

# Microsoft Dynamics AX for Government



Take the next  
step forward

*“We want to expose a lot more information to a much broader audience, including elected officials and constituents. The familiar look and feel of the product will immediately remove barriers that some people might experience when it comes to financial information.”*

**Mike Bailey**

Director of Finance and  
Information Services,  
City of Redmond,  
Washington

Governments are energetic, fast-moving and constantly changing. Leaders and elected officials have to balance growing constituent needs with reduced budgets, evolving regulatory climates, and increased oversight. Today’s governments are also facing powerful forces of change, from political movements to new technology. To address this ever-changing environment, governments need to have quick access to information that enables them to remain fluid and proactive with the decision-making process and responsive to constituents. Government employees need flexible tools that help them collaborate easily and stay productive wherever they are and however they communicate.

Microsoft’s vision is to create opportunities within government to provide extraordinary value to workers and leaders as well as citizens and constituents; change the way government runs from within and change the way government interacts with the world. This transformation won’t come by accident; it requires a strategic approach to make that a reality today and sustainable for the future. A well-defined enterprise resource planning (ERP) strategy with Microsoft Dynamics AX at its center can help governments modernize their workplaces, operate transparently, meet compliance requirements, and maintain fiscal accountability—all with a low total cost of ownership (TCO) and fast time to value.

Microsoft Dynamics AX is different because it was designed and built intentionally for the public sector, providing real-time insights and analysis on up-to-date financial and operational performance to enable confident decision-making.

A powerful, forward-looking ERP solution specifically developed for how governments work means a unique solution that can quickly help government attain three key objectives:

- People-Centric Productivity
- Citizen Value Creation
- Government Cost Management

With Microsoft solutions, governments can do NEW with less, by building on existing investments at their own pace to create a modernization approach that works today and is sustainable into the future. Microsoft and our partners bring cloud, Big Data, mobile, and social technologies together in solutions that empower governments to put people first. Imagine what’s next!

# People-Centric Productivity

Increase workload efficiencies for staff by providing easy and secure access to the information and tools they need to perform their individual roles and by enhancing business intelligence.

**Empower workers with secure real-time access to the information they need.** Tailored Role Centers, e.g. Budget Manager and Treasurer, provide individuals with a personalized experience that presents the information, tools and tasks relevant to their roles, allowing them to access and find what they need, rather than calling on specialists for information. Users can prioritize tasks, take advantage of intuitive navigation and report generation, and connect key business processes with results.



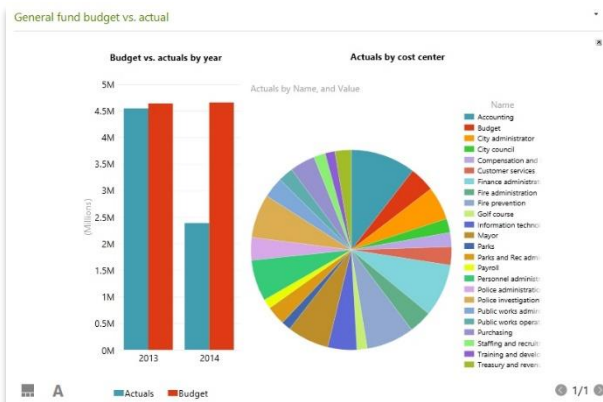
Role Centers provide customized information to users

**Reduce time required for routine tasks.** Easy-to-use Employee Self-Service accommodates common processes such as rapid ordering, travel expense authorizations, and approvals.

**Simplify data entry** with a flexible fund-based chart of accounts that addresses accounting requirements issued by GASB (Government Accounting Standards Board) and IPSAS

(International Public Sector Accounting Standards).

**Get more value out of existing data with agile financial dimensions.** Powerful, embedded analytics and reporting capabilities put business intelligence in the hands of the people who need it without requiring additional development or complex integrations. New insights into the business of governing can be obtained and trade-offs between different decisions and results assessed. Configurable, flexible budget controls provide the ability to strategically align limited resources with budget objectives while instant analysis and up-to-the-minute financial tracking provide workers with insight to make timely, fiscally responsible decisions to support vital citizen and constituent services.



Powerful business intelligence capabilities aid with effective decision-making

**Increase intra- and interagency collaboration, communication and satisfaction.** Sharing of information through SharePoint-based Portals and Services as well as Lync and Yammer translates to fewer miscommunications, decreased errors and improved relationships, as the flow of information within the agency and between agencies becomes smoother, consistent and accurate.

**Reduce time spent on vendor relationship management.** Vendor self-reliance is promoted due to self-service capabilities that simplify information sharing, thus improving collaboration efforts and relieving the burden on government workers.

**Adapt nimbly to changing legislative and administrative requirements** with real-time insight, configurable workflow, and date effectivity. Systems and workflow can be quickly updated to reflect the latest legal and administrative requirements, so employees can obtain and provide accurate real-time data, thus supporting transparency, a more open government and a greater level of accountability.

**Provide a comfortable and familiar user experience.** Workers are already proficient with the Microsoft suite of products, and Microsoft Dynamics AX seamlessly integrates with business productivity applications, so deployment is swift, and daily use becomes agile, straightforward and conducive to increased productivity.

## Government Cost Management

Manage the cost of governing more proficiently and accomplish more with less by adopting tools that quickly integrate with existing infrastructure, enhance usability, and provide insight into current systems.

**Gain comprehensive functionality quickly with low start-up costs and shortened set-up**

**time.** Since Microsoft Dynamics AX is purpose-built for government and modeled on real-world scenarios, powerful, robust industry-specific capabilities are available right out of the box, substantially reducing the need for custom development or deployment of third-party software, yet it is flexible enough to be configured as your organization's needs shift and evolve. An expansive partner ecosystem with a broad portfolio of ISV solutions exists for this purpose.

**Avoid further IT expenditures due to seamless interoperability with existing systems.** Microsoft Dynamics AX works closely with familiar Microsoft business productivity applications and IT infrastructure technology, including Microsoft Office, Microsoft SharePoint, and Microsoft SQL Server. This integration extends the value of the ERP solution and other IT investments and makes it easier for developers to assimilate functionality with legacy or other systems.

*"We have proven that we can deliver the cost savings the two district councils need to achieve. After reaching our expected savings of £2.1 million in the first year, we project average savings per year to be approximately £3 million for the next 10 years."*

**Nigel Howells** Chief Executive,  
East Lindsey District Council

**Save money by sharing solutions and services between various departments, organizations and data centers.** Cut maintenance expenditures and other costs all

while creating synergy, sharing intelligence, and increasing levels of collaboration, communication and productivity.

**Reduce training costs.** Workers' existing familiarity with the "look and feel" of Microsoft suite of products equates to a simple, intuitive user experience and minimal training costs.

**Achieve organization-wide accountability.** Since Microsoft Dynamics AX proactively tracks revenues, expenditures and personnel resources against defined budget objectives.

**Address and adapt to legislative mandates and administrative requirements** with real-time insight and configurable workflows. Manage complex regulatory, budgetary and grant compliance requirements and multi-year, multi-funded projects and provide timely reimbursements, maximizing the efficient use of taxpayer dollars.

**Anticipate and avoid budget overruns** before funds are committed. Role-based security enforces better control and accountability.

## Citizen Value Creation

Provide higher levels of service to citizens and maximize the use of their money by adopting powerful tools that provide access to real-time information, increase productivity and allow for proactive management of budgets.

**Optimize the spending of taxpayer funds.** Make the most of taxpayer dollars by carefully tracking revenues, expenditures, and personnel resources against defined budget objectives, and managing complex regulatory, budget and grant compliance requirements. Increased government worker efficiency, improved inter- and intra-agency collaboration and communication, and less bureaucracy also translate to spending taxpayer money more efficiently.

**Improve delivery of citizen services and respond to the changing needs of citizens and constituents.** Access to real-time information drives more citizen-centric decision-making, as deeper insight is gained into citizens' needs, and business processes are adjusted accordingly for better service delivery. Use of integrated customer relationship management (CRM) tools allows employees to solve citizen and constituent challenges faster and more completely, as consolidation of citizen information afforded by the use of CRM provides a holistic view, resulting in better tracking, improved resolution of issues and trend detection and enhanced business intelligence.

**Enhance transparency and increase accountability.** Budget visibility increases organizational transparency, providing citizens with a more open government.

## At-a-Glance Chart of Features and Benefits of Microsoft Dynamics AX

<b>Familiar User Experience</b>	<ul style="list-style-type: none"> <li>• Simplify user adoption with the familiar Microsoft look and feel and seamless interoperability with Microsoft tools, including Microsoft Word, Excel, and SharePoint</li> <li>• Enhance productivity and business insight through a familiar user experience of Role-Tailored user interfaces</li> </ul>
<b>Financials</b>	<ul style="list-style-type: none"> <li>• Make organizational commitments transparent using encumbrance and pre-encumbrance accounting with integrated workflows</li> <li>• Gain easy and instant insight into your organization with a fund-based account classification structure</li> <li>• Take advantage of unlimited financial dimensions and expanded reporting capabilities</li> <li>• Facilitate efficient collaboration with constituents while significantly reducing billing process management time by using a flexible billing engine that accommodates the diverse needs of users' departments</li> </ul>
<b>Budget Planning and Control</b>	<ul style="list-style-type: none"> <li>• Simplify budget planning due to Microsoft Dynamics AX' configurable nature and its use of a flexible chart of accounts and dimensions, custom-defined process configurations, workflows, along with the use of Microsoft Excel to estimate costs to create scenarios</li> <li>• Analyze and update budget plans by using multiple scenarios, including by summary/total dimensions, then automatically route them together with worksheets, justifications, and attachments for reviews and approvals</li> <li>• Consolidate multiple budget plans at one level of the organization into a single parent budget plan at a higher level in the organization or accomplish the reverse (develop a single budget plan at a high level and allocate it to lower levels)</li> <li>• Enforce legal appropriation compliance</li> <li>• Enable budget allocation based on allocation basis rules</li> <li>• Improve process flexibility and control by default and locked dimension values on certain type of budget plans</li> </ul>
<b>Project Management and Accounting</b>	<ul style="list-style-type: none"> <li>• Easily manage initiatives and track multiple funding sources to automatically distribute funds according to program guidelines to facilitate multi-year budgeting, accounting, and project and grant life-cycle reporting.</li> <li>• Set up, manage, and improve project management through integration with Microsoft Project Server 2010.</li> </ul>
<b>Compliance and Internal Controls</b>	<ul style="list-style-type: none"> <li>• Use built-for-government accounting capabilities and workflow tools to help ensure compliance with regulatory and administrative requirements</li> <li>• Define your organization's policies and automate the internal auditing process</li> <li>• Improve data security with system control capabilities and put controls in place to monitor changes in critical data and policy violations</li> <li>• Create documentation of your business processes automatically. Use task recorder to quickly create Microsoft Word documents, a video or cross-functional flowcharts</li> <li>• Improve employee awareness and enforce training of corporate compliance by designing and executing compliance-related questionnaires and mandatory online training</li> <li>• Ensure better control over procurement processes, including prevention of the posting of duplicate vendor invoices</li> <li>• Track energy consumption and your carbon footprint to measure your organization's environmental footprint</li> <li>• Ensure organizational compliance with laws, regulations, policies, and business rules, including internal controls through the Compliance Center</li> <li>• Ensure segregation of duty and maintenance of user accounts with role-based security</li> </ul>
<b>Procurement and Sourcing</b>	<ul style="list-style-type: none"> <li>• Support procurement policies and processes by establishing a centralized buyer capability across your organization and easily set up and maintain multiple purchasing policies and apply them to different sets of purchasers throughout the organization</li> <li>• Improve decision-making by defining evaluation criteria and scoring upfront and improve management of Request for Information (RFIs), Request for Proposal (RFPs) and Request for Quote (RFQ) from solicitation to award</li> <li>• Improve control over response types such as sealed, open, and reverse auction type bids, and by defining groups of items or all items in the request</li> <li>• Improve the vendor/government contractor experience and help vendors operate more efficiently by providing the ability to view and respond to open RFXs, allowing the proposal of substitutes or no bid, providing visibility into the status and results of a solicitation, updating catalog content, submitting invoices, reviewing payments and much more. Increase sourcing efficiencies through well-defined scoring criteria and rank vendor response based on multiple criteria.</li> </ul>

<b>Human Capital Management</b>	<ul style="list-style-type: none"> <li>Recruit, retain, and develop top talent using Core HRM and Talent Management solutions</li> <li>Enable position control with enhancements to position budgeting and integration to budget planning</li> <li>Streamline regulatory reporting in the U.S. with new preparation reports including: EEO-4, EEO-5, VETS100, 940, 941, Unemployment, OSHA300, OSHA300A, OSHA301 and New Hire reporting</li> <li>Gain more insight into your workforce with new HR and Payroll cubes for BI and analytics.</li> <li>Streamline benefit updates with mass benefit expiration and mass benefit updates for benefit enrollments</li> <li>Simplify U.S. tax setup with mass updates of employee taxes</li> <li>Use employee based personnel actions and workflow to add more control over hires, terminations and transfers/promotions</li> </ul>
<b>Employee Portal</b>	<ul style="list-style-type: none"> <li>Enforce spending policies, enable approval processes, and facilitate employee self-service for performance goal management using the Employee Portal and workflow tools</li> <li>Easily manage expenses, including budget &amp; grant management, travel requisition, cash advance request, expense entry, credit card reconciliation, and expense report delegation with Expense Management and integrated workflow</li> </ul>
<b>Tools</b>	<ul style="list-style-type: none"> <li>Automate business processes through a graphical workflow editor to create business rules and custom workflows (or use templates) by business analysts</li> <li>Make organization-specific modifications easily in Microsoft Visual Studio and X++ development environments</li> <li>Ease application-to-application and business-to-business integration with a flexible services and application integration framework</li> </ul>
<b>Business Intelligence and Reporting</b>	<ul style="list-style-type: none"> <li>Provide employees instant access to information with built-in reports based on Microsoft SQL Server Reporting Services</li> <li>Support timely decision-making and drive accountability by using rich financial and operational insights with the flexibility of unlimited financial dimensions, pre-defined KPIs and charts</li> <li>Quickly and easily visualize managed and trusted data while allowing sharing and collaboration of business insights in a familiar SharePoint Server environment</li> <li>Enable your users to get the business insights they need by using compelling visualization experiences such as Power View, a feature of SQL Server 2012 Reporting Services, to create and share ad-hoc reports.</li> </ul>
<b>Companion Applications</b>	<ul style="list-style-type: none"> <li>Reduce time and effort spent by employees on reimbursement requests, as workers can easily capture and reconcile expenses while traveling; reimbursement of employees is streamlined, as organizations can implement expense policies more seamlessly</li> <li>Improve working capital through decreased billing cycle times by simplifying the administrative burden of capturing time spent on projects "on the go"</li> <li>Reduce time spent on administrative tasks by enabling managers to approve business requests such as budgets, time sheets, submitted expense reports and purchase requisitions</li> <li>Provide native experiences for mobile phones as well as Microsoft Windows 8 tablet devices</li> </ul>
<b>Microsoft Platform Interoperability and Application</b>	<ul style="list-style-type: none"> <li>Maximize existing IT investments, lower the TCO, and make additional productivity gains due to Microsoft Dynamics AX interoperability with other key Microsoft technologies such as Office, SharePoint, SQL Serve, BizTalk Server, Lync, Windows and Windows Server, .NET and Visual Studio</li> <li>Improve the predictability and quality of Microsoft Dynamics AX implementations by simplifying and standardizing the implementation process</li> <li>Model, manage, and maintain implementations utilizing meta-data and best practices</li> <li>Collaborate easily with implementation business experts using a Windows Azure-based workspace</li> <li>Transition smoothly from deployment to upgrade in the continuum of the business application lifecycle by storing data from earlier phases of the lifecycle to be used later</li> <li>Take advantage of expanded services that are supported: Business Process Modeler, Usage Profiler, License Sizing Estimator, Customization Analysis, System Diagnostic, Upgrade Analysis, and Issue Search</li> </ul>
<b>Microsoft Dynamics AX 2012 powered by Microsoft Azure IaaS (Infrastructure as a Service)</b>	<ul style="list-style-type: none"> <li>Utilize IaaS with the certification of Microsoft Dynamics AX 2012 R3 to run on Azure</li> <li>Easily deploy any number of development or test environments your organization needs.</li> <li>Quickly deploy a production environment in a matter of hours instead of weeks.</li> <li>Simplify and automate the deployment of Microsoft Dynamics AX 2012 R3 through the Lifecycle Services Azure deployment portal</li> <li>Connect devices from outside the organization's firewall using the Windows Azure Service Bus</li> <li>Secure data communication using Microsoft Active Directory Federation Services as identity provider.</li> <li>Distribute Microsoft's apps to enterprise users through the Windows Store and custom-built apps through your enterprise's private market place using Windows Intune.</li> </ul>

# Partner with industry experts

Microsoft Dynamics AX is delivered by a global network of partners with deep public sector experience. These business partners can provide you with assistance tailored to your specific needs from planning and configuration to implementation, training, and ongoing support. This means you can get world-class business solutions from professionals who understand how your organization works. To find a local Microsoft Dynamics partner and solutions for government, visit: <http://dynamics.pinpoint.microsoft.com>

# Do more with less

Microsoft Dynamics AX offers built-for-government solutions that increase worker productivity, create value for citizens and constituents, and help governments manage costs. Accelerate your time to value by adopting Microsoft Dynamics AX today.

# Learn more about Microsoft Dynamics AX

Visit our website at [www.microsoft.com/dynamics/AX](http://www.microsoft.com/dynamics/AX)

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