

Bring AI Into How Your Business Runs

with Microsoft + Bond Consulting Services

Run Your Business Smarter with Microsoft Cloud

Bond Consulting Services (BCS) helps small and midsize organizations streamline operations, strengthen customer relationships, and unlock AI powered insights—all powered by the Microsoft Cloud.

Dynamics 365 Business Central (ERP)

Move beyond basic accounting software with a connected ERP that unifies finance, inventory, and operations. BCS helps you streamline processes, gain real-time visibility, and scale confidently with Microsoft's modern, cloud-based ERP.

Dynamics 365 Customer Engagement (CRM)

Build stronger relationships with connected sales, service, and marketing tools.

BCS helps you tailor Dynamics 365 to fit your team—turning customer data into meaningful action that drives growth and loyalty.

Microsoft Copilot

Bring AI into the apps your team already uses— from Dynamics 365 to Power BI and Microsoft 365. BCS helps you activate Copilot for Business Central, Sales, and Power BI to turn data into instant insights, automate daily tasks, and work smarter across every department.

Turn Microsoft Technology into Business Results

BCS helps you connect every part of your business — bringing Microsoft tools together so your teams can work smarter, faster, and with greater insight.

Ongoing Partnership, Unlimited Support

With **Unlimited Support by BCS**, you get ongoing access to Microsoft experts who help troubleshoot issues, optimize performance, and guide adoption without worrying about hourly fees.

Industry Expertise You Can Rely On

Manufacturing • Distribution • Nonprofit • Financial Services • Healthcare • Education

Scout—AI That Does the Legwork While Your Team Closes

An intelligent agent to answer questions, configure quotes, and submit sales orders directly into Dynamics 365.

How Scout Works

1

Visitor asks a question on your website

2

Scout finds the answer across your defined knowledge base

3

Then delivers a quote or recommendation instantly

4

And submits the order directly into Dynamics 365



MANUFACTURER

Custom Orders, Instant Answers

THE SCENARIO

A glass container manufacturer offers 3 sizes × 3 colors × 4 cap styles. Buyers mix-and-match online, but the combinations and pricing are complex.

AND SCOUT

- Recommends the best fit based on what the buyer tells it (product type, volume, use case)
- Quotes from your source price list
- Asks the right follow-up questions: quantity, lead time, warehousing
- Submits a qualified sales order directly into Dynamics 365

THE RESULT

Your buyers get a near-final quote in minutes. Your team closes; they don't configure.



DISTRIBUTOR / IMPORTER

From Catalog Browsing to Committed Order

THE SCENARIO

A wholesale importer carries hundreds of SKUs across product families, regions, and pricing tiers. Customers want quotes fast.

AND SCOUT

- Surfaces the best SKUs based on inputs (category, volume, and buyer)
- Applies pricing tier from your source materials
- Handles lead time, inventory, and pricing questions
- Pushes confirmed orders directly into Dynamics 365

THE RESULT

Your catalog sells itself. Sales rep focus on upsells and relationships, not order entry.



FIELD SERVICE & MAINTENANCE

Quote a Service Agreement in Real Time

THE SCENARIO

A field service company offers tiered maintenance contracts but prospects visit the website and leave without converting because pricing isn't clear.

AND SCOUT

- Asks about asset type, age, and coverage needs
- Maps answers to the service tier from source pricing guides
- Handles common objections using your FAQ and competitive docs
- Creates adraft service order in Dynamics 365

THE RESULT

Prospects get a ballpark on-site. No call required to get to yes.

See Scout Live

This AI agent runs on your existing Microsoft stack. Let's talk about what **Scout** looks like for your business.

