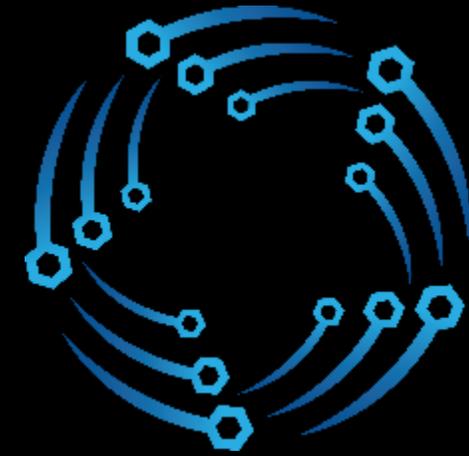




## Microsoft Business Applications Services

Transforming your organization, one application at a time

Every business faces unique challenges when it comes to transforming into a digital, future-ready organization, with improving human experiences as a top priority. At Deloitte, we imagine, deliver, and run the future by connecting ideas, technology, and talent. We connect customers, patients, citizens, and the workforce in new ways through industry experience and technology to ultimately elevate the human experience. We help organizations turn technology transformations into new employee and customer experiences. When you choose the Microsoft Platform, AI/GenAI or Microsoft's Industry Clouds to accelerate transformation, we can help you convert these capabilities into business value and enable new capabilities never before possible.



## Optimize Microsoft applications to improve every part of your operations

Deloitte provides advisory, implementation and operate services across the Microsoft business applications landscape. Our Microsoft Business Applications Services tap into all the capabilities of Microsoft Dynamics 365, Microsoft Power Platform, Microsoft Industry Clouds, AI and Generative AI to customize and streamline large, complex CRM and ERP applications to modernize business applications for a modern workforce. Our broad portfolio of Deloitte capabilities can transform business workflows, including marketing, sales, field service, finance, supply chain, and human resources.

## Client successes



### *Insurance company delivers a modern member experience and gains enhanced customer insights*

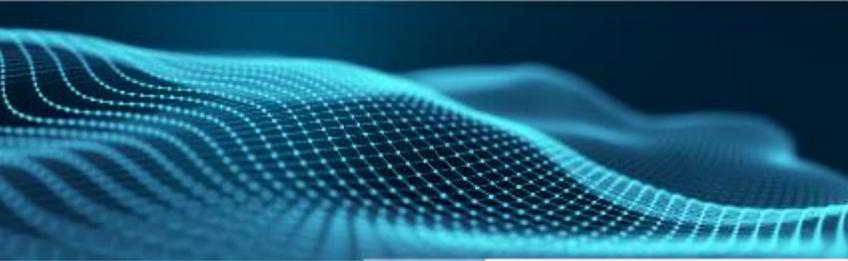
Connecting digitally with customers has never been more important. At Worldwide Assurance for Employees of Public Agencies (WAEPA), a provider of life insurance to federal employees, the need to invest in transformation has accelerated with growing customer expectations. Rather than simply move data and processes to the cloud, WAEPA decided to build on its existing Microsoft Azure, Dynamics, and Power Platform investments, enlisting Deloitte based upon its demonstrated track record of delivering a spectrum of services, from strategic planning to hands-on technology development and operations to commercial, government, state, and local clients. This resulted in improved website navigation with an integrated and intuitive self-service portal, greater visibility into IT operations and business intelligence insights, and enhanced customer service.



### *Idaho transforms child welfare services by giving workers the tools they need*

Social workers who provide services to children and families face unprecedented challenges. To address them, the State of Idaho Department of Health and Welfare collaborated with Deloitte to launch Ensuring Safety and Permanency in Idaho or ESPI, a low-code, cloud-based implementation of Deloitte's GovConnect platform on Dynamics 365. Focusing on organizational change, business redesign, and improved technology, the modular program was deployed in less than two years. Caseworkers and their managers now have rapid access to critical data that supports confident decision-making. Foster parents communicate through a dedicated portal. IT has moved to a new level, leveraging child welfare-specific assets Deloitte enabled on the platform and saving thousands of hours of development time.





## Why Deloitte?

Deloitte’s Microsoft Technology Services Practice connects your business ambitions to all that cloud makes possible, helping you create an innovative new reality and future.

### Innovate with confidence

We help your cloud investment drive value quickly by understanding how to translate Azure’s capabilities into your desired business outcomes.

### Connect for impact

Deloitte builds on the technology you know and integrates a portfolio of industry- and domain-specific tech capabilities—optimized to deploy on a technology that you choose—to accelerate and amplify cloud’s impact for your business.

### Realize your possible

Deloitte’s advise, implement, and operate capabilities—built on decades of large-scale transformations and collaborations with tech organizations and complex ecosystems—are trusted to help you realize your possible and modernize your future.

## Recognized leader

For the most up-to-date list of our analyst accolades, please see our [website](#).

## Our leading capabilities in Microsoft Business Applications Services

Given our global network of Microsoft technology services professionals, extensive experience across the Microsoft product portfolio, and dedicated focus on innovation, Deloitte is a major provider of business applications and industry transformation solutions.



### People

Deloitte professionals are focused on human centered design and change management, have technical knowledge, and have deep industry, process, and program experience:

- Solution architects
- Data & integration architects
- Functional consultants
- Human-centered design & UX professionals
- Module-specific technology specialists
- Microsoft Azure AI & ML developers
- Microsoft Power Platform developers
- Organizational change management professionals



### Competency

Our time-tested capabilities in Microsoft business applications are consistently recognized in the market:

- A Leader in the IDC MarketScape: Worldwide Microsoft Implementation Services 2024 (IDC)<sup>1</sup>
- A Magic Quadrant™ Leader for Cloud ERP Services for Service-Centric Enterprises (Gartner®)<sup>2</sup>
- Leader in CRM and Customer Experience Implementation Services for 14 consecutive years (Gartner®)<sup>3</sup>



### Innovation

We invest in a wide range of industry offerings, tools, and accelerators for rapid development and delivery of high-quality solutions:

- Industry solutions are preconfigured to help you visualize and customize solutions tailored to your industry use cases
- Tools and accelerators are ready-to-use components that help reduce the implementation effort and timeline by up to 30–50 percent

## Get in touch

### Deloitte’s Microsoft Technology Services Practice

#### Practice Leadership

**Jagat Patel**  
CCO & Global Practice Leader  
Deloitte Consulting LLP  
[jagpatel@deloitte.com](mailto:jagpatel@deloitte.com)

**Scott Rodgers**  
Chief Technology Officer  
Deloitte Consulting LLP  
[srodgers@deloitte.com](mailto:srodgers@deloitte.com)

#### Sales & Opportunities

**KK Dave**  
Emerging ERP Practice Leader  
Deloitte Consulting LLP  
[kdave@deloitte.com](mailto:kdave@deloitte.com)

**Stephanie Arnette**  
Customer & Marketing Principal  
Deloitte Consulting LLP  
[sarnette@deloitte.com](mailto:sarnette@deloitte.com)

**Tom Hale (U.S.)**  
US Cloud Business Executive  
Deloitte Consulting LLP  
[thale@deloitte.com](mailto:thale@deloitte.com)

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1. Brian Wood, IDC MarketScape: Worldwide Microsoft Implementation Services Vendor Assessment, IDC #US50539623e, April 2024.  
 2. Alan Stanley, Denis Torii, Eric Cheung, Brett Sparks, Danny Kreidy, and Irada Velyeva, Magic Quadrant for Cloud ERP Services for Service-Centric Enterprises, Gartner, November 2023.  
 3. Brett Sparks, Jim Longwood, Katie Gove, and Chrissy Healey, Magic Quadrant for CRM and Customer Experience Implementation Services, Gartner, May 18, 2021.