

Business Central

SaaS for bigger systems

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Business Central online momentum

30,000+

Customers

4300+

Apps on AppSource

155

countries where Business Central
online is available

Thousands
Customers with **100+**
active users



Dynamics 365 Business Central, fully integrated stack, on the world's most trusted and comprehensive cloud

- Works seamlessly with the Microsoft applications you already use and know – Outlook, Teams, Excel and Power Platform
- AI infused throughout the solution brings you continuous insights to speed decision making
- A single system that works across international locations
- Scalable and extensible to grow and adapt with your growing business



Microsoft Dynamics 365 Copilot

Scalability and Performance



Managing scale for our customers

The last 7 days

1B+



2B+

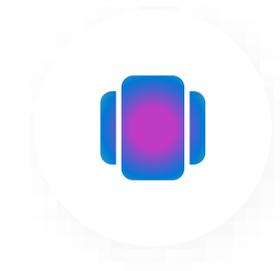


4B

User Sessions



API calls



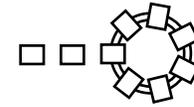
Server Sessions



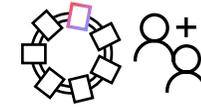
Managing scale for our customers

40+
microservices

21
Azure regions



Dynamic scaling
(compute)



Intelligent load
balancing

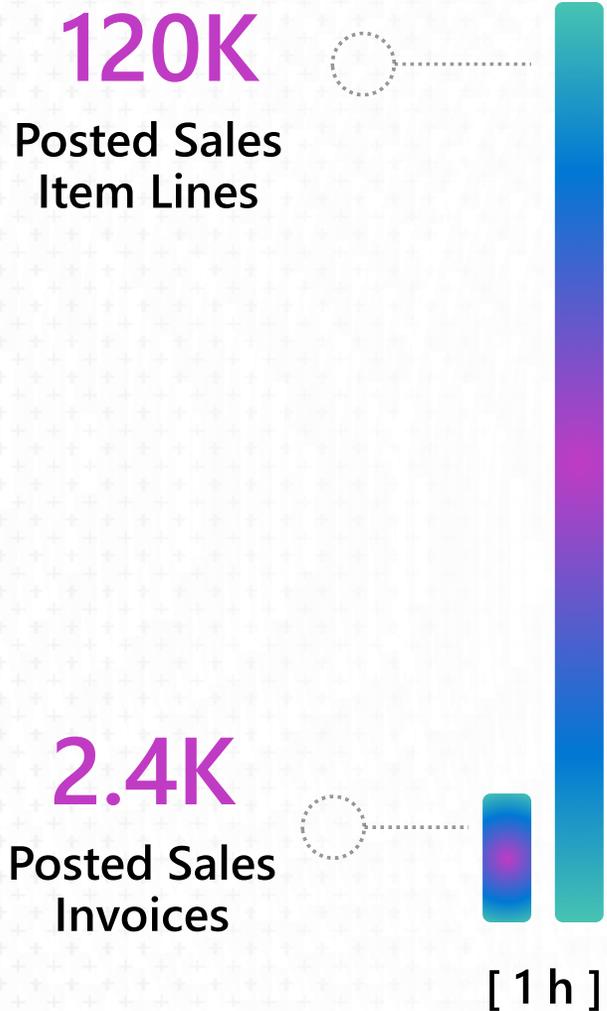


Dynamic scaling
(database)



Lean Server
Tier

Managing scale for our customers – example

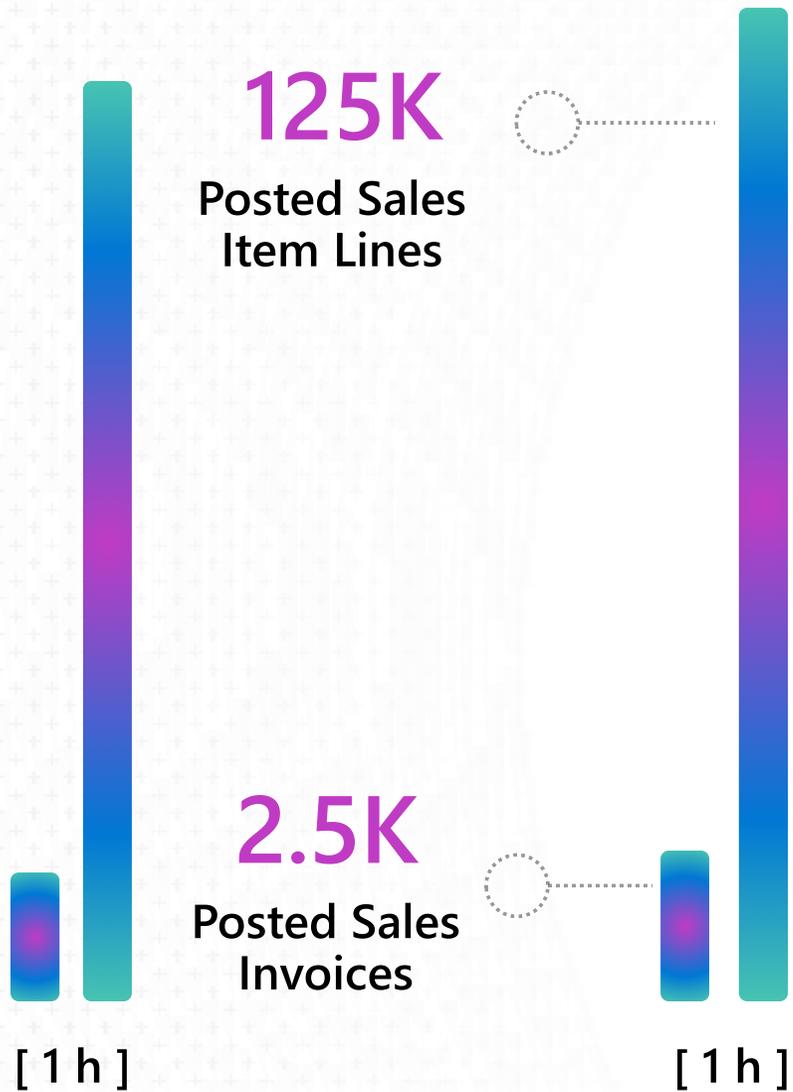


40 invoices
X
50 item lines

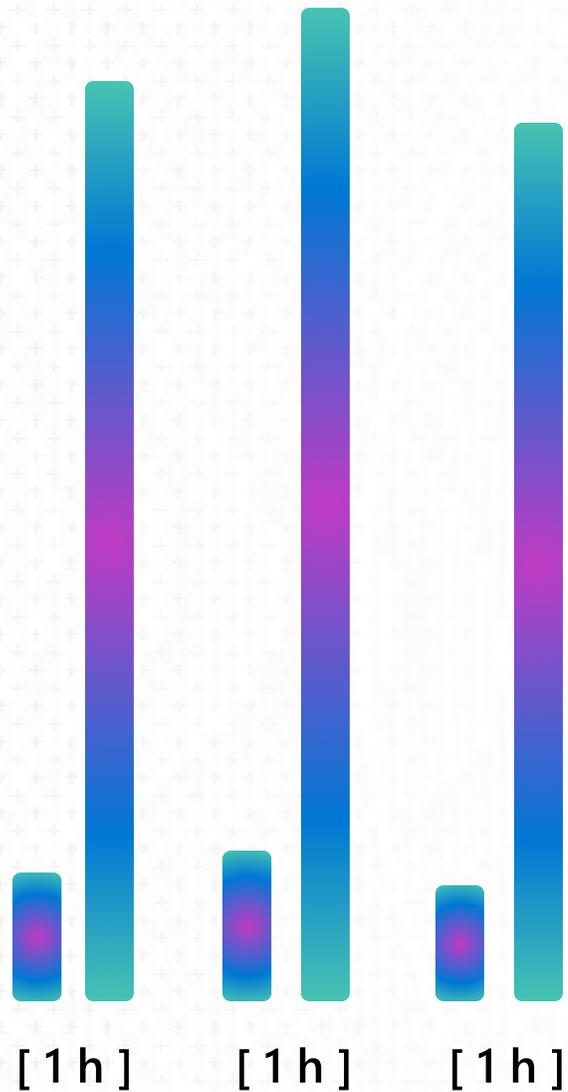
...per MINUTE



Managing scale for our customers - example



Managing scale for our customers - example



24h



52.5K

Posted Sales
Invoices

2.6M

Posted Sales
Item Lines

...in ONE day

More throughput to meet the growing demand from integrations and automation



Transitioning from **per-environment** to **per-user** limits.

Web Service requests



Scheduled tasks



- Web Service Requests

- 6,000 web service requests per user in the previous 5-minute sliding window
- ~~600 requests/minute per env~~

- Scheduled tasks

- 5 concurrently running tasks per user
- ~~3 per environment~~

Increase overall throughput with each added user.

Factors influencing the performance

Nature of the document:

- Line type: Item, GL or Resource

Configuration settings

- If reservations are used with Item lines
- If discounting is applied
- If VAT or Taxation calculations are triggered
- Etc.

Applications installed extending the logic

How much data is in the system and available keys

Concurrent activities

Environment type (Sandbox or Production)

How documents are created

- users
- via API
- job pulling from external sources or staging tables

Data storage considerations

Database

- Default data storage for Business Central.
- For highly structured data with relationships, like Customers, Sales Orders, Sales Order Lines, and Invoice lines.
- The best performance for structured data.

Files

- For Invoice PDFs, attachments etc.
- Use Azure Blob Storage.
- Only a link to the file in the database, not the file itself.

Logs

- Similar to files, but with search needs.
- Can be very useful, should always have a retention period. Export logs to Azure Blob Storage for a long-term
- Recommended: Business Central telemetry and Azure Application Insights as log storage.

• Historical data

- Archive and compress unused transactional data in the Business Central.
- Consider exporting tables to the Azure Data Lake. A read-only source for integrations and Power BI reports.
- Consider the option to read data from the read-only SQL database endpoint for specific Business Central reports, API pages, and Queries

Security



Business Central Security



Identity isolation
Emergency certificate rotation
Code integrity validation, scanning
S360 security compliance baseline
Threat intelligence sharing
Data encryption at rest and in transit
Regular patching

...and many more...

aka.ms/BCsecurity

Availability

99,98%

**Global service uptime in
the last quarter ***



* Terms and definitions provided in the Service Level Agreement for Online Services

How Business
Central
Engineering team
assists partners
and their
customers



Business Central Concierge Service



Team of **cloud solution architects** specializing in partner and customer interactions within the Business Central product group.

Free
for partners and customers

2-12 months
Duration

Nomination:
aka.ms/bcconcierge



Example of Concierge Services

	Details
“North Star”	Readiness assessment High-level overview of Dynamics 365 Finance and Supply Chain and Business Central, incl key differentiators Migration vs re-implementation Public cloud vs Private cloud
Value of the Cloud	Total Cost of Ownership Compliance and Security AI/Copilot, Power Platform, Teams Business Central and Copilot roadmap Customer References
Cloud Architecture	Review of Architecture and Integration requirements Performance and Scalability Data storage and Data retention Telemetry
Cloud Integration	Review integration scenarios Options for integrations Best practices Operational limits Business analytics and Reporting Tier 2 setup (Tier 1: SAP or F&SCM)
Cloud Transformation	Migration vs re-implementation Code uplift - process and tools Data migration - process and tools
Cloud Maintenance and Monitoring	Development and Testing environment infrastructure CI/CD pipeline outline and DevOps Release cadence and administration methods Backup, Restore and Recovery overview

What does the Concierge Service offer?



Touchpoints

Eligible customers and their partners can take advantage of regular online meetings with the Concierge team key issues in the Business Central project.



Workshops

Interactive remote sessions, where customers and partners can provide input before the workshops and customize them for their engagement.



Tech Talks

In depth sessions on specific capabilities, tools, and best practices for discussion opportunities.



Regular Check-ins to secure feedback, good experience and discuss specific topics
Length ~ 3-12 months (or more)



Thank you