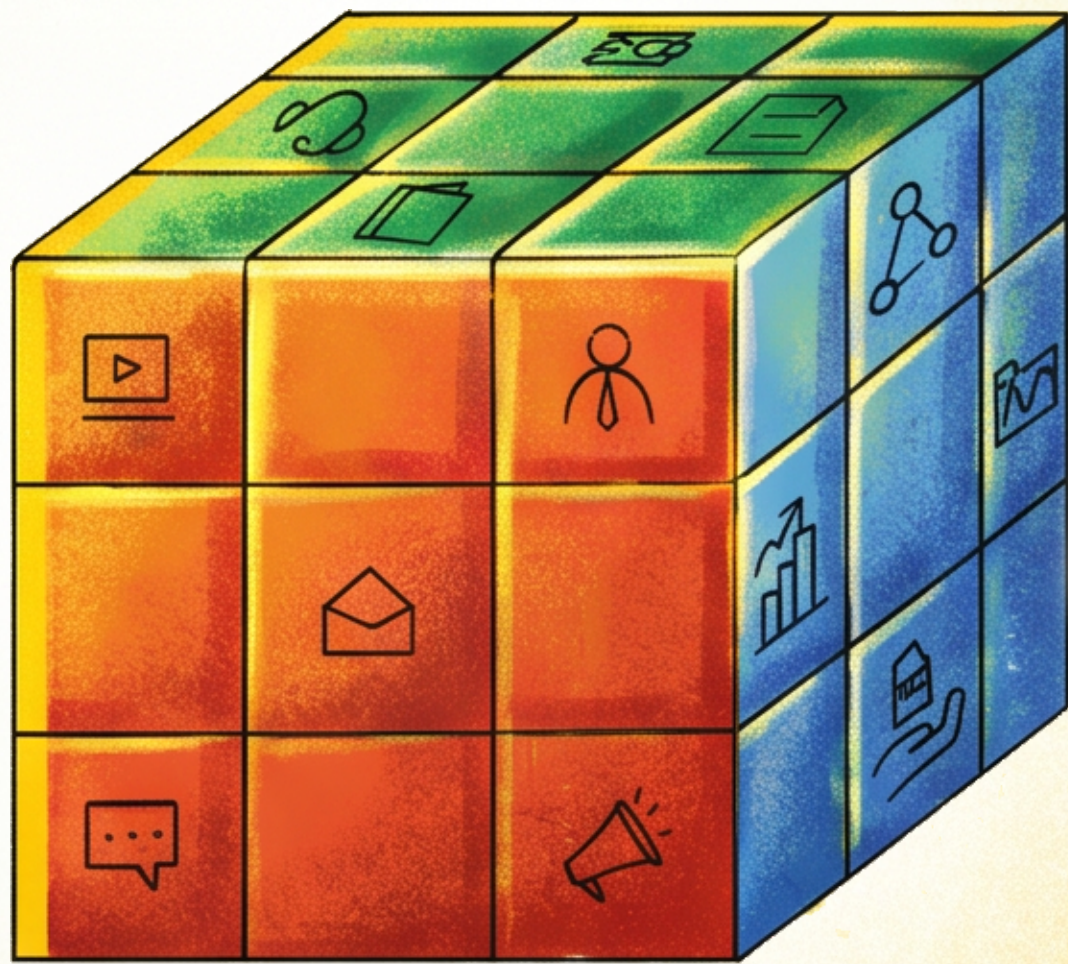
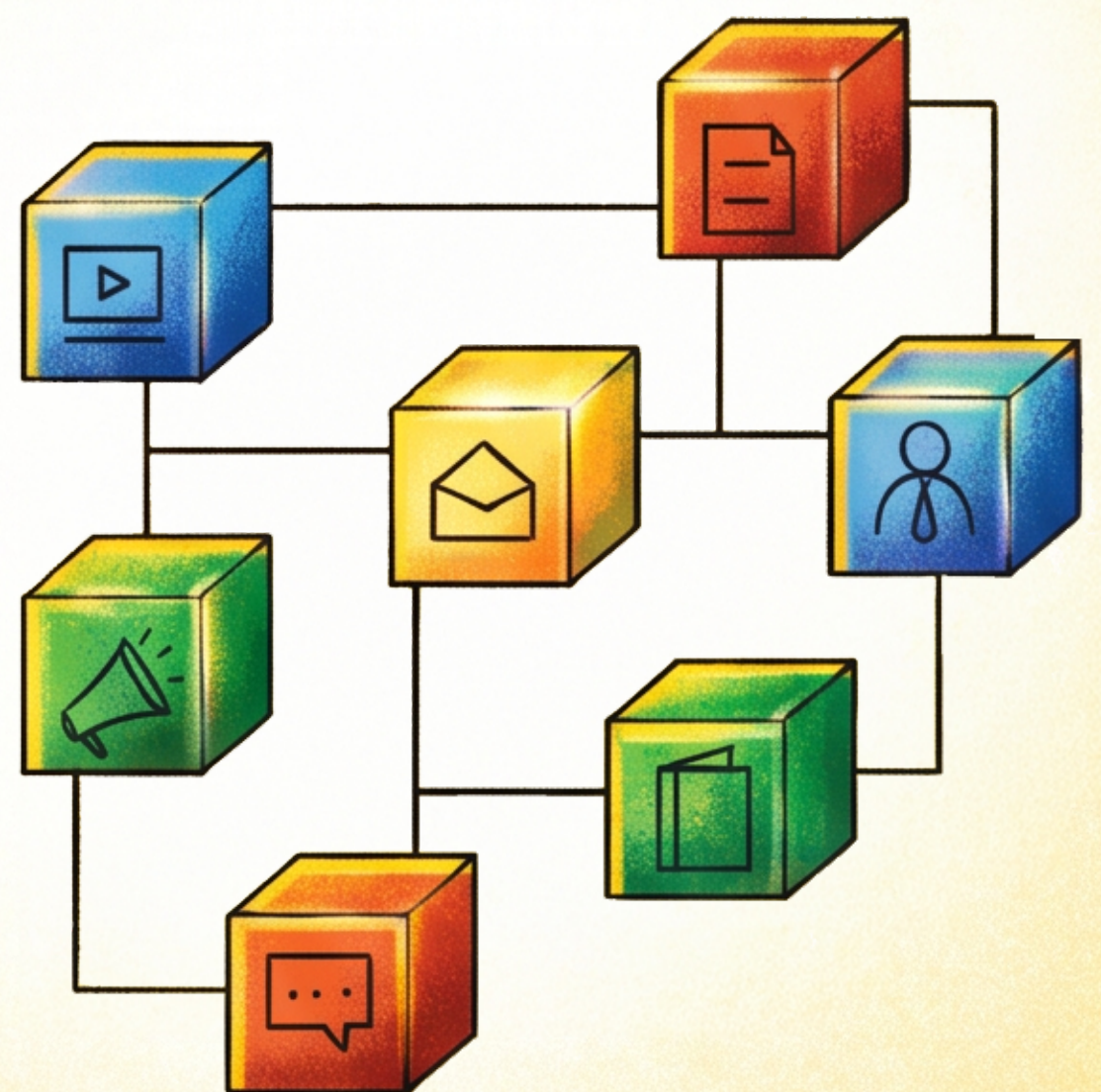


Zoho One vs Microsoft Dynamics 365

Get the full picture to make the right decision.



VS



The best alternative to Microsoft Dynamics 365 that you are looking for.



Zoho One is a unified platform housing 50+ applications across business functions. A secure solution that helps you build your business without the burden of heavy subscription and maintenance costs. Zoho One's value lies in the way it unifies your processes and information natively, without relying on third-party integrations. Keep your everyday work simple and streamlined without switching context or losing orientation on tasks.

VS



Microsoft Dynamics 365, a key player in the BMS market for years, built its tools and supporting features around on-premise infrastructure before transitioning to cloud software. It provides tools across business functions, with the exception of communication and collaboration, which require individual add-ons. Microsoft Dynamics 365's non-linear, modular approach demands separate implementation and integration for each component. This raises the question of whether the price you pay is actually worth it and if you could just find a better alternative.



Accounting and Finance

Invoicing



Estimates



Client Portal



Expenses



Bills



Banking



Projects



Inventory



Sales Orders



Purchase Orders



GST



Online Payment



Reporting



Automation



Documents



Customizable Templates



Transactional Approval



Recurring Expenses



Landed Cost



Role-based Security



Vendor Credits



Multi Currency





Accounting and Finance

Payment Reminders



Time Tracking



Receipt Management



Expense Management



Mileage Tracking



SSL Encryption



SKU Generator



Back Order



CRM

Lead Generation



Lead Management



Sales Force Automation



Omnichannel



Analytics



Sales Enablement



Performance Management



Predictive Sales



Customization



Marketing Automation



Team Collaboration



Mobile Apps



Security





CRM

Journey Orchestration



Conversational Assistant



Remote Work



Design Studio



Developer Platform



Inventory Management

Inventory Control



Multi-warehouse Management



Inventory Control



Multi-channel Selling



Order Management



Order Fulfillment



Insightful Reports



Inventory Tracking



Item Kitting



Bar Code



Multiple Currency



Post Shipment Updates



Customer Support and Satisfaction

Ticket Management



Self-service



Artificial Intelligence





Customer Support and Satisfaction		
Agent Productivity	✓	✓
Automation	✓	✓
Customization	✓	✓
Extensibility	✓	✓
Insights	✓	✓
Telephony	✓	✓
Sentiment Analysis	✓	✓
Reply Assistant	✓	✓
Auto Tag Tickets	✓	✓
Multi-brand Help Center	✓	✓
Security	✓	✓
Omnichannel	✓	✓
Analytics	✓	✓
Live Reports and Dashboards	✓	✓
Remote Support	✓	✓
Unattended Remote Access	✓	✗
Screen Sharing	✓	✓
Integrations	✓	✓
Live Camera Streaming	✓	✓
Freeze Camera Stream	✓	✗
Session Recording	✓	✓
SLAs	✓	✓



Human Resources Management

Database Management



Onboarding



Attendance Tracker



Leave Tracker



Shift Employee Schedules



Performance Evaluation



Corporate Learning Management System



Case Management



Employee Self-service and Collaboration



Documentation



Analytics



Customization



Order Management

Multi-channel Sales



Packaging and Shipping



Shipment Tracking



Payment Integration



Exportable Reports



Project Management

Task Management

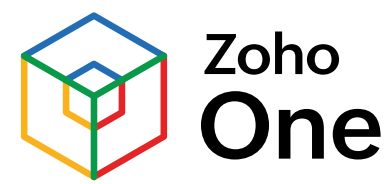


Task and Milestones



Dependencies





Project Management

Social Project Management



Charts and Reports



Time Tracking



Issue Tracking and Workflow



Service Level Agreements



E-Commerce

Pre-built Templates



Customizable Storefront



Informative Blogging Console



Landing Page Builder



Multiple Currency Converter



Product Management



Batch and Serial Number Tracking



Customer Management



Shipping and Delivery Management



Payment Solutions



Role Management



E-commerce Sales Tax



Recommended Similar Products



Abandoned Cart Recoveries

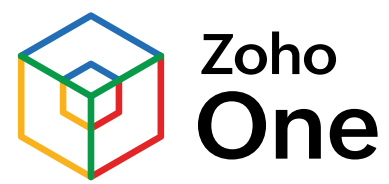


Advanced Coupon Implementation



User-generated Content





E-Commerce		
Personalized Marketing	✓	✓
SEO Friendly	✓	✓
Report and Analytics	✓	✓
Website Optimization		
Goal Tracking	✓	✓
Funnel Analysis	✓	✓
Heat Map Analysis	✓	✓
Session Recording	✓	✓
Form Analytics	✓	✓
A/B Testing	✓	✓
Split URL Testing	✓	✗
Personalization	✓	✓
Polls	✓	✓
Analytics and Business Intelligence		
Cloud Uploads	✓	✓
Database Hosting	✓	✓
Integration Flows	✓	✓
Data Blending	✓	✓
Visualization	✓	✓
Drag and Drop Report Creation	✓	✓
Unified Dashboards	✓	✓
Interactions	✓	✓



Analytics and Business Intelligence		
Geo Visualizations	✓	✓
Deep Analytics	✓	✓
Key Metrics	✓	✓
Data Alerts	✓	✓
Access Controls	✓	✓
Marketing Management		
Subscription Management	✓	✓
A/B Testing	✓	✓
Pre-designed Templates	✓	✓
Drag and Drop Editor	✓	✓
Email Workflows	✓	✓
Autoresponders	✓	✓
Merge Tags	✓	✓
Dynamic Content	✓	✓
Integrations	✓	✓
Behavioral Targeting	✓	✓
Usage-based Targeting	✓	✓
Multi-channel Targeting	✓	✓
Engagement Marketing	✓	✓
Lead Insights and Reports	✓	✓



Office Suite		
Team Management	✓	✗
Word Processor	✓	✗
Presentation	✓	✗
Spreadsheet	✓	✗
Customizable Template	✓	✗
Document Template	✓	✗
Prompt Presentation Generation	✓	✗
Form Creator	✓	✗
Plagiarism Checker	✓	✗
AI API Keys	✓	✗
AI Image Generation	✓	✗
Private and Public Sharing	✓	✗
Mobile Apps	✓	✗
Draft Sharing	✓	✗
Fast Uploads	✓	✗
Varied File Format	✓	✗
External Share Management	✓	✗
Desktop Sync	✓	✗
Version History	✓	✗
Advanced Analytics	✓	✗
Paperwork Automation	✓	✗



Email and Collaboration

Custom Domain Name Email ID



Advanced Search



Email Signatures



Group Management



Outbox



Mail for Admin



Email Policies



Unified Dashboard



Email Migration



Team Management



Versatile Toolkit



Productivity Management



Email Retention



eDiscovery



Huge Attachment Upload



Resource Booking



Highly Secure



Video and Web Conferencing

Audio Calls



Video Calls



Screen Sharing



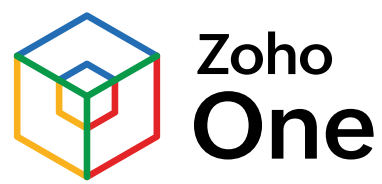
Screen Recording



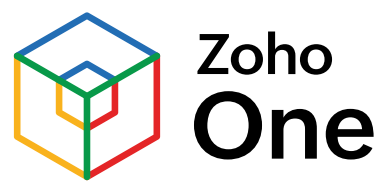


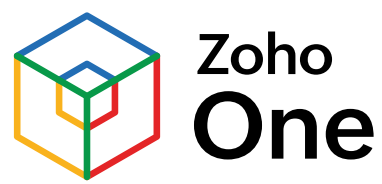
Video and Web Conferencing

Desktop Apps and Extensions	✓	✗
Organizational Settings	✓	✗
Highly Secure Sessions	✓	✗
Co-organizers	✓	✗
Reports and Analytics	✓	✗
Embed Meeting Links	✓	✗
Customizable Registration Forms	✓	✗
Embed Forms	✓	✗
Polls and QnA	✓	✗
Instant Meetings	✓	✗
RSVP and Reminders	✓	✗
Scheduled Meetings	✓	✗
Moderator Controls	✓	✗
Private Meetings	✓	✗
On-demand Training	✓	✗
Integration	✓	✗
Monetization	✓	✗
Open Mic	✓	✗
Whiteboards	✓	✗
Recurring Sessions	✓	✗



Artificial Intelligence		
Summarization	✓	✓
Contextual Intelligence	✓	✓
On-demand Reports	✓	✓
Trend Analysis	✓	✓
Handwriting Recognition	✓	✓
Translation	✓	✓
Grammar Correction	✓	✓
Phishing	✓	✓
Anomalous Behavior	✓	✓
Sentiment Behavior	✓	✓
Language Predictor	✓	✓
Data Cleaning	✓	✓
Keyword Extractor	✓	✓
Face Recognition	✗	✓
Root-cause Analysis	✓	✓
Malicious URL Detection	✓	✓
Log Analysis	✓	✓
Outage Predictions	✓	✓
Object Detectors	✓	✓
Classifiers	✓	✓

		
Custom Application Builder		
Data Sharing	✓	✗
Migration	✓	✗
Seamless Data Flow	✓	✗
Low-Code	✓	✗
Workflow Automation	✓	✗
Powerful Databases	✓	✗
Rapid Application Development	✓	✗
Business Process Management	✓	✗
(Paas) Platform-as-a-Service	✓	✗
Online Portals	✓	✗
Integration Flows	✓	✗
Serverless Functions	✓	✗
Data Enrichment	✓	✗
Deluge	✓	✗
Domain Authentication	✓	✗
Automatic Upgrades	✓	✗
White-label Enablement	✓	✗
Mobile App Maker	✓	✗
Enterprise Class Features		
Customization Across Platforms	✓	✓
Seamless Integrations	✓	✓
Defined and Customizable Workflows	✓	✓



Enterprise Class Features		
Custom Functions	✓	✓
Encryption	✓	✓
Data Centers	✓	✓
Sandboxing	✓	✓
IP Restrictions	✓	✓
Blueprints	✓	✓
Web/Mobile SDKs	✓	✓
Widgets	✓	✓
Advanced Reports and Analytics	✓	✓
Territory Management	✓	✓
AI Predictions	✓	✓
Centralized Admin Console	✓	✓
Contextual Dashboards	✓	✓
Mobile Adminstration	✓	✓
Security	✓	✓
Privacy	✓	✓
App Launcher	✓	✓
Extensibility	✓	✓
Mobile Applications		
iOS	✓	✓
Android	✓	✓



Zoho One

One-stop business management software solution for all your processes

“

Enterprise manufacturing company
sees 610% ROI with Zoho One by
retiring existing legacy applications
and increasing sales productivity by
\$750,000 annually



Barbara Peck,
Analyst - Nucleus Research.

zoho.com/one