

POWER
OBJECTS

An HCL Technologies Company



PowerObjects is 100% focused on
Microsoft Dynamics 365. Driving success for your
end-to-end journey with our four pillars of
service, support, education and add-ons.





An HCL Technologies Company

Manufacturing by PowerObjects

Pitch Deck

This document is intended to showcase our services, products, and unique capabilities to help the Manufacturing industry

- **Audience:** Potential and existing customers, Microsoft, and HCL
- **Updates:** This deck is current as of January 2020

Questions?

Contact Bethany.Foyt@hcl-powerobjects.com



About PowerObjects



PowerObjects is a leader in delivering Microsoft Business Applications solutions and the Dynamics 365 workloads through unparalleled offerings of service, support, education, and add-ons.



PowerObjects' mission is to be the number one Microsoft Business Applications Provider in the world by delivering solutions that help organizations increase productivity, streamline business processes, and build better relationships.

PowerObjects' Four Pillars



SERVICE

100% Focused on providing end-to-end Service for Microsoft Business Applications



SUPPORT

Offering responsive and on-demand Support for Microsoft Business Applications



EDUCATION

#1 Partner in the world for Microsoft Business Applications Education and Training



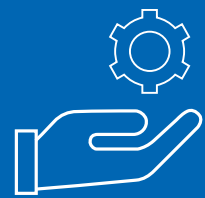
ADD-ONS

25+ PowerPack Add-Ons to extend the capabilities of Dynamics 365

Top Manufacturing Challenges

Manufacturing Challenges

Not enough...



Insight to make smart decisions and identify revenue opportunities



Training for newcomers, growing the skills gap



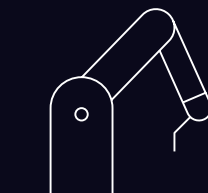
Mobility and connected applications



Real-time access to information in the office and on the shop floor



Focus on the customer, resulting in low customer satisfaction scores



Advanced technologies to create a sustainable future

Manufacturing Challenges

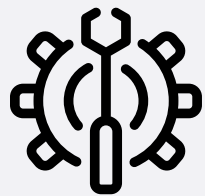
Drivers for change are...



Evolving customer expectations



Increased pace of technology adoption and implementing change management globally



Limited insight because of legacy systems patched together

Their vision and desired outcomes include...



Focus on customer –
a customer-focused,
service-oriented
experience

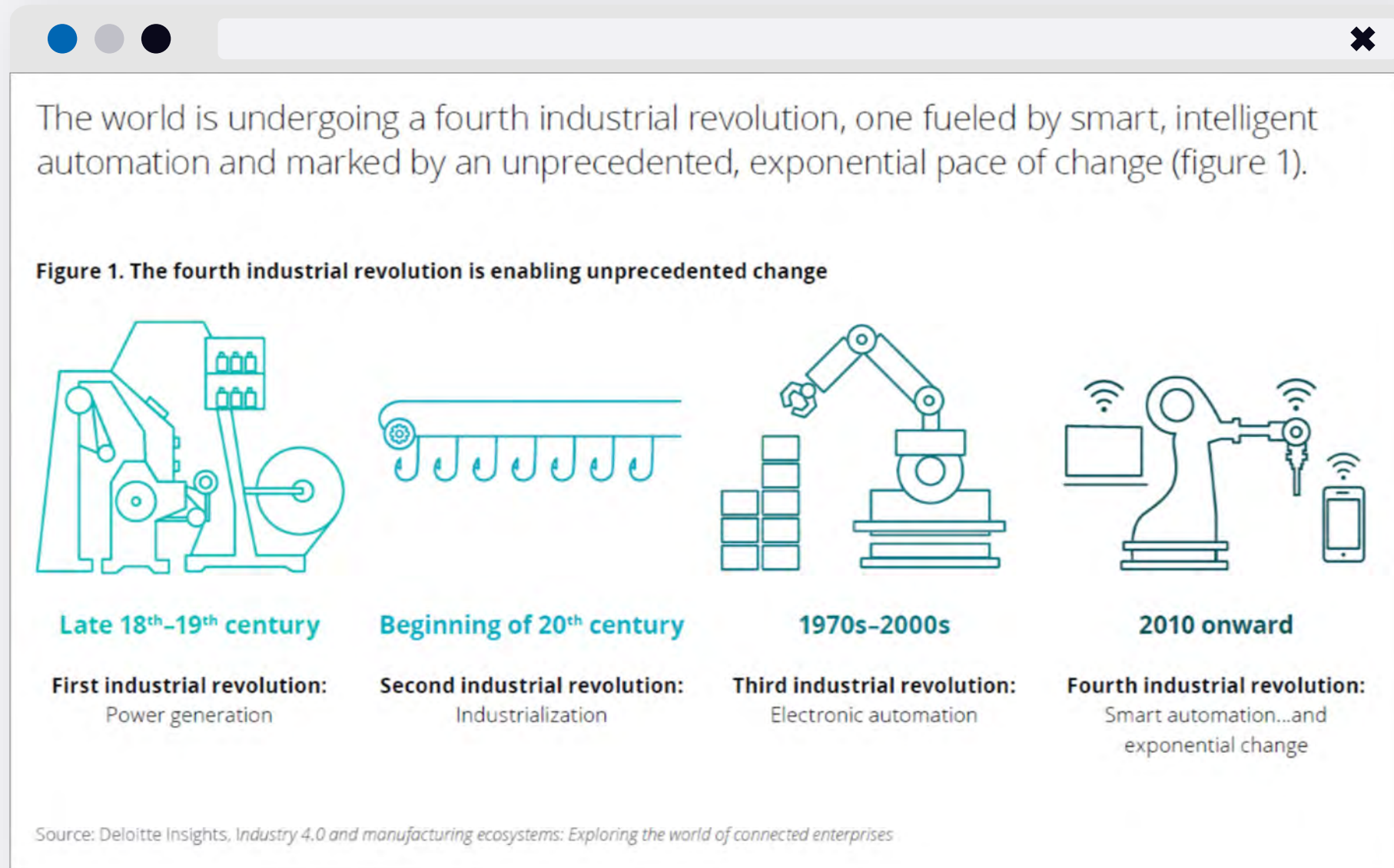


Digitization and mobility –
support mobile workforce,
increased productivity, and
ease of reporting



Predictive analytics -
is the #1 AI use case
for enterprises across
Manufacturing

Discrete Manufacturing Challenges



Sweeping technological changes

- Adapting to digital transformation and NEW technology
- Implementing Change Management in a global environment
- Increased pace of technology adoption

Short product lifespans

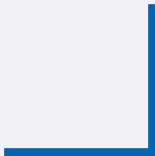
- Strict timelines and requirements in project management for getting products to market
- Evolving customer expectations
- Adapting to the gig economy – shifting supply chain mgmt. into real-time
- No preventative maintenance to improve customer satisfaction

Little to no visibility, making regulatory compliance and traceability difficult

- Poor data-mining capabilities
- Incorrect stock counts
- Limited inventory insight because of legacy systems patched together



Microsoft Business Applications for Manufacturing



Microsoft Focus

Microsoft Business Applications Ecosystem



Microsoft's POV

Enable your intelligent manufacturing transformation

INNOVATIVE SCENARIOS



Connected field service

Deliver new services that connect your smart products with empowered technicians to deliver proactive, predictive service, turning your service centers into profit centers



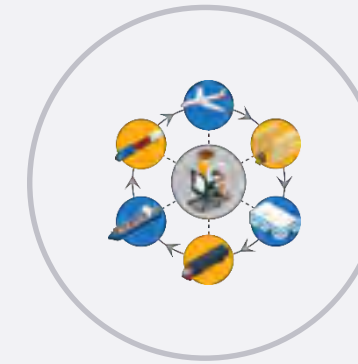
Connected sales and service

Empower your sales and service workforce to improve customer engagement and drive complex product and service sales with digital tools



Factory of the future

Optimize digital operations by connecting your people, devices, and processes to overcome skills gaps and increase factory productivity



Intelligent supply chain

Optimize digital operations with intelligent business applications that help you achieve the right balance of customer service and supply chain cost



Connected product innovation

Reimagine manufacturing and accelerate innovation with insights from connected products, services, and digital twins

Manufacturing a Better Future

Connected Sales and Service



Intelligent Supply Chain



Network design and route optimization ensures responsiveness and adapts to sudden events or changing customer needs



Demand forecasting leverages an intelligent system for accurate, dynamic predictions

Inventory optimization helps manufacturers determine optimal inventory levels to decrease waste and meet fluctuating demand



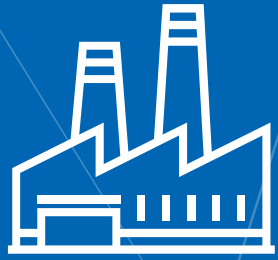
Event management enables increased responsiveness and agility across the supply chain network

Integrated business planning helps manufacturers strategize, source materials, manufacture, and deliver goods and services



Manufacturing by PowerObjects

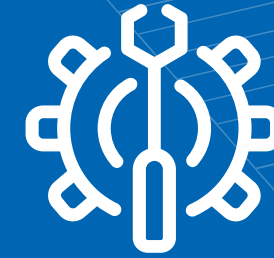
Manufacturing Focus



DISCRETE/
INDUSTRIAL



DISCRETE/
AEROSPACE



DISCRETE/
AUTO

For discrete manufacturers who **struggle to meet growing production demands and innovate with advanced technologies**, we...

- *Provide* digital transformation that brings together people, data, processes, and things.
- *Deliver* Microsoft Business Applications solutions and Dynamics 365 workloads through unparalleled offerings of service, support, education, and add-ons.
- *Help* them to leverage Microsoft technology that results in:

| Faster production times

| Connected legacy systems for better insight

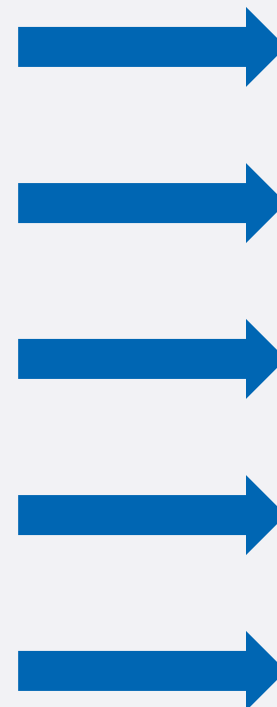
| Automated paper-based processes

| Empowered employees, partners, and stakeholders

Meet Fast Production Demands and Growing Customer Expectations

TURN RELATIONSHIPS INTO REVENUE | DEEPEN CUSTOMER LOYALTY | CULTIVATE LIFETIME CUSTOMERS | REDUCE TIME TO MARKET

- o Self-Service Portals
- o Operational Insights
- o Outcome-Based Services
- o End-to-End Planning
- o Omni-Channel Service



← *Microsoft Business Applications* →

Power BI Dashboard: Operational Insights *(Built by PowerObjects)*



Product Demand Trends

An insight that alerts management to significant variations from forecast in the demand for products in a forward-looking manner.



Sales Order Trends

An insight that alerts management to any significant changes in the way major customers are ordering products.



On-Hand Inventory

Insight into significant changes in stocking levels, either by units or total cost.



Procurement/Commitment Status

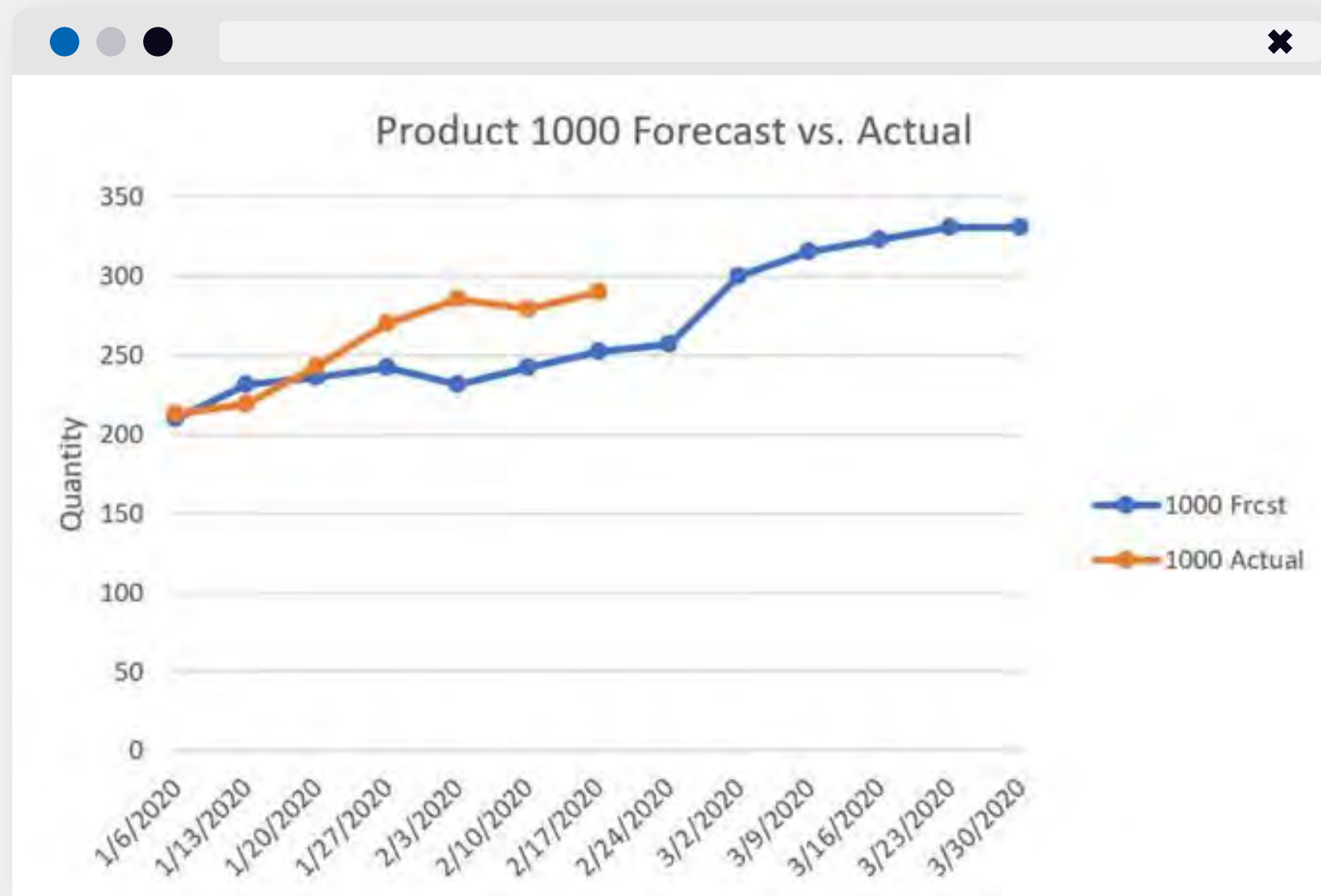
Total dollar amounts represented by open purchase orders (commitments) to procure materials, components, and subassemblies to be used in building products, by future periods.



Production Delivery Status

An insight that signals any significant variation between projected production order/schedule completions and forecast of demand for the same future periods.

Power BI Dashboard: Operational Insights *(Continued)*



Examples of the kind of insight that would be revealed by the [Product Demand Trends](#) mentioned above:

From Legacy, Paper-Based Processes to the Future

| REDUCE DOWNTIME AND MAINTENANCE COSTS | OPTIMIZE FACTORIES AND SUPPLY CHAINS
| GAIN VISIBILITY INTO PRODUCTS AND SERVICES | MODERNIZE SUPPLY CHAIN | REDUCE TIME TO MARKET

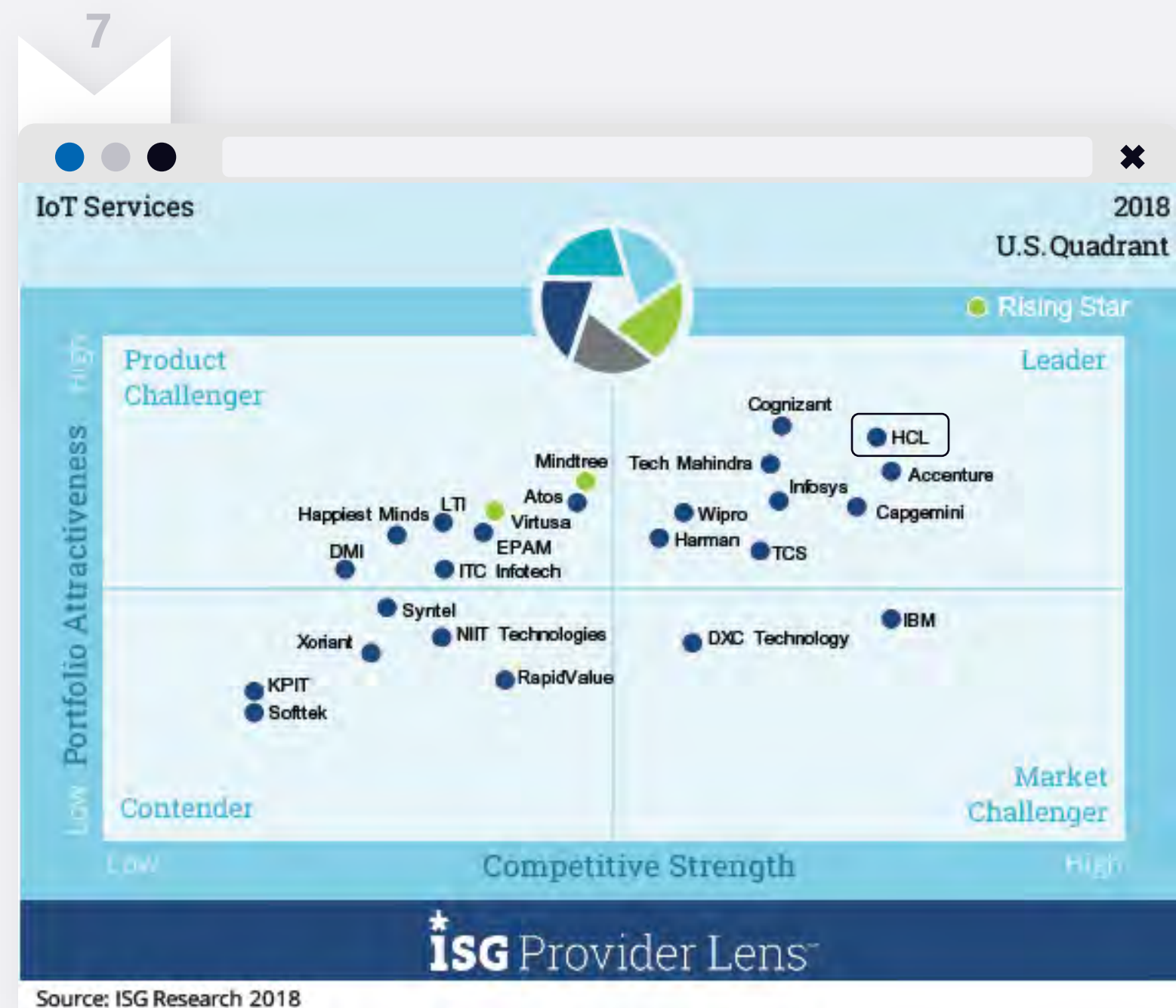
- o Artificial Intelligence
- o Digital Twin
- o Connected Field Service
- o Predictive Maintenance
- o Internet of Things (IoT)



← *Microsoft Business Applications* →

Market Leader and Thought Leader in IoT Services

- 1  IDC
Analyze the Future
HCL rated as No: 1 in Worldwide IoT Consulting & System Integration Services
IDC MarketScape Worldwide Internet of Things Consulting and Systems Integration Services
- 2  Hfs
Positioned in Winner's Circle for IoT Services
Hfs Blueprint Grid: Internet of Things (IoT)
- 3  zinnov
Named in Leadership Zone in Zinnov Zones Global IoT Technology Services
- 4  451 Research
HCL seeing early traction in Key verticals for IoT WoRKS portfolio.
- 5  Everest Group
From insight to action.
Rated a Leader in IoT Service PEAK Matrix™ Assessment and Market Trends
- 6  IOT Barcelona
Award for Solution Testbed



"HCL takes clients from Pilot to Production"

"HCL understands and addresses the challenges of IoT"

"HCL understands IoT as an ecosystem and has key partnerships"

"HCL covers the complete project lifecycle from Define to Run"

"HCL offers end-to-end IoT solutions as a one stop shop with IoT, Engineering, Infrastructure Services"

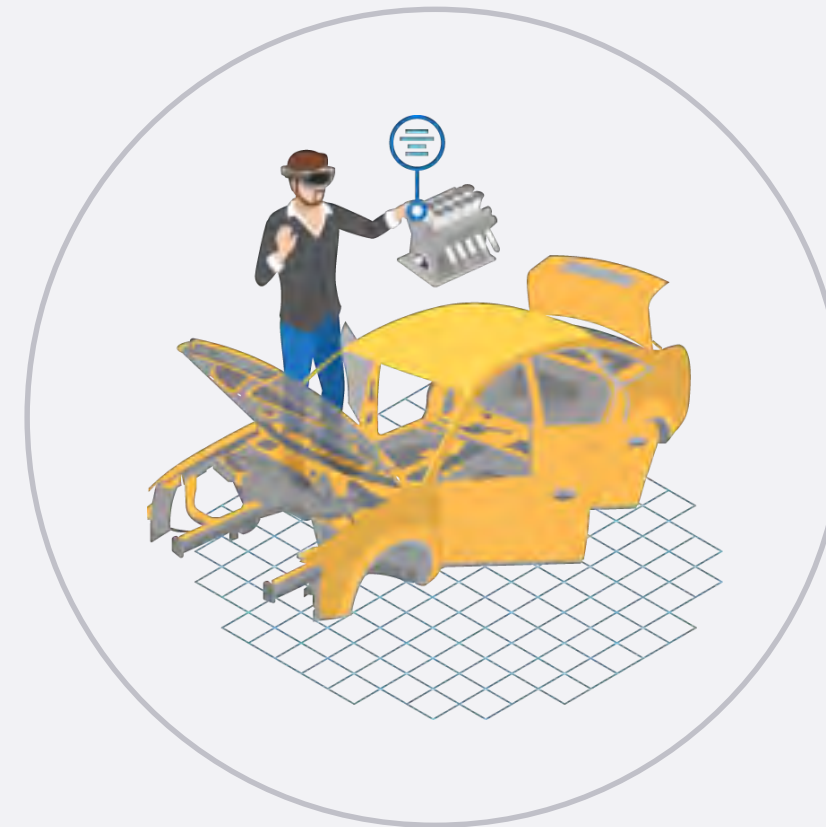
Connected Field Service



Empower Your Workforce

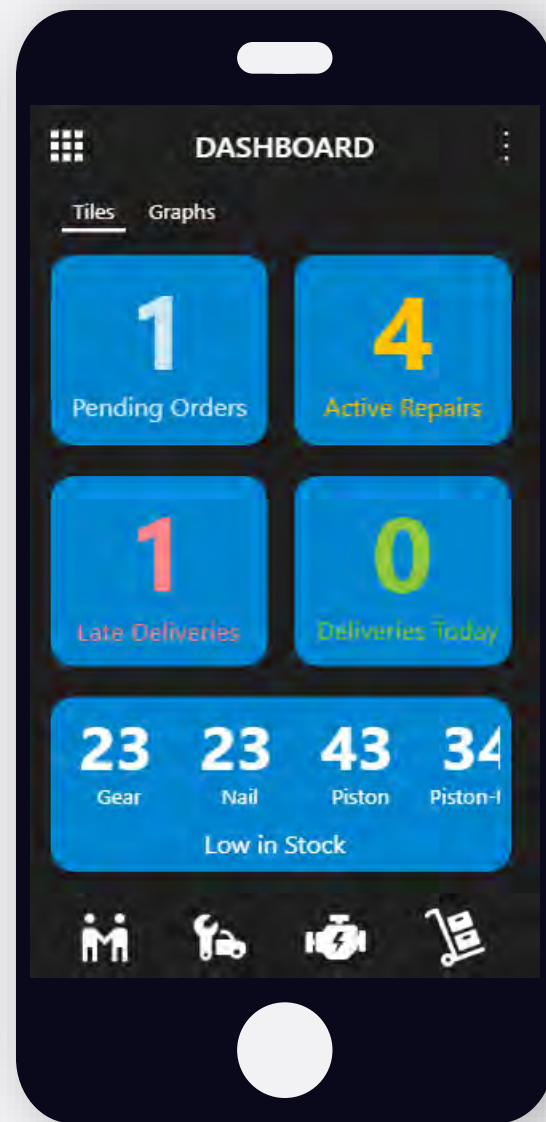
CONNECT PEOPLE WITH PRODUCTS AND PROCESSES | REAL-TIME INSIGHT | MOBILITY

- o Mixed Reality
- o Artificial Intelligence
- o Digital Twin
- o Connected Field Service
- o Predictive Maintenance
- o Internet of Things (IoT)



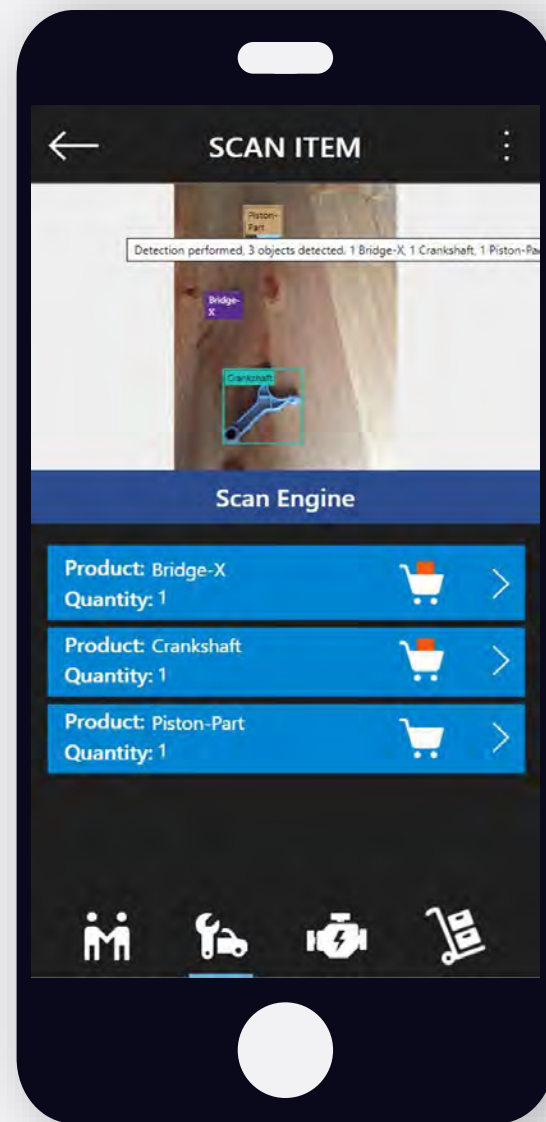
← *Microsoft Business Applications* →

Power App for Manufacturing *(Built by PowerObjects)*



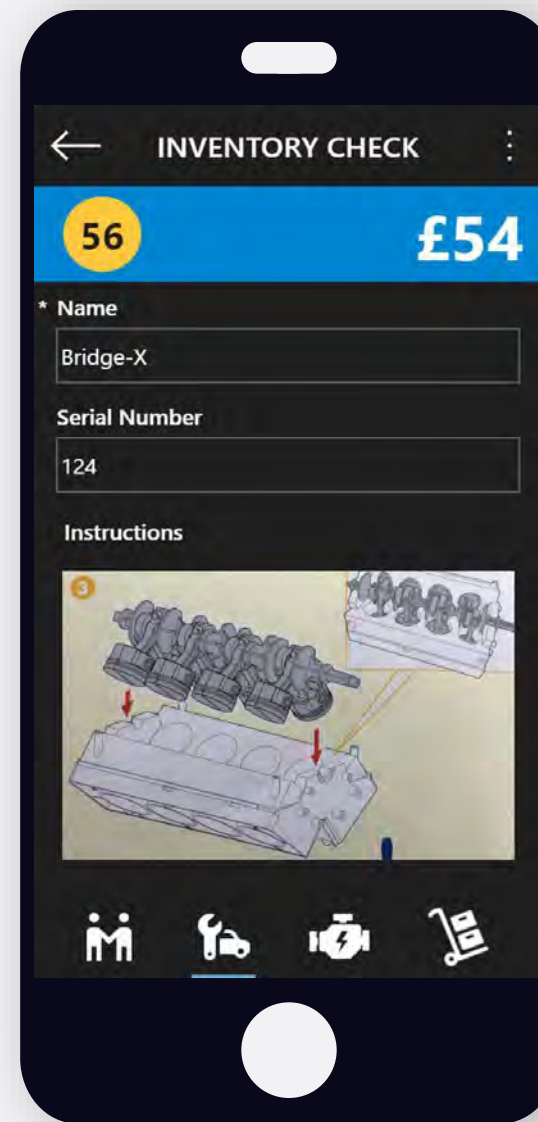
Dashboard

The engineer opens the app and checks the stock, the expected deliveries, and all the repairs he/she is working on currently.



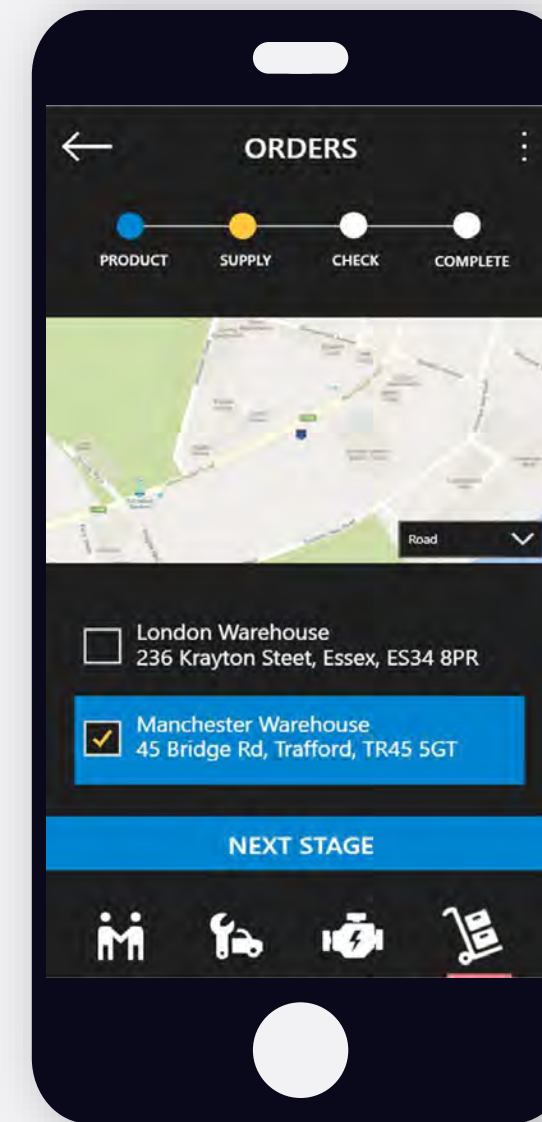
Scanning and AI

The engineer can scan the items and the AI will recognize those, something that will save a huge amount of time versus checking inventory or typing the serial number.



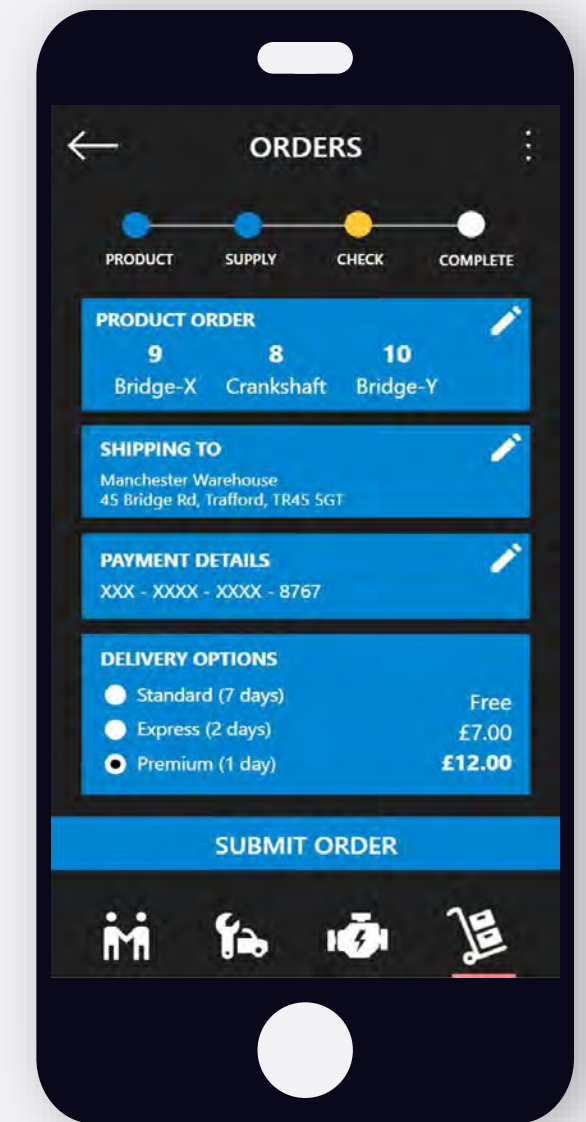
Providing Assistance

PowerApps can provide the repair engineer with assistance and important information, such as item price, available units in the warehouse, and even visual instructions on how to repair the damaged product.



Ordering Process 1

The repair engineer can easily order the items from the manufacturer with an easy step-by-step process and select the delivery location of their choice.



Delivery Process 2

Finally, the repair engineer can review the whole order, amend it where necessary, and send it to the manufacturer.

Focus on Customers

Customer Community at PowerObjects

The Customer Community at PowerObjects embodies two separate and distinct areas of focus – Reference Community and our PowerPlus Program.

REFERENCE COMMUNITY		POWERPLUS PROGRAM	
Private – no public-facing acknowledgement of partnership	EXPOSURE LEVEL	Public program - primarily focused on various public relations activities	200+ Manufacturing customers
Sharing your PowerObjects and Dynamics Business Applications experience with others in the Dynamics community	PRIMARY PURPOSE	PR-related opportunities, engagements, and events providing exposure to your organization	32% Customers enrolled in Customer Community in 2019
Networking opportunities with other organizations using Dynamics 365, as well as discounts on many group education events	BENEFIT TO YOU	Speaking engagements at events hosted by PowerObjects, Microsoft, User Groups, and more, as well as discounts on many group education events	170 Number of References Worldwide
Your willingness to take reference calls and share your experience working with us	BENEFIT TO POWER OBJECTS	Your testimonial videos and case studies on our website, video case studies on YouTube	

What Our Customers Say...

MORE SALES

“CRM allowed us to tighten up what reps were attacking day in and day out. We generated more sales, and our conversion rate was as high as it's ever been.”

- Mike Daly, Medica

MEDICA

PROGRESSIVE TECHNOLOGIES

“We have to challenge ourselves not only to have the best software and the best and most progressive technologies that we possibly can, we have to make sure that that’s embraced by all facets of our organization.”

- Chris Rossman, Director Of Services & Aftermarket Support, Nov



INDUSTRY EXPERTISE

“The top reason I would recommend PowerObjects to another financial services firm is the fact that the company and its engineers really understand the unique needs of a financial organization like ours. The engineers at PowerObjects are truly empowered to come up with their own solutions. I haven’t seen that anywhere else.”

- Amy Tran-Balbin, Vice President, Owl Rock

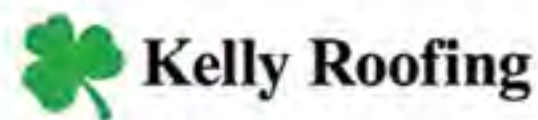
OWL ROCK
CAPITAL PARTNERS

What Our Customers Say...

MAXIMIZING VALUE

"Having a support team like PowerObjects just gives you the comfort level that you can actually take on a computer system like Dynamics and really use it to its full advantage, because the people at PowerObjects know how to maximize it and will give you the right advice every step of the way."

- Joe Kelly, Sales Manager,
Kelly Roofing



THE SKY IS THE LIMIT!

"I would definitely recommend Dynamics to other local government organizations. As we've seen over the years, the initial investment really has paid off - and we're only getting started. There is a lot more functionality within Dynamics then you might originally even see. That's what I've appreciated about PowerObjects. They've helped us see that the sky's the limit with what we can accomplish with Dynamics."

- Jake Anderso, project Manager,
Stearns County



SEAMLESS EXPERIENCE

"Our team members were able to easily adjust to the platform and our customers now receive a seamless experience because of our investment in the Microsoft stack."

- Allan Measor, Vice President,
Business Transformation and
Customer Enablement at Moneris



PowerObjects Customers Take it to the Next Level

Largest housing association in the U.K., undergoing *Digital Transformation...*

Effectively managing and scheduling resources worldwide...



Making *data-driven decisions* based on *real-time updates*

Why PowerObjects

In our customer's words...

Top 5 Reasons Customers Choose PowerObjects

EXPERTISE

"Having PowerObjects provide a deeper insight into how our system works, really gave the sales teams the confidence to begin exploring and using the tool. Without user adoption, it fails – it's that simple. But PowerObjects ensured that wouldn't be the case."

Jon Shortland
Director of Channels & Alliances,
Cloudhouse Technologies

SPEED-TO-VALUE

"The workplace efficiencies we've gained since implementing Dynamics 365 are astronomical. A year and a half ago, when we first started looking at doing this, we had three accountants and were looking to add a fourth. Now we only need two: they are 100% caught up on their backlogged work and our businesses has essentially doubled."

Jordan Sanford
Director of Business Systems,
Prestige

SAFE PAIR OF HANDS

"Not everybody knows how to design their own computer system. And so, having a support team like PowerObjects just gives you the comfort level that you can actually take on a computer system and really use it to its full advantage because the people at PowerObjects know how to maximize it and will give you the right advice."

Ken Kelly
President,
Kelly Roofing

MICROSOFT PARTNERSHIP

"Our team members were able to easily adjust to the platform and our customers now receive a seamless experience because of our investment in the Microsoft stack. The value of Microsoft's Canadian data center, the feature richness of Dynamics 365, and the ease of integration into our existing technology footprint were key deciding factors for us."

Allan Measor
Vice President,
Business Transformation and Customer Enablement at
Moneris

END-TO-END SERVICES

"I would definitely recommend Dynamics to other local government organizations. As we've seen over the years, the initial investment really has paid off – and we're only getting started. There is a lot more functionality within Dynamics than you might originally even see. That's what I've appreciated about PowerObjects. They've helped us see that the sky's the limit with what we can accomplish with Dynamics."

Jake Anderson,
Project Manager,
Stearns County



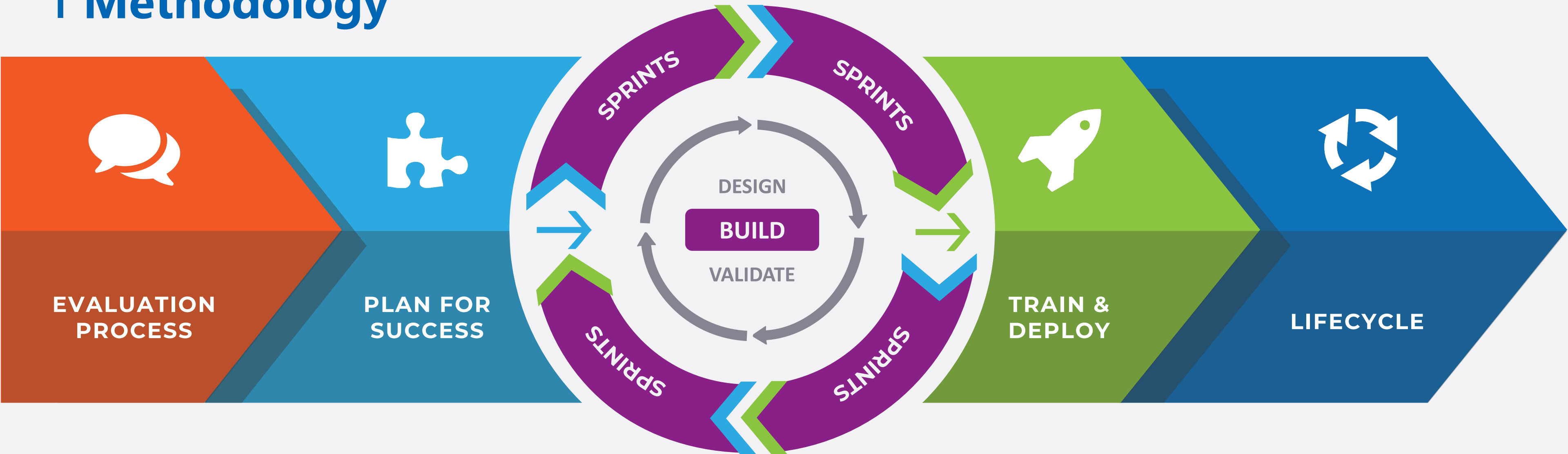
Awards

- 2019 Microsoft Dynamics 365 for Customer Service Global Partner of the Year
- 2019 Microsoft Financial Services Global Partner of the Year
- 2019 Microsoft US Partner Award for Business Applications - PowerApps
- 2018 Microsoft US Partner Award for Dynamics 365 for Customer Service
- 2018 Microsoft Dynamics 365 for Customer Service Partner of the Year, Global Finalist
- 2017 Microsoft Worldwide Partner of the Year Award for Dynamics 365 Consulting and Systems Integration
- 2016 Microsoft Modern Marketer Partner of the Year
- 2015 Microsoft Dynamics Cloud CRM Partner of the Year
- 2014 Microsoft Dynamics CRM Partner of the Year Finalist
- 2011, 2013, 2016 - 2018 Inner Circle for Microsoft Dynamics
- 2009 - 2017 President's Club for Microsoft Dynamics
- 4 Convergence Customer Excellence Awards

Global Delivery Capabilities



Our Delivery Methodology



- Ask – Listen – Learn
- Diagnose & document
- Solution demonstration
- Proposal presentation
- Reach agreement

- Project kickoff meeting
- Business requirements & documentation
- Define the team & roles
- Create project plan & schedule
- Communicate project to team

- Deploy the base system
- Create organization structure
- Define users, roles, & security
- Model the organization & processes
- Design & build workflows & reports
- Data migration
- Validate & test the system

- System administrator training
- Small change management
- Additional training
- Additional phases & projects

- Technical support
- Small change management
- Additional training
- Additional phases & projects

PowerObjects

Proof of Expertise



Education Offerings



Course Catalog



Customer Stories



PowerPack Add-Ons



CRM Book



Daily Blog



PowerPlus



PO TV

Next Steps

Connect with us...



Global Locations

United States

Canada

United Kingdom

Denmark

Australia

Singapore



Online



powerobjects.com



powerobjects.com/events



First.last@hcl-powerobjects.com



Manufacturing by PowerObjects

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THANK YOU!

Questions