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# Internal Sales Management of Heating Materials and Heating Systems

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## Abstract

Software - M3, Microsoft office dynamics 365 and Microsoft excel. The whole work deals with three types of categories HS (Heating System), PHS (Process Heating System) and HM (Heating Material). All these categories consist of many products. The heating system requires 3 to 6 weeks to be manufactured. The process heating material needs 3 months to be manufactured. The heating materials are usually kept ready for the orders. There are two types of sales- the field sales and the inside sales. The field sales take care of the getting orders from the customers. The inside sales takes care of the internal information of the customer, invoicing, and order confirmation. The inside sales also look after the payment process and order placement. Firstly, a PO is sent from the field sales regarding the customer and the order requested. As mentioned, customer master and financial based works are taken over by the inside sales. The customer master is used to check whether the customer is new or old, whether to accept the order and to also check whether payments can be made. All the information is uploaded in a M3 and Dynamics 365 software and an invoice is being created. The invoice is sent to the technical team. When the technical team confirms the order then the information is sent to the design team and the delivery date is finalized. Then the order is confirmed by the inside sales. The production is started after confirmation. There is a separate team for assembly. After confirmation the inside sales proceed with payment methods.

**Keywords:** Heating Materials (HM), Heating Systems (HS), Process Heating System (PHS), Sales Management.



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## Introduction

Internal Sales Management system, utilizing the capabilities of Infor M3 and Microsoft Dynamics 365, is a comprehensive solution designed to optimize internal sales processes within an organization [1]. This synopsis provides an overview of how the integration of these ERP systems can enhance sales efficiency, improve customer relationships, and drive revenue growth. Infor M3 and Dynamics 365 are seamlessly integrated, allowing for the exchange of data and synchronization of sales-related information between the two systems, ensuring a unified and efficient sales process [2].

The system enables effective lead and opportunity management, allowing sales teams to track and nurture leads, identify potential opportunities, and efficiently convert them into sales. With integrated CRM functionalities, the system centralizes customer information, interactions, and purchase history, enabling personalized engagement, effective sales follow-ups, and improved customer satisfaction [3]. The system streamlines the order management process, from quotation generation to order fulfilment, ensuring accurate and timely processing of sales orders, reducing errors and delays [4]. Integrated analytics and reporting capabilities provide valuable insights into sales performance, revenue trends, and customer behaviour, empowering data-driven decision-making, and proactive sales strategies.

The integrated system eliminates manual data entry and ensures real-time data synchronization, enabling sales teams to access accurate information, streamline processes, and focus on revenue-generating activities. With consolidated customer data and integrated CRM functionalities, the system enables personalized interactions, improved customer service, and targeted sales approaches, fostering stronger customer relationships. The integrated systems streamline the entire order management process, minimizing errors, reducing processing time, and improving order accuracy, resulting in faster order fulfilment and increased customer satisfaction.

By leveraging the integrated analytics and reporting capabilities, organizations gain actionable insights into sales performance, customer preferences, and market trends, facilitating effective sales strategies and revenue growth [5]. Infor M3 and Dynamics 365 offer scalability and flexibility, allowing the system to grow and adapt to changing business needs, ensuring long-term support for sales management processes. The implementation of the integrated Internal Sales Management system using Infor M3 and Dynamics 365 can have a transformative impact on the organization.

## Literature Review

Riffat et al [6] proposed based on our analysis of the available technological data, offer a logical strategy for the future usage of working fluids. It is apparent that volatile fluids will remain important for cooling and producing electricity, but new methods will be required to maximize safety and energy efficiency while minimizing environmental damage. We describe four cutting-edge technologies that use air/water cycles while concurrently discussing the historical and contemporary state of volatile fluids. The findings of the study demonstrated the rapid advancement of technology utilizing water or air as a working fluid for heating, cooling, and power generation. These technologies show promise for replacing traditional methods, which could soon contribute to global sustainability.

Campos et al [7] proposed an analysis of four scenarios is conducted to examine the role of individual heat pumps and energy saving measures in providing adequate and clean heating in rural areas. This research evaluates the possibility for energy demand flexibility from a high-level viewpoint by using individual heat pumps that are fitted with hot water storage. Initially, field surveys and official information are used to estimate, using a bottom-up model, the present annual household heating energy consumption of a rural area in Hungary. Next, based on population trends and the average number of building retrofits (thermal insulation) completed annually in the area, four scenarios are used to forecast the future energy usage for heating.

Mei et al [8] paper applies the flathead pipe-based liquid-cooled thermal management system to a power battery system in order to confirm its good thermal management effect on a single battery pack. The effectiveness of the flat heat pipe in enhancing the thermal equilibrium performance of the liquid-cooled thermal management system was confirmed, and the effects of various discharge rates, coolant flow rates, and coolant inlet temperatures on the temperature distribution uniformity of the power battery system were examined.

Maruf et al [9] The study fills a research vacuum in three primary areas. In order to complement or replace the current fossil fuel-based heating system, it first identifies and categorizes the main power-to-heat and thermal energy

storage technologies that are efficient, mature technologically, and climate neutral. The identified technologies' degrees of technological readiness are shown in the second section, along with a discussion of their possible application in a sustainable European energy system. The mathematical modeling equations for the technologies in large-scale optimization energy models are presented in the third section. The most promising power-to-heat alternatives were determined to include electric heat pumps, electric boilers, electric resistance heaters, and hybrid heating systems. The most promising thermal energy storage systems were divided into four main groups. sensible and latent heat, electric boilers, electric resistance heaters, and low-temperature electric heat pumps.

Bahru et al [10] TIMs are crucial for heat dissipation, low power consumption while operating, and less internal component damage among small components. The TIMs are placed in between two contact surfaces to improve thermal conductivity, which will slow down the rate at which the surface temperature increases over time and speed up the cooling process by supplying the system with constant power at the lowest possible increment. The goal of research on hybrid and nanomaterials is to minimize resistance and increase heat conductivity in devices. It is still up for debate, though, which fabrication technique is best for getting high production and performance. As a result, important fabrication techniques have been investigated for different materials

## Proposed Methodology

The mine automation systems cover all aspects of automation, from single equipment to full fleet control. Business area Sandvik Rock Processing Solutions is a leading supplier of equipment, tools, parts, service and solutions for processing rock and minerals in the mining and infrastructure industries. Applications include crushing, screening, breaking and demolition. The focus lies on bringing value to customers through high-performing products that increase productivity and safety as well as to provide services and flexible maintenance programs that extend uptime and cut costs. A growing part of the business area's offering is targeted towards more energy-efficient comminution, processes, and technologies together with larger data sets to meet future customer requirements. This contributes directly to the industry’s target of sustainable comminution, protecting the environment, and reduction of operational costs.

The business model also generates value for employees and society, which together with the large customer value ultimately leads to shareholder value. Sandvik has a decentralized organization. Operations are conducted in three business model each of them having several divisions with responsibility for research and development (R&D), production and sales of their respective products and services. The nature of each business decides, for example, production set-up and go-to-market strategy.

## Modules

### Infor M3

Infor M3 software is an enterprise resource planning (ERP) solution that covers various aspectsof business operations. The software has both front-end and back-end components. The front end of Infor M3 refers to the user interface and functionality that users interact with directly. Itincludes modules and features that enable users to perform tasks such as data entry, accessinginformation, generating reports, and managing workflows. The front end is designed to be user-friendly and provides a visual representation of the system's capabilities. On the other hand, the back end of Infor M3 encompasses the underlying infrastructure, databases, and server-side processes that support the software's functionality. It involves components like data storage, data processing, business logic, and integration with other systems. The back end ensures thatthe system runs smoothly, handles data securely, and supports the various front-end features. Together, the front end and back end of Infor M3 work in tandem to provide a comprehensive ERP solution for businesses, combining user-friendly interfaces with robust backend processesto manage and streamline operations.

### *Microsoft Dynamics 365*

Microsoft Dynamics 365 is a suite of enterprise applications that encompass various business functions. It consists of both front-end and back-end components. The front end of Microsoft Dynamics 365 refers to the user interface and functionality that users interact with directly. It includes applications such as Dynamics 365 Sales, Customer Service, Marketing, Field Service, and more. These applications provide user-friendly interfaces for tasks such as managing customer relationships, tracking sales opportunities, handling support cases, and executing marketing campaigns. On the other hand, the back end of Microsoft Dynamics 365 comprises the underlying infrastructure, databases, and server-side processes that support the software's functionality. It involves components like data storage, data processing, security, integration with other systems, and automation of business processes. The back

end ensures that data is stored securely, processed efficiently, and provides the necessary functionality to support the front-end applications. Together, the front end and back end of Microsoft Dynamics 365 work together to provide a comprehensive solution for businesses, combining user-friendly interfaces with a robust backend infrastructure to manage various aspects of their operations, such as sales, customer service, marketing, and more.

**Interface**

***Internal Interface***

The internal interface of Infor M3 refers to the way different components, modules, and services within the ERP system interact and communicate with each other. It involves the internal architecture and design that enables seamless data flow and processing within the system. In modern versions of Infor M3, a service-oriented architecture might be used, where functionalities are exposed as services that can be accessed by other components or modules. This architecture promotes loose coupling and facilitates integration with other systems. Infor M3 typically has a business logic layer that contains the rules and calculations governing various processes. This layer acts as an intermediary between the front-end user interface and the database, processing user requests and translating them into actions.

The internal interface ensures smooth connectivity between the application layer and the database, allowing data to be stored, retrieved, and updated efficiently. Different modules and components in Infor M3 may need to exchange data with each other. The internal interface enables data integration, ensuring that data is consistent and up-to-date across the system. Infor M3 may employ event-driven architecture, where certain actions or changes trigger events that can be handled by other components. For example, a sales order creation event might trigger processes in inventory management. In cases where asynchronous processing is required, Infor M3 may utilize messaging and queues to decouple processes and improve system scalability.

The internal interface implements security measures, ensuring that only authorized components or users can access sensitive data or perform specific actions. Infor M3's internal interface might manage workflows and process automation, guiding data through various stages and approvals. Some tasks in Infor M3 may involve batch processing, where large volumes of data are processed in scheduled intervals or during off-peak hours. The internal interface includes robust error- handling mechanisms and logging functionalities to detect and handle exceptions, ensuring system stability and providing insight into issues. Infor M3 may integrate with external systems through APIs or other methods. The internal interface facilitates data exchange and interoperability with other applications. The effectiveness of the internal interface in Infor M3 is essential for the system's overall performance, reliability, and scalability. A well-designed and well-implemented internal interface ensures seamless data flow, efficient processing, and smooth coordination of tasks within the ERP system.

***External Interface***

The external interface of Infor M3 refers to how the ERP system interacts with external entities, such as other software applications, third-party systems, or external users. It involves communication channels and protocols that enable data exchange and integration with entities outside the Infor M3 environment. Infor M3 may expose APIs that allow external systems to interact with and access specific functionalities or data within the ERP system. APIs facilitate seamless integration and data exchange. Infor M3 might offer web services that enable external applications to communicate with the ERP system over the internet using standard web protocols like SOAP (Simple Object Access Protocol) or REST (Representational State Transfer).

Infor M3 supports data import and export functionalities, allowing users to import data from external sources or export data from Infor M3 for use in other applications. Infor M3 can integrate with EDI systems to exchange structured data electronically with trading partners, streamlining business-to-business communication. The external interface may enable seamless integration with e-commerce platforms, facilitating order processing, inventory management, and customer data synchronization. Infor M3 can offer mobile applications that allow users to access relevant information and perform tasks on the go, extending the system's reach beyond traditional desktop environments. Infor M3 can provide external users, such as customers, vendors, or partners, with limited access to certain functionalities or data through secure portals or self-service interfaces.

The external interface may enable integration with business intelligence tools, allowing users to analyse data from Infor M3 alongside data from other sources for comprehensive insights. Infor M3 may support single sign-on capabilities, allowing users to access the ERP system using their credentials from a centralized identity provider. In some cases, Infor M3 might integrate with messaging and integration platforms like middleware or enterprise service buses (ESBs) to facilitate data flow between different systems. Infor M3 can integrate with external systems,

such as CRM (Customer Relationship Management) software, warehouse management systems, or financial applications, to ensure data consistency and process efficiency. The external interface of Infor M3 plays a crucial role in enabling seamless collaboration, data exchange, and interoperability with other systems, supporting organizations' efforts to optimize their business processes and leverage data effectively.

***User Interface***

The user interface of Infor M3 is designed to provide a user-friendly and intuitive experience for interacting with the ERP system. It aims to streamline business processes, simplify data entry, and offer valuable insights through visual representations. The user interface typically includes a dashboard that serves as a central hub for users to access key performance indicators (KPIs), reports, and other relevant information at a glance. Infor M3 offers organized navigation menus to help users easily navigate through different modules and functionalities within the system. The user interface tailors information based on users' roles and permissions, ensuring they only see relevant data and functions related to their job responsibilities. Infor M3 includes search and filtering options to enable users to find specific data quickly and efficiently, especially in large datasets.

The user interface presents data entry forms and screens that are designed to logically organize information and guide users through various processes. Infor M3 incorporates data visualization techniques like charts, graphs, and tables to present complexdata in a visually appealing and easy-to-understand manner. The user interface may provide contextual help or tooltips to assist users in understanding the purpose and usage of specific features or fields. Infor M3 allows users to customize the layout of screens and dashboards, tailoring the interface to suit individual preferences and workflows. In modern implementations, Infor M3 offers a mobile-responsive design, allowing users to access the ERPsystem from various devices like smartphones and tablets. The user interface may display alertsand notifications to inform users about critical events, pending tasks, or exceptions that requireattention. Infor M3's user interface can support workflow management, guiding users through defined processes and approvals.

Users can often export data from the user interface into various formats for further analysis or print reports for documentation purposes. The user interface of Infor M3 is continuously improved and updated to enhance user productivity, facilitate better decision-making, and provide an overall efficient and pleasant experience for users interacting with the ERP system.

## System Specification

**Table 1: Hardware Requirement**

| | |
|---|---|
| Processor | Quad-Core Intel Xeon E5 Series |
| Installed Memory | 10 GB |
| Hard Disk | 140 GB |
| Operating System | Windows 11 |

**Table 2: Software Requirements**

| | |
|---|---|
| Front-end | API Gateway |
| Back-end | Python |
| Tool | MDI |
| Database | SQL Server |

**Software Specification**

***Back-end***

The back-end of Infor M3 and Microsoft Dynamics 365 refers to the underlying architecture,databases, and processes that handle data storage, processing, and business logic.

***Infor M3 Back-end***

The back-end of Infor M3 is a complex infrastructure that manages the core functionalities of the ERP system. It typically includes:

Database: Infor M3 relies on a robust relational database to store all the data related to differentmodules, such as sales, inventory, finance, manufacturing, and human resources. The database is crucial for storing and retrieving information efficiently.

**Application Servers:** Infor M3 uses application servers to process and execute business logic. These servers handle user requests from the front-end, interact with the database, and performvarious calculations and operations required to complete tasks.

**Integration Services:** Infor M3 may have integration services that facilitate data exchange withexternal systems or other applications within the organization. These services enable seamless data flow between Infor M3 and other systems.

**Security and Authentication:** The back-end of Infor M3 incorporates security measures to control user access to data and functions within the ERP system. This includes authentication,authorization, and data encryption to protect sensitive information.

***Microsoft Dynamics 365 Back-end***

The back-end of Microsoft Dynamics 365 is also a sophisticated infrastructure designed to support the CRM and ERP functionalities of the system. It typically includes:

**Common Data Service (CDS):** Microsoft Dynamics 365 uses the Common Data Service, whichis a cloud-based data storage and modelling platform. CDS acts as a unifying data repository for different Dynamics 365 applications, ensuring data consistency and seamless data sharing across modules.

**Azure Cloud Services:** Microsoft Dynamics 365 is built on the Microsoft Azure cloud platform, which provides scalable and reliable computing resources to handle various operations. Azure.

## Results and Discussion

Infor M3 offers ultimate flexibility in operations, technology, and scale.As a multi-site, multi-country, and multi-company solutions, M3 empowers yourorganization to adapt to changing business needs. It provides flexibility in managing mixed-mode and complex environments, with the agility to make quick adjustments at any time.Written in java, M3 also gives you a platform independence and choice.

**Customer Sales and Services**

- Manage all your customer related information from simple product sales to complexmake to make order products.
- Whether you are courting a new client or maintaining a long-term relationship, InforM3 gives a complete picture of every customer in a multi-channel sales environment.
- The process begins when a customer places an order.

**Customer Order Flows**

- Customer orders can be entered manually in ‘customer order, open’ or createdautomatically via M3 batch order entry.
- Also, the order is connected to a customer order type, which determines how the orderis processed through the customer order flow.
- The type regulates the checks made; the default values retrieved for the order; thealternative activities are allowed.

**Order Placement Process**

STEP 1: Type item code in navigator OR type in start box on the right side in M3 screen.

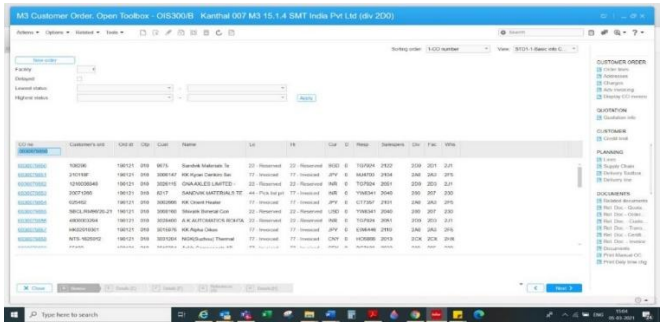

**Fig. 1: Item Code**

STEP 2: Click new order- to create new order.

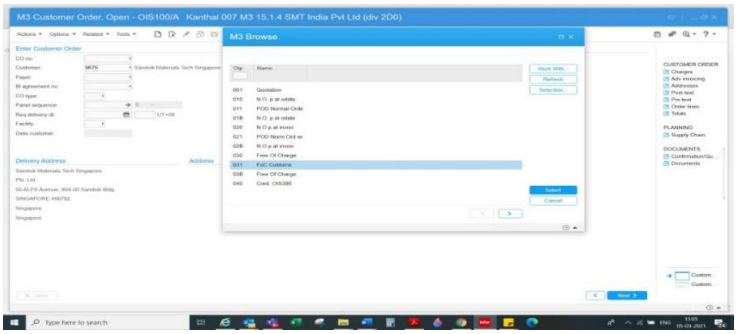

**Fig. 2: Create New Order**

STEP 3: Customer order will open and enter customer number and required delivery date andpress enter.

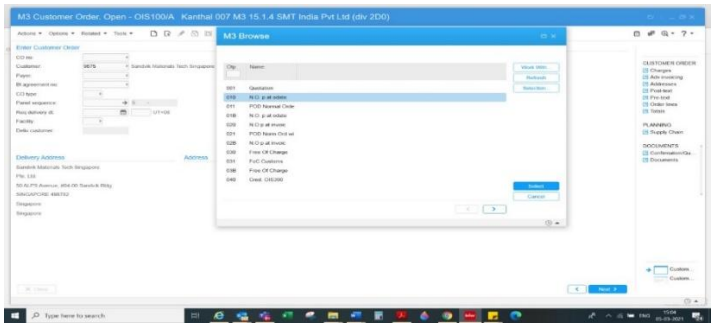

**Fig. 3: Customer Order Details**

STEP 4: Check the delivery address if you want to change the delivery address number. Press F4 in the address number field box and choose your address and press enter.

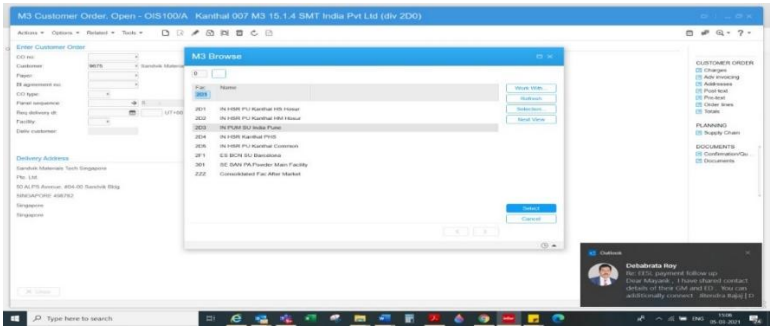

**Fig. 4: Delivery Address**

STEP 5: After pressing enter now you will get an E panel screen and fill necessary field andpress enter.

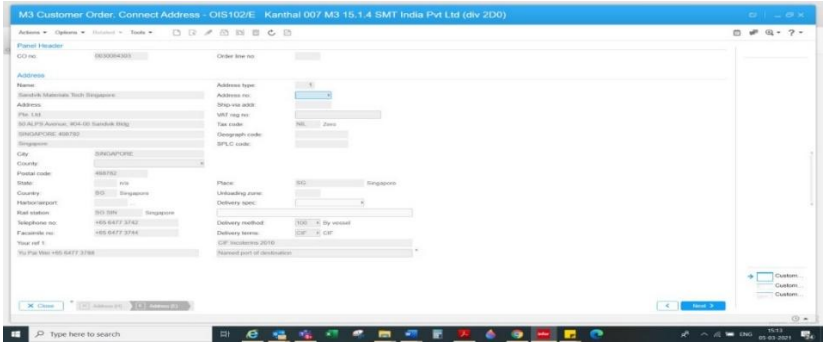

**Fig. 5: E-Panel Screen**

STEP 6: After pressing enter now you will get a F panel screen and fill necessary field andpress enter.

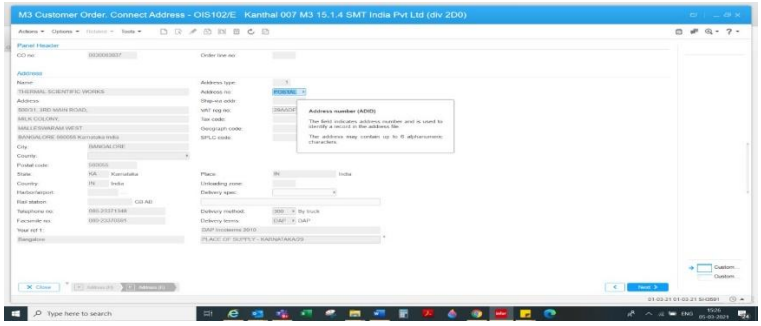

**Fig. 6: F-Panel Screen**

STEP 7: After pressing enter now you will get a G panel screen and fill necessary field andpress enter.

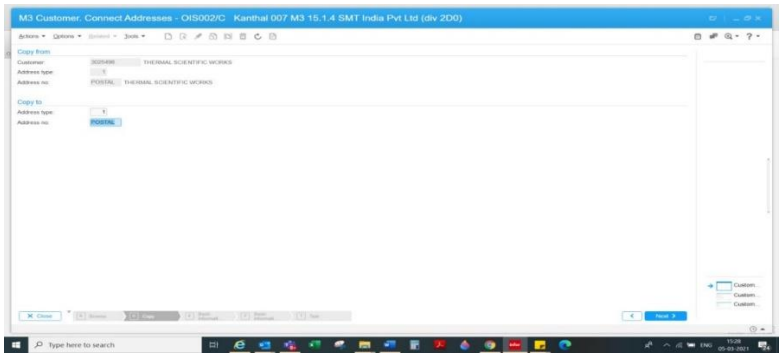

**Fig. 7. G-Panel Screen**

STEP 8: After pressing enter now you will get a H panel screen and fill necessary field andpress enter.

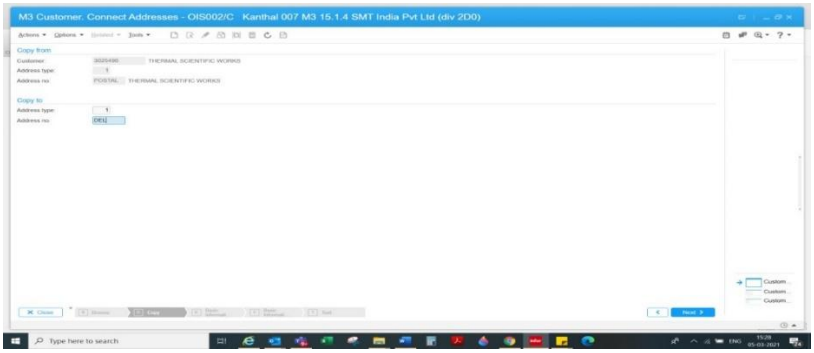

**Fig. 8: H-Panel Screen**

STEP 9: After pressing enter now you will get a B1 panel screen and enter item, order quantityand press add button.

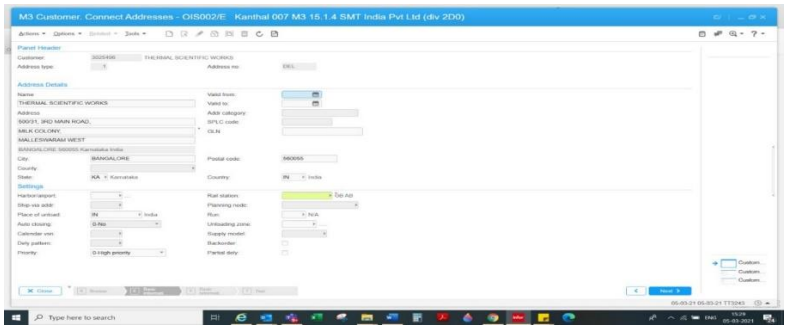

**Fig. 9: B1 Panel screen**

STEP 10: After pressing add button now you will get an E panel screen and fill the necessaryfield like sales price, cost price and enter.

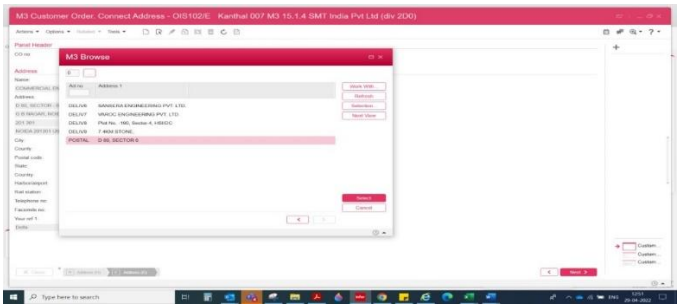

**Fig. 10: E-Panel Screen**

STEP 11: Select the route in I panel.

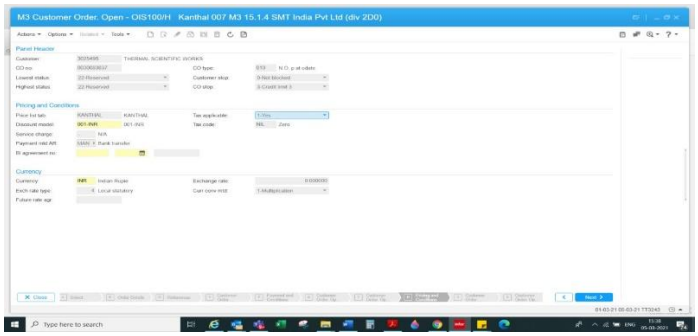

**Fig. 11: I Panel**

STEP 12: Now the item will be added and here you can add charges by right click the linerelated options and click charges or select the line and press (ctrl+12).

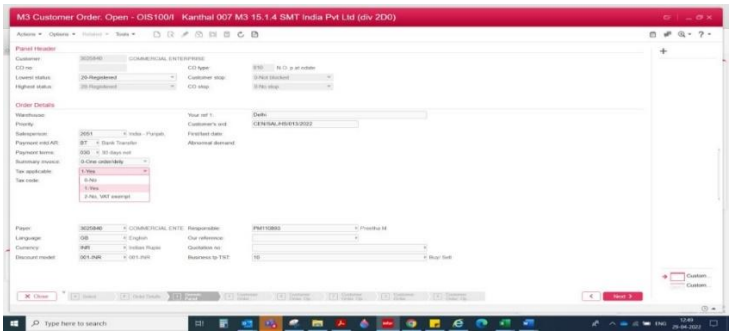

**Fig. 12: No. Of Items Added and Changed Screen**

STEP 13: Now you get a B panel screen and here we can add charges for line item and you can add charges by pressing F4 on charge field and select the charges you need to add.

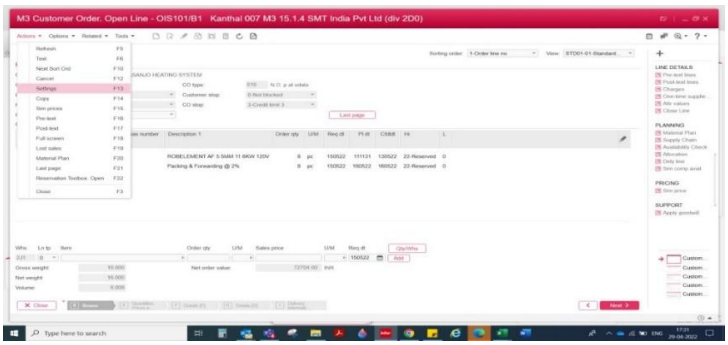

**Fig. 13: B-Panel Screen for Add Charges**

STEP 14: After selecting your charges click create icon.

STEP 15: Now the packing charges is created.

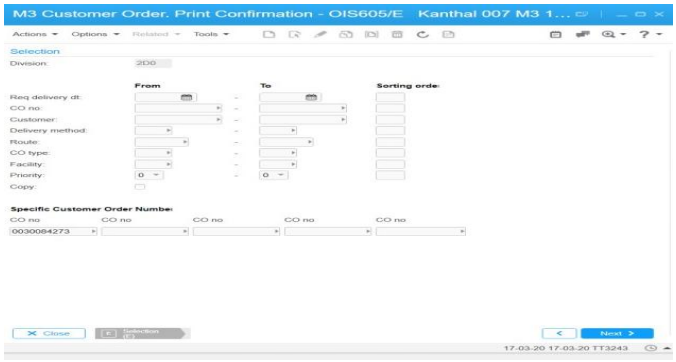


**Fig. 15: Create Packing Charges**

**Order Confirmation/Quotation**

After a customer order is entered, a confirmation can be sent to the customer. The confirmation contains items ordered, quantities, terms, prices, planned delivery time, etc.It is printed from 'customer order. Print confirmation.'

STEP 1: Select the customer order number and press ctrl+6 or right click related options confirmation/quotation.

STEP 2: Press next or enter

STEP 3: Now click the mail and press confirm output and the document will be received to email id services enable Dynamics 365 to manage data, perform computations, and ensure high availability.

**Business Logic and Workflows:** The back-end of Dynamics 365 includes business logic and workflows that govern how data is processed, rules are enforced, and automations are executedwithin the system.

**Integration and APIs:** Dynamics 365 offers integration capabilities and APIs (Application Programming Interfaces) that allow data exchange with external systems and enable custom integrations with other applications.

Both Infor M3 and Microsoft Dynamics 365 have robust back-end infrastructures to ensure data integrity, reliability, and performance. These back-ends play a crucial role in supporting the front-end user interface and delivering the functionality required by businesses.

**Dynamics 365**

The dynamics 365 creates a hyperconnected business that links people, data, and processesacross an organization – enabling every team to quickly adapt and innovate. We can:

- Get increased visibility into customer needs
- Lead customers down the pipeline faster and close more details
- Streamline processes and coach sellers

Dynamics 365 is a portfolio of intelligent business applications that delivers superior operational efficiency and breakthrough customer experiences enabling businesses to become more agile and reduce complexity without increasing costs.

**Tasks**

The task tab consists of the tasks assigned by the sales engineers to place order or to make anychanges regarding the customer details.

**Accounts**

Each customer has an account in dynamics which consist of all the details of the customer. Each customer can have multiple accounts as the headquarters, the branches and the shipping addresses may vary.

**Contacts**

The contacts tab consists of the contact details of a person related to the customer company. There can be multiple contacts for a single company.

**Visit Report**

The visit report tab consists of the reports created by the sales engineer about the visits he/she has made to the field and the discussions taken place.

**Queues**

The queues tab consists of the requests or mails sent by the customer to the inside sales team. The queues are also linked with the mail id of the user.

**Opportunities**

The opportunity tab consists of the customer request like an offer to the sales team. The opportunity is taken up as a task and converted to a lead.

**Lead**

Lead is a tab where a particular task is taken up with entered data of the customer and assigned to the sales engineer.

**Quotes**

The quotes tab consists of the orders that are accepted by the sales engineer. It also consists of the purchase orders of the customers.

**Order Management**

- A request is placed by a customer regarding the placement of an order.
- The queue tab consists of the requests and mails sent by the customer.
- The inside sales team takes over the task fills in the details of the customer in the accounts tab by clicking on new.
- Then the details are sent to the lead tab and assigned to a sales engineer.
- The sales engineer goes through the details of the customer and contact the customer for further discussion.
- If the deals are of for the customer the sales engineer sends a quotation regarding the customer's order.
- The purchase order is sent by the customer.
- The purchase order consists of the details of the customer and the details of the company.
- The details are uploaded in the M3 software to place an order.
- After placing an order, an order confirmation document is received.
- This order confirmation document is uploaded in the document section in the account tab.
- The purchase order and the order confirmation documents consist of details such as- customer ID, customer name, company id, company name, customer address, delivery address, company address, customer contacts, the list of products, price of each product, the total payable amount, delivery method, delivery terms, payment terms.
- Dynamics is used to mainly set up a communication between the sales team, the customer, and the sales employee.
- The dynamics also maintains the records of the customers, the contacts and the about the visits made by the sales engineer.

**Creating Offer from Opportunity**

Step 1 – Go to quotes section, press the plus sign (Arrow A)

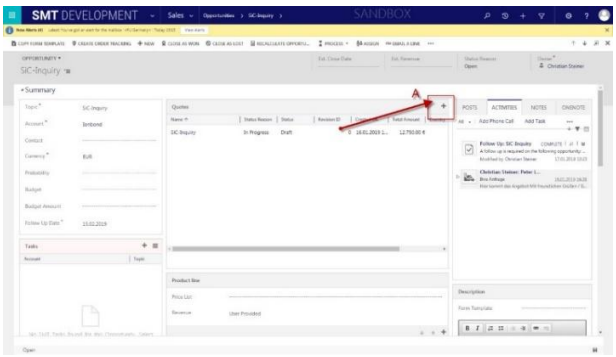


**Fig. 16: Create Offer from Opportunity**

Step 2 – New window opens for quote. Fields to change: currency, price list, validity, contact.

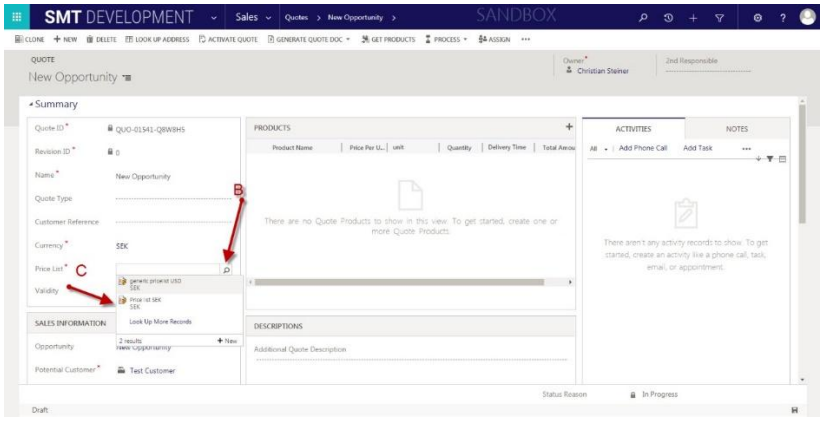


**Fig. 17: New Windows for Quote**

Step 3 – save

Step 4 – Add personalizes greeting to offer document

Step 5 – products, press the plus sign. Select and click on "write-in product"

Step 6 – new window open. Fields to fill in: write-in products, unit, article number, descriptionbottom, delivery time, pricing per unit, quantity.

Step 7 – press save and close. Repeat steps 5 through 7 to add more product line items.

Step 8 – press generate quote doc. Select quote template for your market/language.

Step 9 – new window open. Check/proof all details in the quote for correctness. Make sure to check all pages in more than 1. Press save button. Selection – "acrobat (PDF) file." Make sureto save your quote file in a place you will be able to find later.

Step 10 – close the PDF quote window. This returns you back to opportunity window.

Step 11 – to email the quote, click on activities tab. Click on the three dots. Select email.

Step 12 – new email page opens. Fields to fill in: to, subject, text box. Press saves. Press plussign.

Step 13 – manage attachments. Press "choose file." Select the quote file saved in step 9.

Step 14 – press attach. Press close. Bring you back to email. Press sends

Step 15 – back to opportunity. Scroll down to quotes. See the quote file in the list, click on toopen. Open quote, press activate quote. Quote is now locked. Cannot change anymore.

Step 16 – if necessary to make a revision, press revise at top to re-open the file. Make thenecessary changes according to previous steps until offer is activated again.

Step 17 – on opportunity card, make sure to close the offer as "won" or "lost". If not possible to close the opportunity, then an offer was left not activated.

## Conclusion

During the project, I had the opportunity to explore the front-end and back-end aspects of both software systems. On the front end, I gained hands-onexperience with the user interfaces and functionalities of Infor M3 and Dynamics 365. I learnedhow users interact with the systems to perform tasks such as data entry, information access, reporting, and workflow management. This exposure allowed me to appreciate the user- friendly design and features offered by both Infor M3 and Dynamics 365. In terms of the back-end components, I delved into the underlying infrastructure, databases, and server-side processes that power Infor M3 and Dynamics 365. This involved understanding aspects such as data storage, processing, security, system integration, and business process automation. I gained insights into the complexities of managing data, ensuring system performance, and maintaining data integrity. Comparing both systems, I observed that Infor M3 and Dynamics 365 provide comprehensive ERP solutions tailored to different

business needs. Infor M3 offers a robust set of features and functionalities, while Dynamics 365 offers a suite of applications covering various business functions. Each system has its strengths and advantages, depending on the specific requirements of an organization. Overall, this internship project provided me with valuable practical experience and knowledge in working with both Infor M3 and Dynamics 365. It deepened my understanding of ERP systems, their front-end and back-end components, and their significance in modern business operations. This experience has enhanced my skills and prepared me for future opportunities in the field of enterprise software solutions.

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