



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, including one of 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 and Microsoft Power Platform to customize and streamline large, complex CRM and ERP applications or while leveraging one of Microsoft's Industry Clouds. 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.



The Deloitte difference

Deloitte engineers Microsoft-based solutions to help transform your business. We have extensive technology and business experience—industry by industry—in data security, business processes, software development, and more. With our product knowledge, end-to-end services, leading practices, and a global network of talent, we can build teams with the right skills to help define, implement, and scale solutions—from modernizations to business transformation.



Global capabilities

- 50+ countries served
- 34 global delivery centers
- Serve 80%+ of Fortune Global 500 companies
- 15,000+ dedicated practitioners
- 28 digital studios
- 10 cloud studios



Recognized leader

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



Investment in innovation

- Deloitte Cloud Institute—training the workforce of the future
- Deloitte Catalyst and Co-Innovation—delivering holistic solutions
- Deloitte Fortress—cloud security automation and orchestration
- Deloitte OpenCloud—next-gen cloud management platform

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 Magic Quadrant™ Leader in CRM and Customer Experience Implementation Services for 14 consecutive years (Gartner®)¹
- A Magic Quadrant™ Leader in Public Cloud IT Transformation Services (Gartner®)²
- #1 in Security Consulting Services by market share for 10 consecutive years (Gartner®)³
- A strong Performer in the Forrester Wave™: Microsoft Business Applications Services (Forrester)⁴
- A Major Player in the IDC MarketScape: Worldwide Microsoft Implementation Services 2021 (IDC)⁵



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

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1. Brett Sparks, Jim Longwood, Katie Gove, and Chrissy Healey, Magic Quadrant for CRM and Customer Experience Implementation Services, Gartner, May 18, 2021.

2. Mark Ray, Tobin Bet, David Groombridge, Craig Lowery, DD Mishra, William Maurer, Magic Quadrant for Public Cloud IT Transformation Services, Gartner, August 2021.

3. Market Share: Security Consulting Services, Worldwide, 2020, Gartner.

4. Forrester Research, The Forrester Wave™: Microsoft Business Applications Services, Q4 2021, By Leslie Joseph, Ashutosh Sharma, Sukriti Dangi, Bill Nagel, Published 18th October 2021.

5. IDC MarketScape: Worldwide Microsoft Implementation Services 2021 Vendor Assessment May 2021, by Ali Zaidi, IDC #US46733621.