manual Testing

API & Load Testing

Security Testing

Automated Testing



AI Enablement & Automation

What we do

- › We work with organizations early to understand business priorities, operating challenges, and focus areas—before any solution or platform decisions are made.

Value delivered

- › Clear alignment on what to solve and where to invest, ensuring the right outcomes from the start.

Implementation & Transformation Services

What we do

- › We deliver end-to-end implementation with strong execution discipline, governance, and accountability—from design through go-live.

Value delivered

- › Predictable delivery, reduced risk, and solutions implemented the way the business expects.



Integration & Ecosystem Enablement

What we do

- › We connect business applications, data sources, and partner systems into a unified operating ecosystem.

Value delivered

- › Seamless operations across systems without silos or long-term complexity.

Testing & Quality Assurance Services

What we do

- › We provide functional, integration, performance, and regression testing to ensure solutions are stable, secure, and production-ready.

Value delivered

- › Higher reliability, fewer production issues, and confidence at go-live and beyond.



Data, Analytics & Decision Enablement

What we do

- › We prepare data foundations that support visibility, insight, planning, and operational decision-making.

Value delivered

- › Better, faster decisions driven by trusted data—not just reports.



Business Applications Consulting & Enablement

What we do

- › We identify practical AI use cases and embed AI into business processes in a controlled, scalable, and governed manner.

Value delivered

- › Real productivity and insight gains—without experimentation or loss of control.

Ongoing Optimization & Platform Evolution

What we do

- › We continuously improve and enhance platforms post go-live as business needs evolve.

Value delivered

- › Sustained value from technology investments, not stagnation after deployment.



Managed Services & Ongoing Support

What we do

- › We provide structured managed services with clear ownership, SLAs, and accountability.

Value delivered

- › Stable, reliable operations while internal teams stay focused on the business.

Benchmarking, Advisory & Strategic Enablement

What we do

- › We help organizations define long-term direction, prioritize initiatives, and decide what to pursue—and what not to.

Value delivered

- › Strategic clarity, controlled growth, and smarter investment decisions.





Implementation & Handover

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Best suited for:

- › Organizations with internal teams looking to take long-term ownership after delivery.

Scope

- › Business application design and implementation
- › Platform configuration and integration
- › Governance, security, and best-practice setup
- › Knowledge transfer and documentation

Outcome

- › A fully implemented solution, handed over with the confidence to operate and evolve independently.



Implementation & Managed

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Best suited for:

- › Organizations seeking stability, optimization, and continuous improvement post go-live.

Includes implementation plus:

- › Continuous monitoring and optimization
- › Platform governance and cost oversight
- › Enhancements and incremental improvements
- › Security, compliance, and health reviews

Outcome

- › A stable, optimized platform that evolves with business needs..



Collaboration Model

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Best suited for:

- › Enterprises preferring joint execution and shared accountability.

Structure

- › Customer team owns business processes and priorities
- › DynaTech manages architecture, solution design, and execution
- › Joint planning, delivery reviews, and governance cadence
- › Clearly defined SLAs, RACI, and escalation paths

Outcome

- › A fully implemented solution, handed over with the confidence to operate and evolve independently.



Managed by DynaTech

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Best suited for:

- › Organizations lacking internal capacity or expertise to manage platforms independently.

Approach

- › Dedicated DynaTech delivery and support team
- › End-to-end platform ownership
- › Capacity planning and scalability management
- › Operational reporting and governance

Outcome

- › Reliable, end-to-end platform management with predictable outcomes.



Advisory & Strategic Enablement

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Best suited for:

- › Organizations defining long-term business application, data, and AI strategy.

Scope

- › Platform and capability readiness assessment
- › Governance and operating model definition
- › AI and automation enablement roadmap
- › Cost, capacity, and optimization planning

Outcome

- › A clear, actionable roadmap aligned to business objectives.



Manufacturing

- › Automotive Components
- › Chemicals Processing
- › High-Tech/Electronics
- › Heavy Machinery & Industrial
- › Furniture & Fixtures
- › Medical devices
- › Paper, Packaging & Printing
- › Food & Beverage



FMCG, Distribution & E-commerce

- › Grocery & Supermarkets
- › Health & Beauty
- › Electronics & Appliances
- › Home Goods & Furniture
- › Wholesale / Distribution
- › Apparel & Footwear
- › Office Supplies & Stationery
- Retailers
- › Pharmaceuticals



Associations & Memberships

- › Nonprofit Organizations
- › Foundations & Grantmakers
- › Associations and memberships
- › Workforce & Continuing Education



Project & Services

- › Architecture & Engineering Services
- › Energy & Utilities Contractors
- › Clinical research Organizations
- › Facility Management Providers



Healthcare & Life Sciences

- › Healthcare Providers
- › Life Sciences & Pharma
- › Home Health & Long-Term Care
- › Laboratory Services

1 Vendor Collaboration

Streamline procurement and improve vendor relationships through unified communication tools.

2 AI Testing Automation

Accelerate D365 releases with AI-powered test automation and self-healing execution for dependable outcomes.

3 Customer/Dealer Portal

Enable self-service, enhance communication, and streamline transactions for better satisfaction.

4 Performance Monitoring Accelerator

Proactively monitor D365 Finance, SCM & CE, identify performance issues and root causes, and improve the efficiency of forms, batch jobs, integrations, and data processes

5 Manufacturer's Accelerator

Boost efficiency with smarter inventory, real-time planning, streamlined subcontracting, and optimized production workflows.

6 Security Tool

Safeguard sensitive information with robust data protection and regulatory compliance measures.

7 Pricing and Schemes

Implement flexible pricing strategies and promotions to attract customers and drive sales.

8 Account Based marketing (ABM)

Elevate your account-based marketing with AI-driven insights, streamlined workflows, and personalized engagement strategies to drive better results.

9 CPQ for D365 CRM

Automate quoting, pricing, and configuration to accelerate sales cycles and improve accuracy.

10 Membership Information Management

Simplify membership handling with tools for data management, renewals, and communication.

11 AI MDM with Fabric

Unify master data with AI-powered cleansing and governed Golden Records for confident, data-driven decisions.

12 Survey & Feedback Management Tool

Design, distribute, and analyze surveys to foster customer satisfaction and continuous improvement.

13 E-commerce Connector

Integrate e-commerce platforms seamlessly with real-time inventory updates and streamlined order processing to boost operational efficiency.

14 BI (Fabric) for Dynamics 365

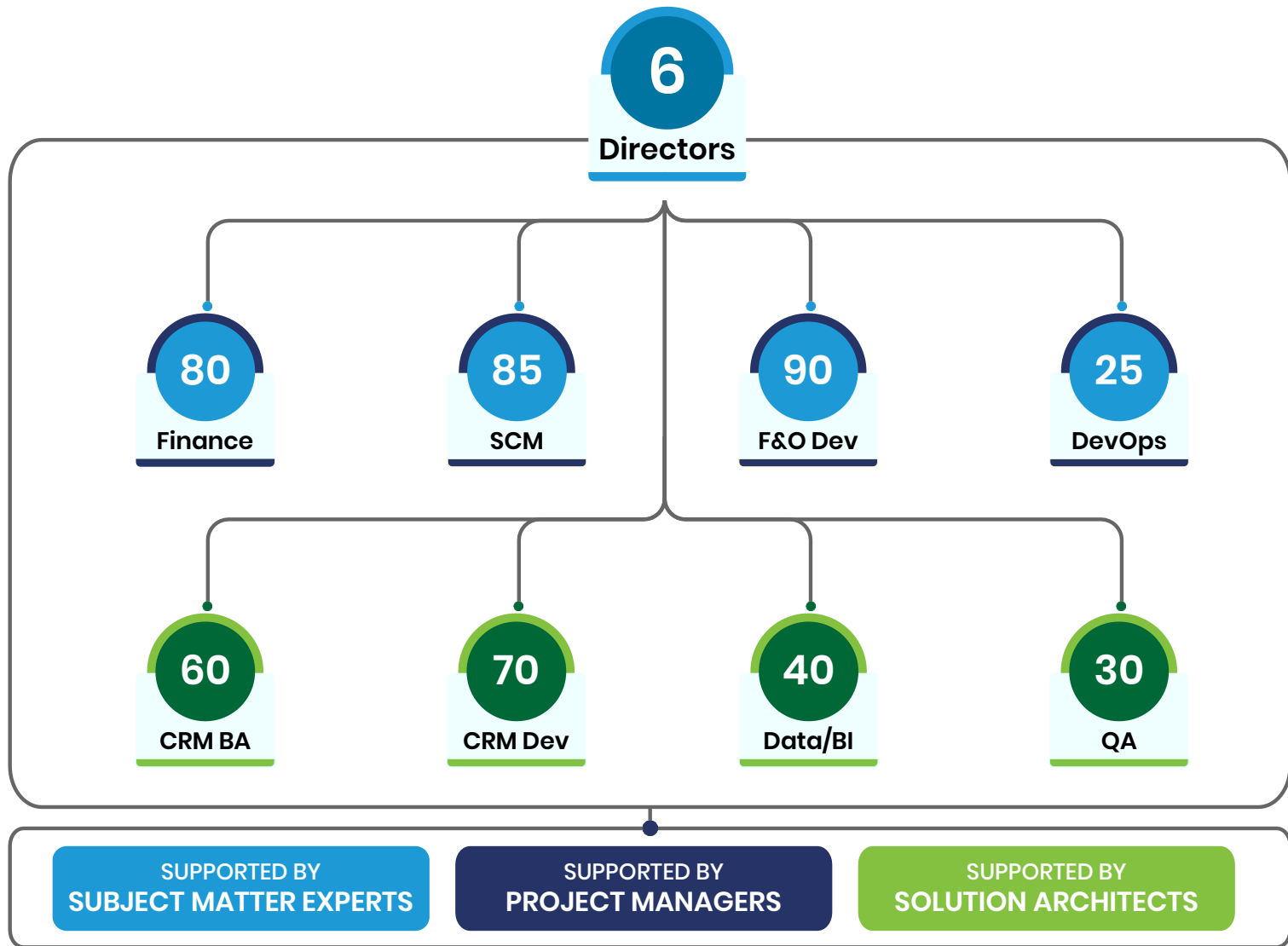
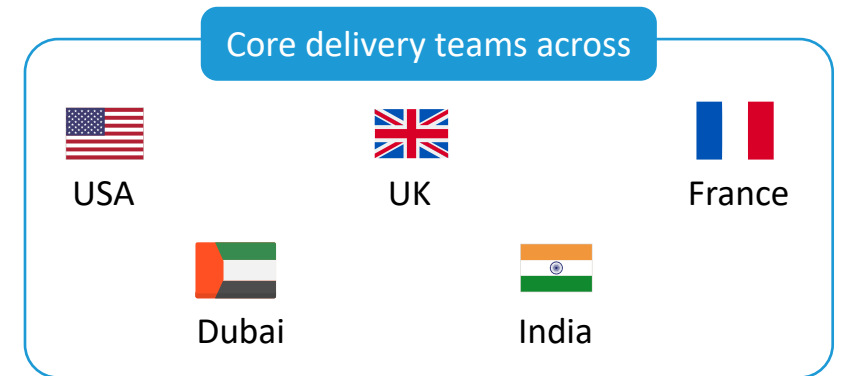
Transform data into insights with analytics and dashboards for informed decision-making.

15 Not-for-Profit Accelerator

Empower non-profits with tools for donor engagement, operational efficiency, and mission-driven success.



28
Countries



Our Leadership Team

USA



Hardik Patel

Client Experience Innovator
20+ Years of Experience



JT Gorrell

PMO Innovation Lead
35+ Years of Experience



Nicole Grimm

Business Enablement Architect
22+ Years of Experience

Europe



Poul Bak Pedersen

Strategy & Growth Visionary
20+ Years of Experience

India



Mehul Thacker

Technology Innovation Architect
16+ Years of Experience



Krunal Patel

SCM Solutions Strategist
16+ Years of Experience



Harshit Shah

Finance Transformation Architect
16+ Years of Experience



Jinesh Shah

Financial Excellence Architect
20+ Years of Experience

DynaTech

Partnerships

Join us at the forefront of innovation, where collaboration drives transformative solutions. With strategic partnerships including Microsoft and Power Platform, we tailor solutions to your needs, fostering innovation and driving success. Together, we're shaping the future, turning possibilities into realities.



Want to know more?

Contact Us!

DynaTech Systems has proudly served clients seeking advanced tech solutions across the globe with top-notch precision and excellence.



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