



MICROSOFT & LIFE SCIENCES WEBINAR

# Supply Chain Transformation

And Interview With Biomedical Device Company Kindeva Drug Delivery

PRESENTERS

# Panel of Experts

Four experts from three innovative organizations discussing ins and outs of digital transformation, supply chain, & life sciences



**Chris Moore**

Microsoft Practice  
Lead, Partner,  
Armanino



**Mike Ehrenberg**

CTO, Dynamics 365  
Applications Group,  
Microsoft



**Cam Moore**

Director of IT Global  
Applications,  
Kindeva Drug Delivery



**Clint Will**

Sr. Partner  
Development Manager,  
Microsoft

## ABOUT US

# Firm Overview

Count on Armanino to think strategically and provide sound insights that lead to positive action. We address not only your compliance issues, but your underlying business challenges.

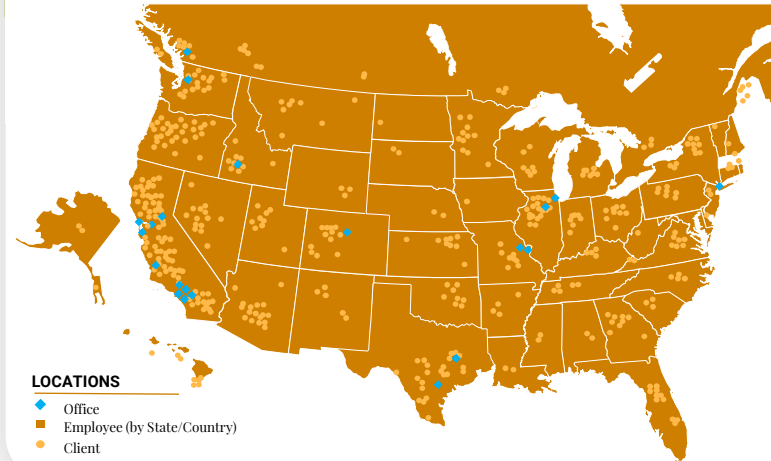
### Purpose

To be the **most innovative** and **entrepreneurial firm** that makes a **positive impact** on the lives of **our clients, people and our communities.**

### Snapshot

2500+ Employees  
Team Members in 22 States  
19<sup>th</sup> Largest CPA & Consulting  
Largest Niche: High Tech & Life Sciences

### Locations



#### CALIFORNIA

- San Ramon
- San Jose
- San Francisco
- Folsom
- Los Angeles (2)
- Irvine
- El Segundo
- Woodland Hills
- San Luis Obispo

#### ILLINOIS

- Chicago
- Naperville

#### TEXAS

- Austin
- Dallas

#### MISSOURI

- St. Louis
- St. Charles

#### NEW YORK

- New York City

#### WASHINGTON

- Seattle

#### IDAHO

- Boise

#### COLORADO

- Denver

#### CANADA

- Vancouver
- Toronto

### NOTABLE RECOGNITION & AWARDS



## DISRUPTION

# Supply Chain Complexities

Sustainable packaging, machine-augmented decisions and competitive ecosystems are some of our top strategic supply chain predictions.

As of 2021, 68% of supply chain executives report that they have been constantly responding to high-impact disruptions over the last three years — and most of them did not have time to recover before the next disruptive event hit them.\*



ROADMAP

# A Guide to Microsoft's Digital Transformation

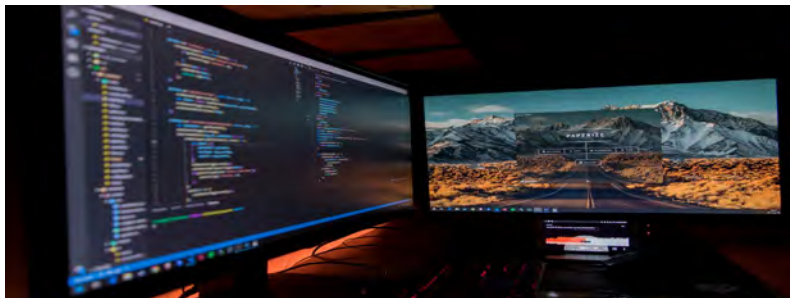


## **Mike Ehrenberg**

- Technical Fellow @ Microsoft
- CTO, Dynamics 365 Applications Group

# Dynamics 365 Strategy

Empowering Supply Chain Transformation



Mike Ehrenberg

Microsoft Technical Fellow

CTO, Dynamics 365 Business Applications

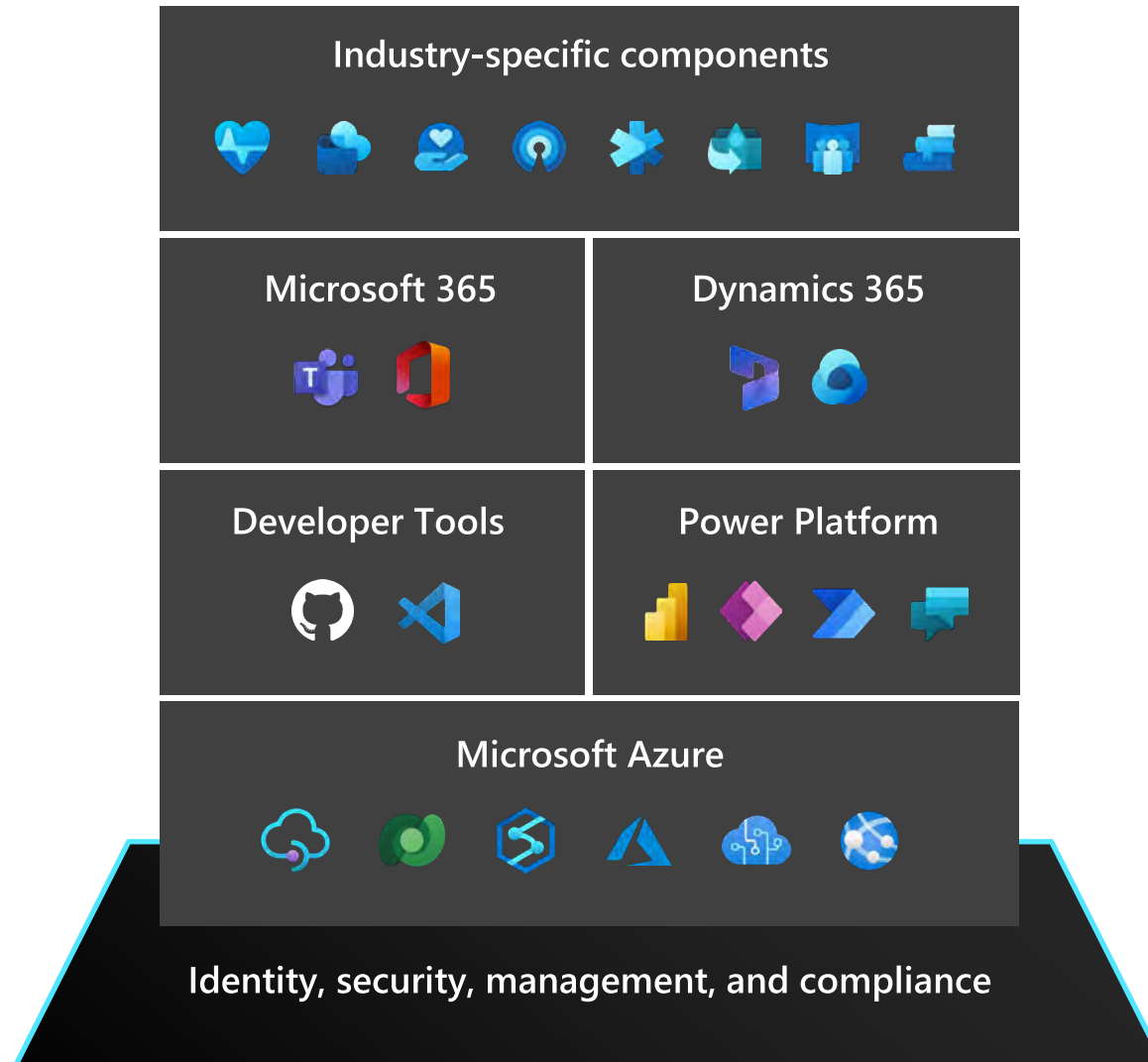
# Microsoft Build

“Microsoft 365, **Dynamics 365**, and the **Power Platform** on top of what we’re doing with Azure is the core of what we are doing as a company.”

-Satya Nadella



# The most trusted and comprehensive cloud





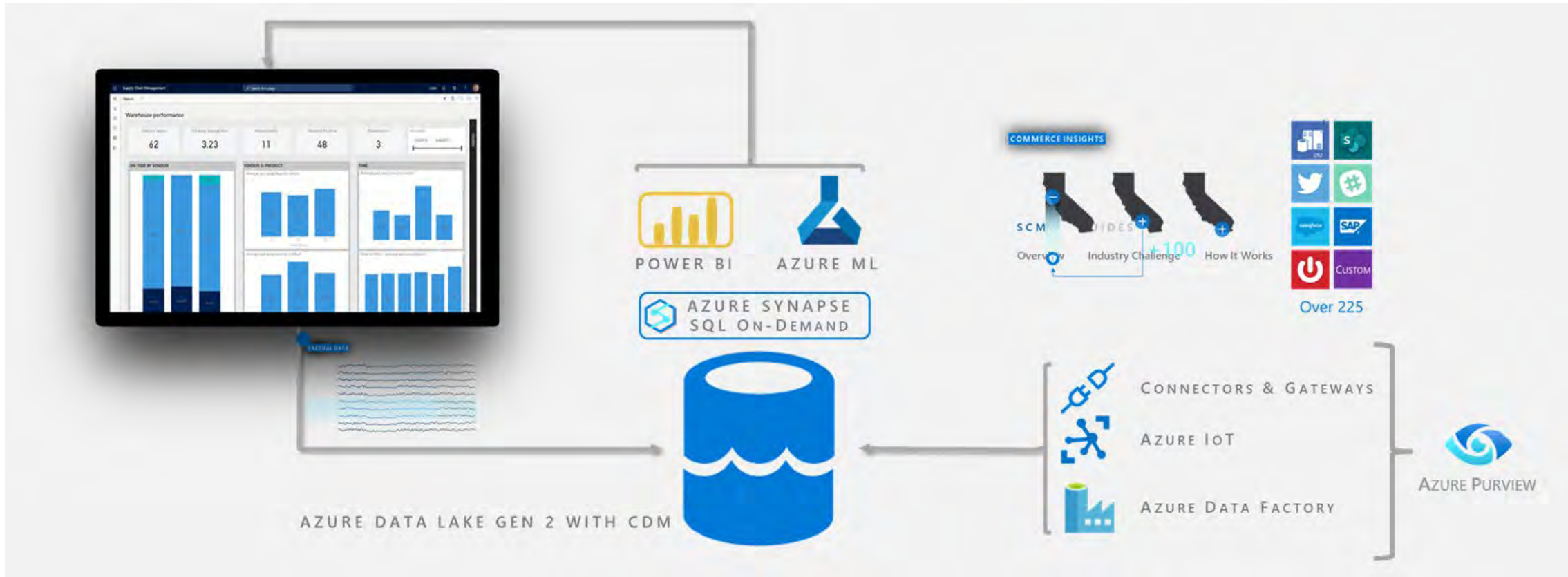


AI

Data

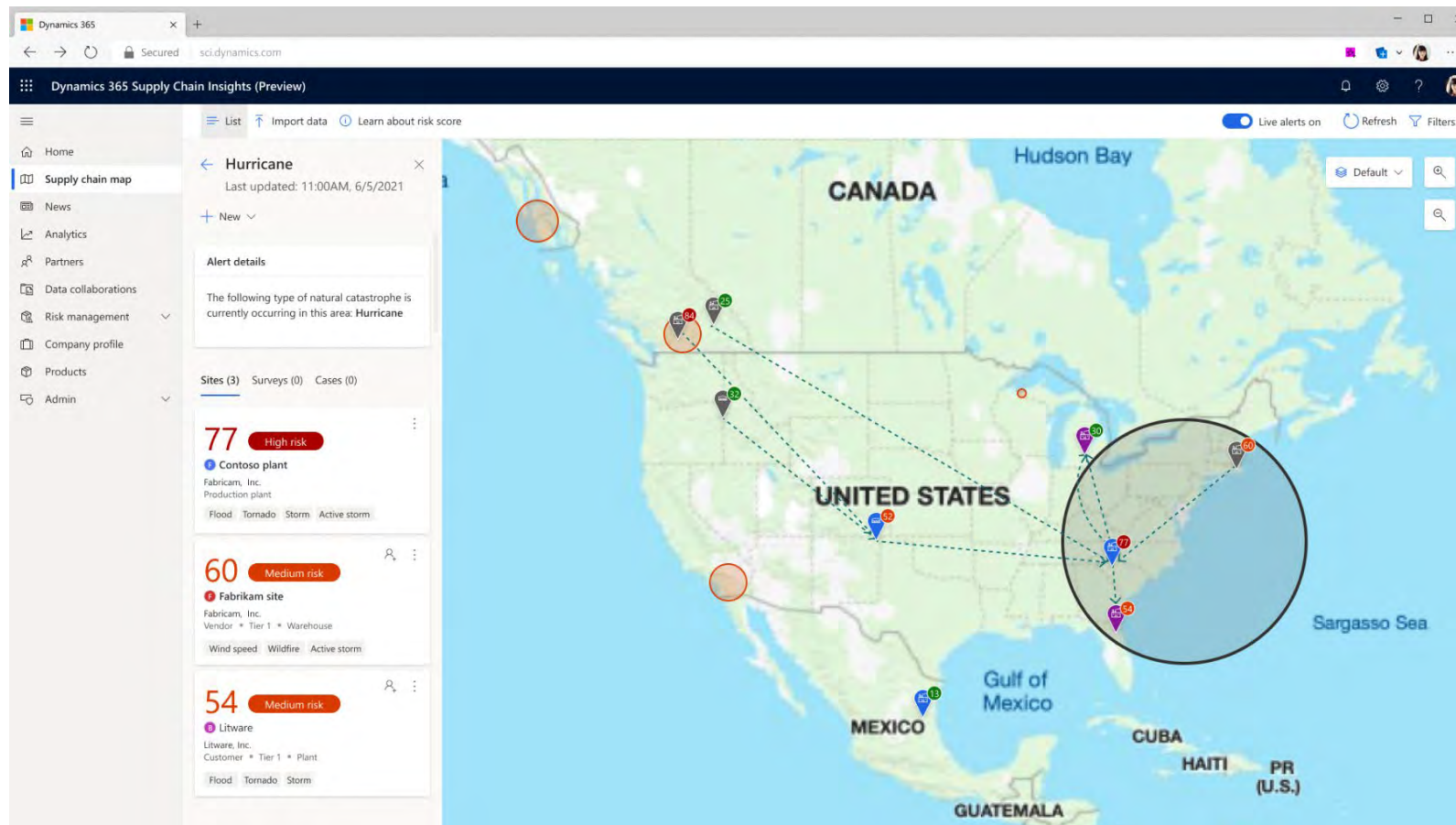
Collaboration

# We deliver a modern cloud data platform created to empower data first transformation



Breakthrough SaaS data visibility, architected to empower real-life data estates

# We leverage the power of data to identify insights that empower smarter actions



# We will lead the convergence of business process, productivity and collaboration



Business data is available to everyone, everywhere



Meet now



Easily communicate as part of any business process



Business applications are now multiplayer

# What businesses need from Supply Chain software has changed dramatically

- SCM software used to be about making something and getting it to the loading dock...that's not good enough anymore
- The last decades have been about supply chains getting lean. Without resiliency, supply chains broke with pandemic disruption.
- Realization that supply chain is not its own silo but directly impacts customer experience
- Supply chains will not simply add back excess capacity, but will become more elastic with more 3PLs, more transportation options, etc.
- More complex supply chains demand software that provides visibility, identifies risk, and facilitates corrective action
- We are starting with the supply chain connection to the customer and will follow by extending back to suppliers

# Dynamics 365 + Power Platform

Innovate everywhere with intelligent, composable business applications

## Personalized Marketing



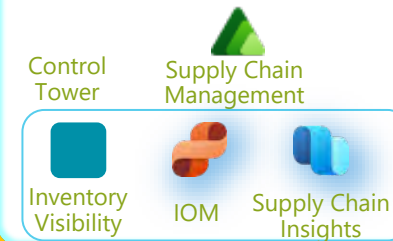
## Digital Selling



## Digital Contact Center



## Supply Chain Resiliency



## Physical Operations Cloud



## Finance and Service Centric ERP



## Low Code Platform



# Dynamics 365 Intelligent Order Management

A new solution from Microsoft offering:

- Real-time inventory visibility
- Intelligent fulfillment optimization
- Flexible order orchestration
- Enhanced customer experience
- Modern, streamlined returns
- Low-code agility

Together with **FedEx**, IOM benefits are amplified by intelligence spanning enterprise data and the logistics network

Intelligent Order Management | Microsoft | Dynamics 365 Products Pricing Partners Platform Resources Support Community

Intelligent Order Management Capabilities Resources Pricing

Dynamics 365 Intelligent Order Management

## Turn order fulfillment into a competitive advantage

Meet your growing digital commerce needs and scale easily while supporting the latest fulfillment methods.

[Try for free >](#) [Take a guided tour >](#)

ORDER OVERVIEW 252 100 3.2 M 99% 96% 50

# Magnified demand for Inventory Visibility

Critical ingredient for customer confidence to drive the purchase decision

The screenshot shows the product page for a 'TUFT&NEEDLE Original Foam Pillow' on the Mattress Firm website. The page features a large image of the pillow on the left. To the right, the product name and price are displayed. Below the price, there are three shipping and pickup options, each with a corresponding icon (truck, hand, and shopping cart). A hand-drawn triangle highlights these three options. The options are: 'Order in the next 4 hours and get it Friday 4/29 with FedEx 2Day', 'See it today at Seattle Downtown See 2 other nearby viewing locations', and 'Pick up today at Renton Landing See 2 other nearby pick up locations'. The page also includes an 'Add To Cart' button and a 'Low Price Guarantee' section.

- Inventory in real-time across distribution centers, retail stores, vendor drop ship and more

- Simple, fast and built for scale

- Inventory reservation...not just on-hand visibility. Channel allocation and ATP coming.

- Goal-based optimization to enable ship from store, in addition to ship from DC



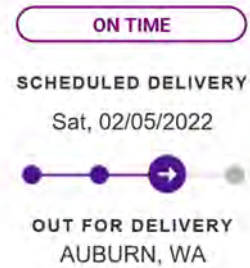
# Post purchase experience reinforces brand connection

Every shipment update is a customer connection point

To: Mike Ehrenberg  
From: orders@buildabear.com

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Great news, Mike!  
Your BUILD-A-BEAR Gryffindor  
Lion is out for delivery today!



- Branded communications *from your domain* at every order milestone
- Email, text, and web site order status
- Together with **FedEx**, *predictive* delivery window notification (and more to come...)

# Modern, streamlined returns

Simple returns increase buyer confidence; optimized returns deliver brand efficiency

- Together with **FedEx**,
  - Modern returns experience
  - FedEx location options for drop-off
  - Same branded communications on return progress
  - Signal when package in network to trigger credit
- More to come: how can we optimize where returns that should likely go back on a shelf get routed?

### Return Confirmation

**1. Type of return**

Refund to account  
Refund to your previous form of payment  
Value: 49.00 USD

**2. Select return location**

Mailbox & Shipping Center  
8151 164th Ave NE Ste 106, Redmond WA 98052


**3. Confirm and finish**

Use your QR code to bring with you at the location selected

We ask that you pack and return your items to Mailbox & Shipping Center by March 9 2022. We've emailed you the details of the return and your QR code to [sumaniyanger@gmail.com](mailto:sumaniyanger@gmail.com). Show this code at the location and they will have all the information needed ready to accept your return.

[Need to make a change, cancel here and start a new return](#)

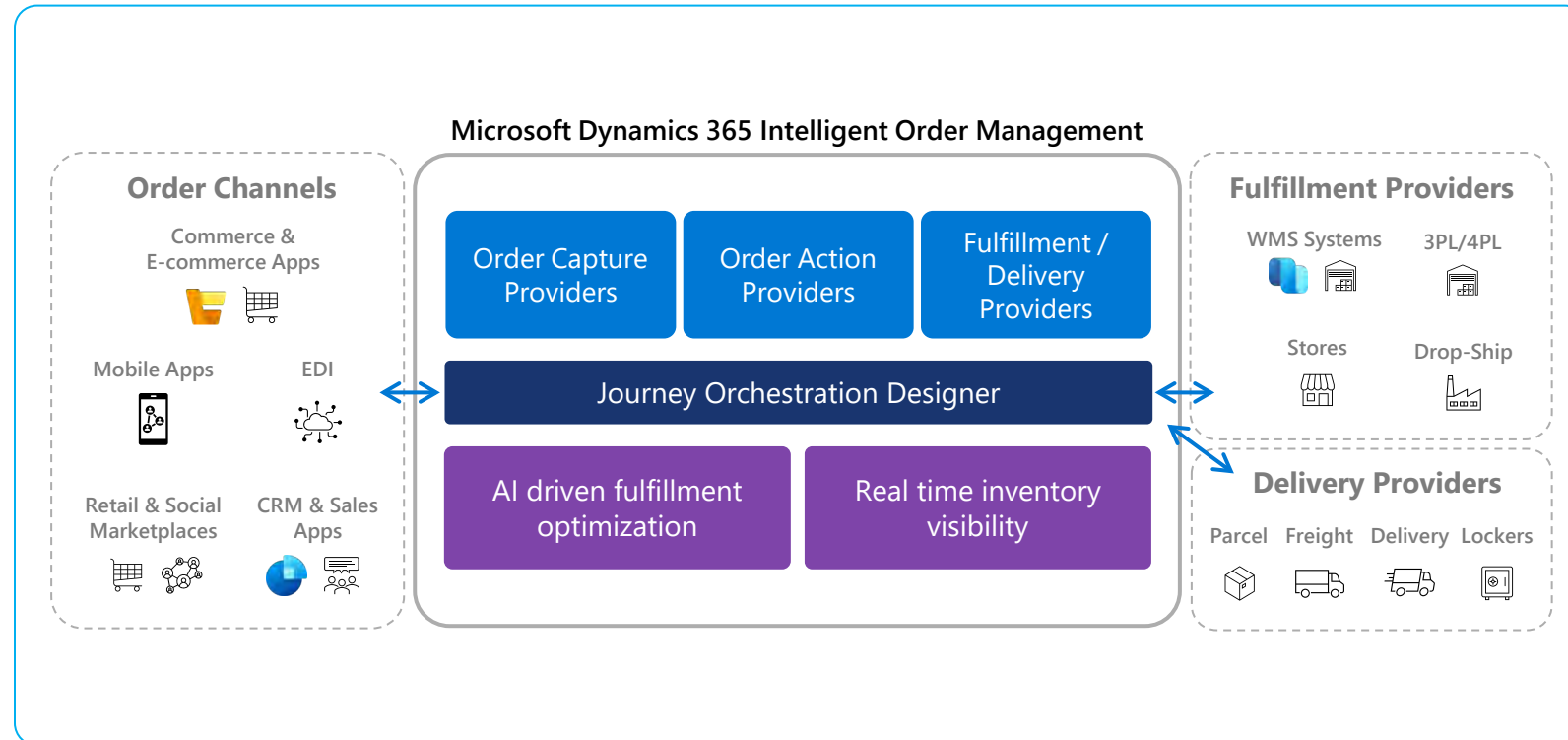
**Return Placed: February 9, 2022**  
Confirmation ID #738a9eb-ea89-ec11-a81b-00224809ce45



[Download shipping label](#)

Confirmation email sent to [sumaniyanger@gmail.com](mailto:sumaniyanger@gmail.com)

# We answer modern fulfillment needs with optimized order management and enhanced customer experience

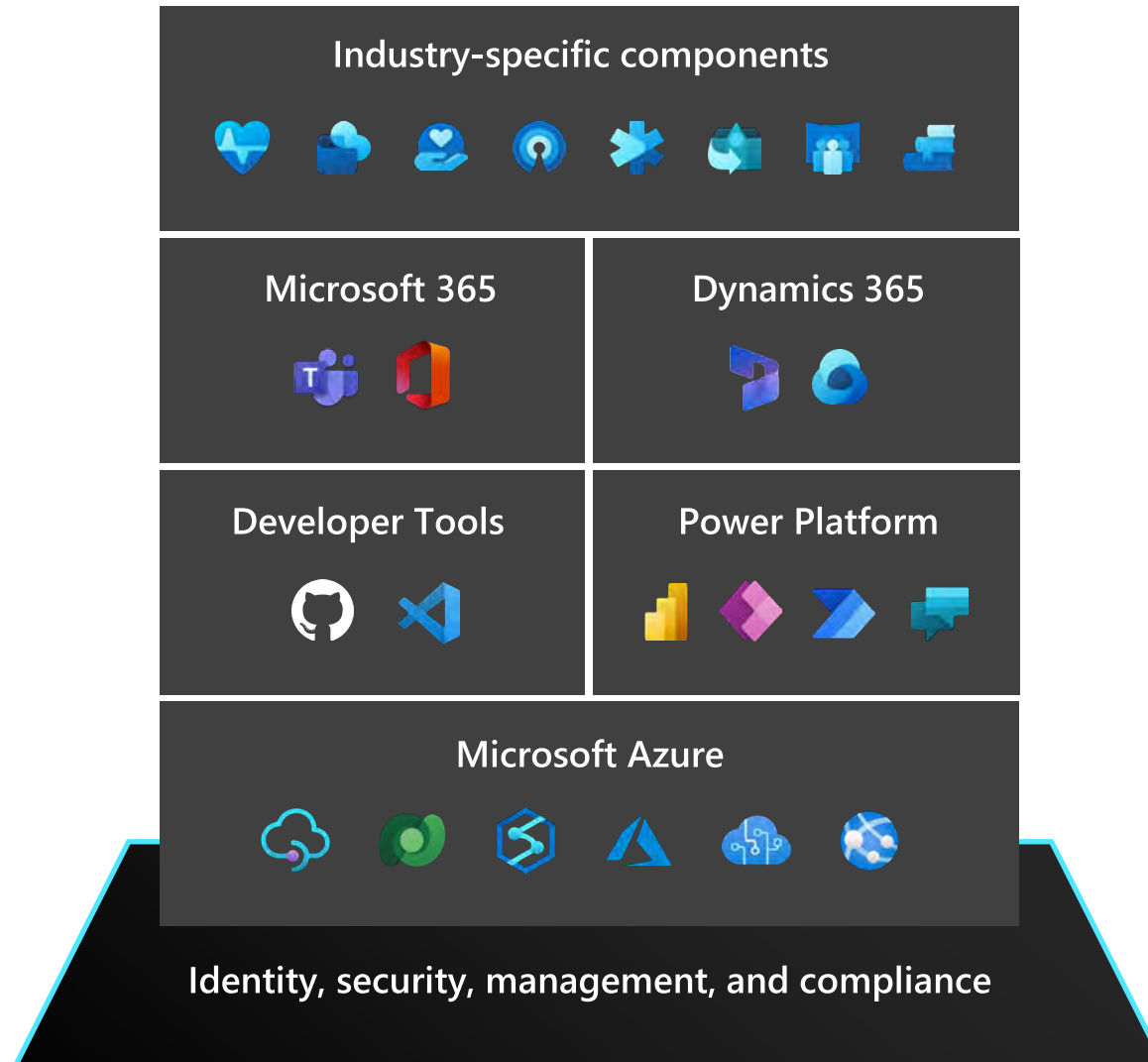


Real-time  
Visibility

Intelligent  
Fulfillment

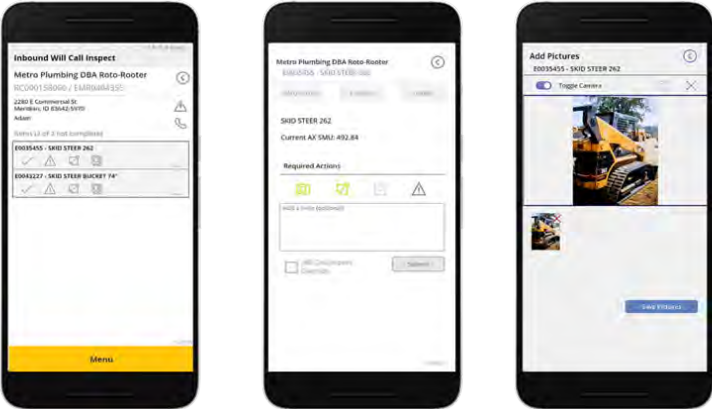
Designed for  
Integration

# The most trusted and comprehensive cloud



# Low-code, no-code development to create the "last mile" apps unique to your business, connected to Dynamics and IT governed.

Return to Ready App



APP TEAM

BI SOLUTIONS TEAM

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COMPANY

---

COMPANY SIZE

1000+ EMPLOYEES

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INDUSTRY

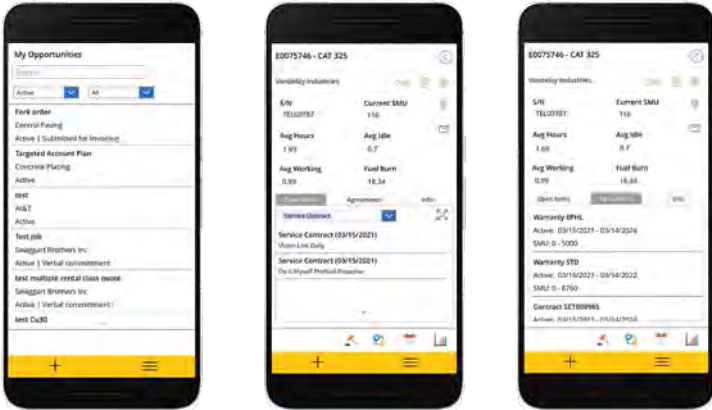
MANUFACTURING

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COUNTRY

UNITED STATES

Client Connect App



# <http://aka.ms/businessappsreleasenotes>



INTERVIEW

## Life Science Discussion with Chris & Cam



## Cam Moore

Director of IT Global  
Applications

20+ years in Life Science  
industry



## CASE STUDY

# Kindeva Drug Delivery

Prior 3M subdivision, they are multinational contract development and manufacturing organization (CDMO) for the pharmaceutical industry. Kindeva required a modern global ERP system that could rapidly deploy and streamline processes at their four manufacturing plants in under 4 months.



### Technologies



### Capabilities





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