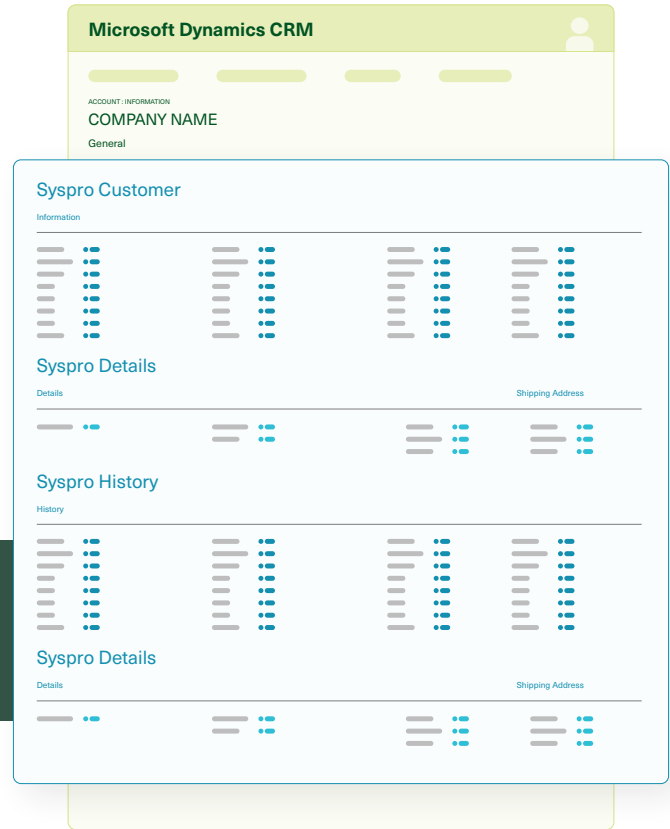


## Syspro Dynamics 365 CE Integration for Manufacturing Sales, Customer Service, and Marketing Teams

The Syspro Dynamics 365 CE integration synchronizes ERP-governed data between Syspro™ and Microsoft Dynamics 365 Customer Engagement (CE), enabling sales and service teams to work with accurate operational data while preserving Syspro™ as the system of record.

See all your customer data on a single screen that is entirely configurable to adapt to your unique business processes, including Dynamics 365® and Syspro™ custom fields.



## Benefits

### Build 360-Degree Customer Profiles

Provide Dynamics 365® users with all the financial, purchase history, credit status and other information from Syspro™ they need in one place.

### Update Customer Data Within Seconds

Dynamics 365® Connector for Syspro™ updates Dynamics 365® with time-sensitive Syspro ERP data in seconds.

### Login to One Place

Use one login, so Dynamics 365® users don't have to login to Syspro™ separately.

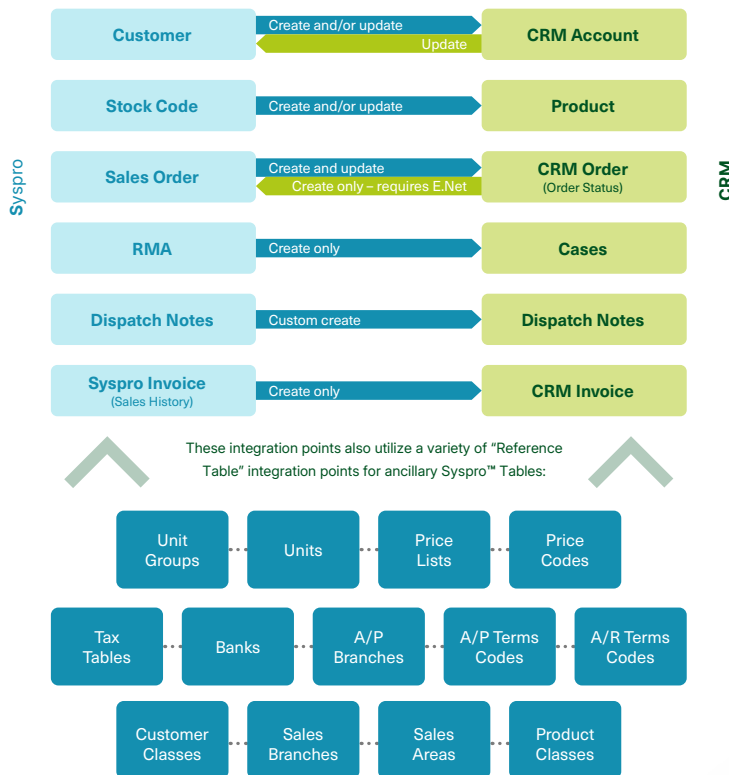
### Simplify Workflows

Use one system to reduce the learning curve and reduce phone calls and emails to the back office.

# Supported Integration Scope for Syspro Dynamics 365 CE

Dynamics 365® Connector for Syspro™ can be configured to allow updates from Dynamics 365® to Syspro™ as well, including creating new Customers, Products, Sales Orders and other data in Syspro™ from Dynamics 365® – it adapts to the existing business processes.

## Dynamic 365® Connector for Syspro™ Integration Points



## A production-ready Syspro Dynamics 365 CE integration with clear system and data boundaries.

- Select uni-directional (either direction) or bi-directional integration for each entity
- Map ownership in Dynamics 365® to/from salespeople in Syspro™
- Show/Hide data fields from Syspro™ in Dynamics 365® field by field
- Add/remove fields from the integrations for security or other reasons
- Allow editing of SYSPRO™ data in Dynamics 365® – configurable field by field
- Client configurable default values and calculated fields in both Dynamics 365® and Syspro™

### Licensing and user access impact

As Syspro licensing shifts toward more user-specific models (including named users), many organizations are becoming more intentional about who truly needs a Syspro user versus who needs secure visibility into Syspro data. A Syspro-connected CRM can enable sales, customer service, and other teams to work entirely in CRM while Syspro remains the system of record, often allowing companies to reduce the number of ERP users they must license. In that context, the cost of CRM licensing and a one-time connector implementation can be easier to justify because it supports both productivity and ERP license right-sizing. [CRM4SYSPRO@dominicsystems.com](mailto:CRM4SYSPRO@dominicsystems.com)

## About Dominic Systems

Dominic Systems specializes in Syspro-centric ERP-CRM integrations where ERP governance, manufacturing complexity, and long-term scalability must be preserved.

Dominic Systems Limited (Dominic) is a full-service consulting company focused on Dynamics 365®. We're a trusted advisor for medium-to-enterprise-sized customers looking to leverage the power of the cloud to quickly and effectively improve business processes.

Since 2010, Dominic has grown alongside the continued enhancement of Dynamics 365® with key focus areas in Customer Engagement (CE) and Customer Relationship Management (CRM) applications so that we can provide the very best services in these areas.

## Evaluating a Syspro Dynamics 365 CE Integration?

For more information on the Dynamics 365® Connector for Syspro™, please contact Dominic Systems at:

**1-855-7ON-LINE (1-855-766-5463)**  
**CRM4SYSPRO@dominicsystems.com**