Microsoft Dynamics AX 2012
for Public Sector Organizations

Microsoft Dynamics AX 2012: *Powerful. Agile. Simple.*

Governments have to balance growing constituent demands with reduced budgets and increased oversight. Leaders must execute on four strategic imperatives: workplace modernization, open government, compliance requirements, and fiscal accountability. Microsoft Dynamics® AX 2012 helps governments execute on these imperatives with a powerful enterprise resource planning (ERP) solution purposely built for the business of government.

Doing more with less requires that governments modernize their workplaces and automate their business processes. This involves getting the right information to staff members, vendors, and constituents, keeping pace with legislative changes, planning carefully, and effectively delivering services. Maintaining the transparency of information allows agencies to consolidate services and reduce costs. Efficiently creating, tracking, and reporting financial and project data enables governments to meet compliance regulations, control budgets, and operate with fiscal accountability.

The powerful Microsoft Dynamics AX 2012 solution helps you manage finances, procurement, human resources, citizen relationships, funds and grants, and service delivery—all with a low total cost of ownership (TCO) and fast time to value. Integrated workflow and a flexible configuration help increase your agility in responding to changes in the environment and modifying business processes when necessary. An easy-to-use, familiar user experience will give your people quick access to data in familiar tools such as Microsoft® Excel®, Microsoft Outlook®, and Microsoft SharePoint®.

The Microsoft vision for public sector organizations is one in which workers easily and securely access specific information and tools they need to perform their individual roles, from a single source: Microsoft Dynamics AX 2012. This unified approach helps governments modernize their workplaces, operate transparently, meet compliance requirements, and maintain fiscal accountability. Microsoft Dynamics AX 2012 reflects our commitment to deliver the full breadth and depth of Microsoft innovation to governments on a unified platform, helping them to realize this vision.

> "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**

Microsoft Dynamics AX 2012

POWERFUL:

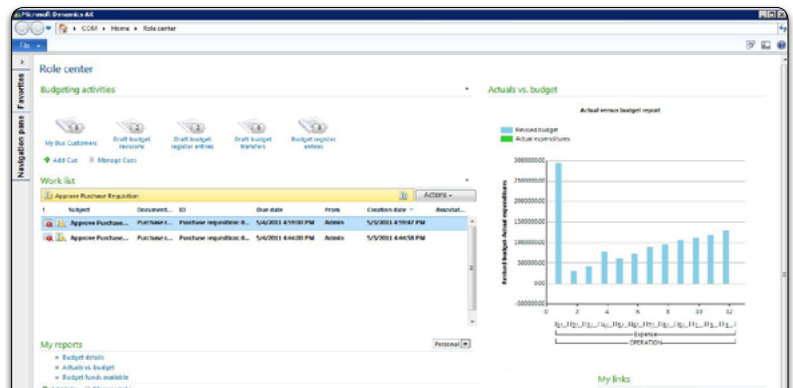### Achieve operational efficiency faster with increased reliability.

Microsoft Dynamics AX 2012 is purposely built for the business of government: Manage complex regulatory, budget, and grant compliance requirements to optimize the use of taxpayer funds. Powerful capabilities built to address the unique business needs of government help you increase accountability, transparency, and performance.

Improve delivery of citizen services: Proactively track revenues, expenditures, and personnel resources against defined budget objectives. Quickly access real-time information to power your organization's decision making and help control spending.

Empower your people: Increase productivity across multiple organizations with Shared Services. Tailored Role Centers and webpages provide users with instant access to information, help them prioritize tasks, and connect them to key business processes.

Role Centers help people prioritize work and gain relevant information.

Accessing information is simplified with intuitive navigation and report generation.

AGILE:

Respond to changing requirements and new constituent demands.

Adapt easily to evolving constituent needs: Integrated customer relationship management (CRM) tools can help you gain deeper insight into citizens' needs. Then you can use this insight to adjust business processes for better service delivery to constituents. Flexible budget controls give you the agility to align resources with budget objectives.

Address legislative mandates: Adapt to changing legislative and administrative requirements with real-time insight and configurable workflows. Manage complex multiyear, multifunded projects and grant requirements for timely reimbursement.

Support transparency and open government: Budget visibility increases organizational transparency and agility, helping you avoid budget overruns before funds are committed. Role-based security enforces better control and accountability.

SIMPLE:

A familiar user experience provides easy access to the information you need.

The familiar Microsoft user experience is easy to learn and intuitive to use: Simple, innovative user interfaces shorten time to benefit. The intuitive user experience streamlines processes for requesting, ordering, and receiving goods and services. And a flexible, fund-based chart of accounts simplifies data entry and addresses accounting requirements issued by the GASB (Government Accounting Standards Board) and IPSAS (International Public Sector Accounting Standards).

Simplify information sharing: Vendor self-service capabilities improve supplier interactions and the procure-to-pay cycle. Simple, easy collaboration among team members and with other agencies fosters cost reduction. And an easy-to-use employee portal facilitates rapid ordering and travel expense approvals.

Microsoft Dynamics AX 2012 Public Sector Highlights

Familiar User Experience	• Deliver RoleTailored access to information, tasks, and business processes. Personalized Role Centers for finance directors, budget managers, treasurers, and others provide access to unified work lists, visual task queues, business processes and reports, business notifications, key performance indicators (KPIs), and other important information. • Simplify data access with familiar Microsoft tools, including Microsoft Word, Excel, and SharePoint. • Enhance productivity and business insight through a familiar user experience of RoleTailored user interfaces, consistent across Microsoft Dynamics AX clients and enterprise portals running Windows®.
Financials	• Enforce legal appropriation compliance and simultaneously allow lower-level departmental budgets with multiple, variable, and hierarchical level budgetary controls. • Make organizational commitments transparent using encumbrance and pre-encumbrance accounting with integrated workflow. • Gain easy and instant insight into your organization with a fund-based account classification structure. Unlimited financial dimensions and expanded reporting capabilities accommodate funds, programs, functions, organizations, projects, grants, and locations to support government-specific accounting practices. • Help facilitate efficient collaboration with customers while helping to significantly reduce billing process management time by using a flexible billing engine that accommodates the diverse needs of users' departments.
Constituent Relationship Management	• Help improve citizen services through customer relationship and case management capabilities. Microsoft Dynamics AX 2012 includes a connector to Microsoft Dynamics CRM and supports both online and on-premises versions.
Project Management and Accounting	• Easily manage initiatives with multiyear grant and project accounting. Track multiple funding sources to automatically distribute funds according to program guidelines to facilitate multiyear budgeting, accounting, and project and grant life-cycle reporting. Set up, manage, and improve project management through integration with Microsoft Project Server 2010. • Manage project and grant funding by associating multiple funding sources with a project or grant, optionally linking any transaction to a specific funding source, prioritizing funding sources, and restricting funding sources to exclusive activities or classes of expenditures.
Procurement and Sourcing	• Use procurement and sourcing in Microsoft Dynamics AX 2012 to facilitate direct and indirect procurement of goods and services. • Take advantage of self-service capabilities to empower employees to order day-to-day goods and services from searchable online catalogs. • Help vendors operate more efficiently by enabling them to perform a variety of tasks online, such as updating profile data, requesting additional users, updating commodity and catalog content, submitting invoices, reviewing payments, and more. • Establish a centralized buyer capability across your organization to support procurement policies and processes. Easily set up and maintain multiple purchasing policies and apply them to different sets of purchasers throughout the organization.
Compliance and Internal Controls	• Use built-for-government accounting capabilities and workflow tools to help ensure compliance with regulatory and administrative requirements. • Take advantage of the Audit Workbench to define your organization's policies and automate the auditing process. • Use an Environmental Sustainability Dashboard to help track energy consumption and carbon footprint. • Help ensure organizational compliance with laws, regulations, policies, and business rules, including internal controls through the Compliance Center.
Human Capital Management	• Manage your human resources with Human Capital Management including benefits administration, absence management, compensation management, injury and illness tracking, employee development, and competency management. • Transfer and view employee records easily, and reduce manual process steps in recruiting, onboarding, development, transfer, and termination.

Employee Portal	• Use the Employee Portal and workflow tools to enforce spending, allow approval policies, and to enable employee self-service for performance goal management. • Easily manage expenses with Expense Management and integrated workflow including travel requisition, cash advance request, expense entry, credit card reconciliation, and expense report delegation.
Tools	• Automate business processes through a graphical workflow editor to create business rules and custom workflows (or use templates) by business analysts. • Help ensure segregation of duty and minimal setup and maintenance of user accounts with role-based security and single sign-on capabilities. • Make organization-specific modifications easily in Microsoft Visual Studio® and X++ development environments. • Ease application-to-application and business-to-business integration with a flexible services and application integration framework.
Business Intelligence and Reporting	• Give employees instant access to information with built-in reports based on Microsoft SQL Server® Reporting Services. Automatically generate custom reports with Microsoft SQL Server Report Builder, an ad hoc query tool. • Enable self-service business intelligence with prebuilt data cubes that can be displayed as KPIs in employees' Role Centers and viewed with more detail in Excel. • Use Active Directory® directory service and single sign-on to ensure that information is securely accessed by the right people.
Microsoft Platform Interoperability	• Maximize your existing IT investments, lower TCO, and make additional productivity gains through Microsoft Dynamics AX 2012 interoperability with other key Microsoft technologies, including: Microsoft Office Microsoft SharePoint Microsoft SQL Server Microsoft BizTalk® Server Microsoft Lync™ Windows and Windows Server® Microsoft .NET Microsoft Visual Studio

Partner with industry experts

Microsoft Dynamics AX 2012 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 solution selection, to planning and design, to customization and configuration, to implementation, training, and ongoing support. This means you can get world-class business solutions from professionals who understand how your public sector organization works. To find a local Microsoft Dynamics partner and solutions for government, visit http://dynamics.pinpoint.microsoft.com.
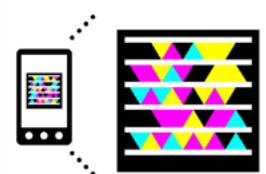
Do more with less

Microsoft Dynamics AX 2012 offers a powerful, agile, simple solution for governments striving to satisfy their constituents' service expectations with cost-effective solutions. Accelerate your time to value by adopting Microsoft Dynamics AX 2012 today.

Learn more about Microsoft Dynamics AX 2012

Visit our website at www.microsoft.com/dynamics/AX.

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