



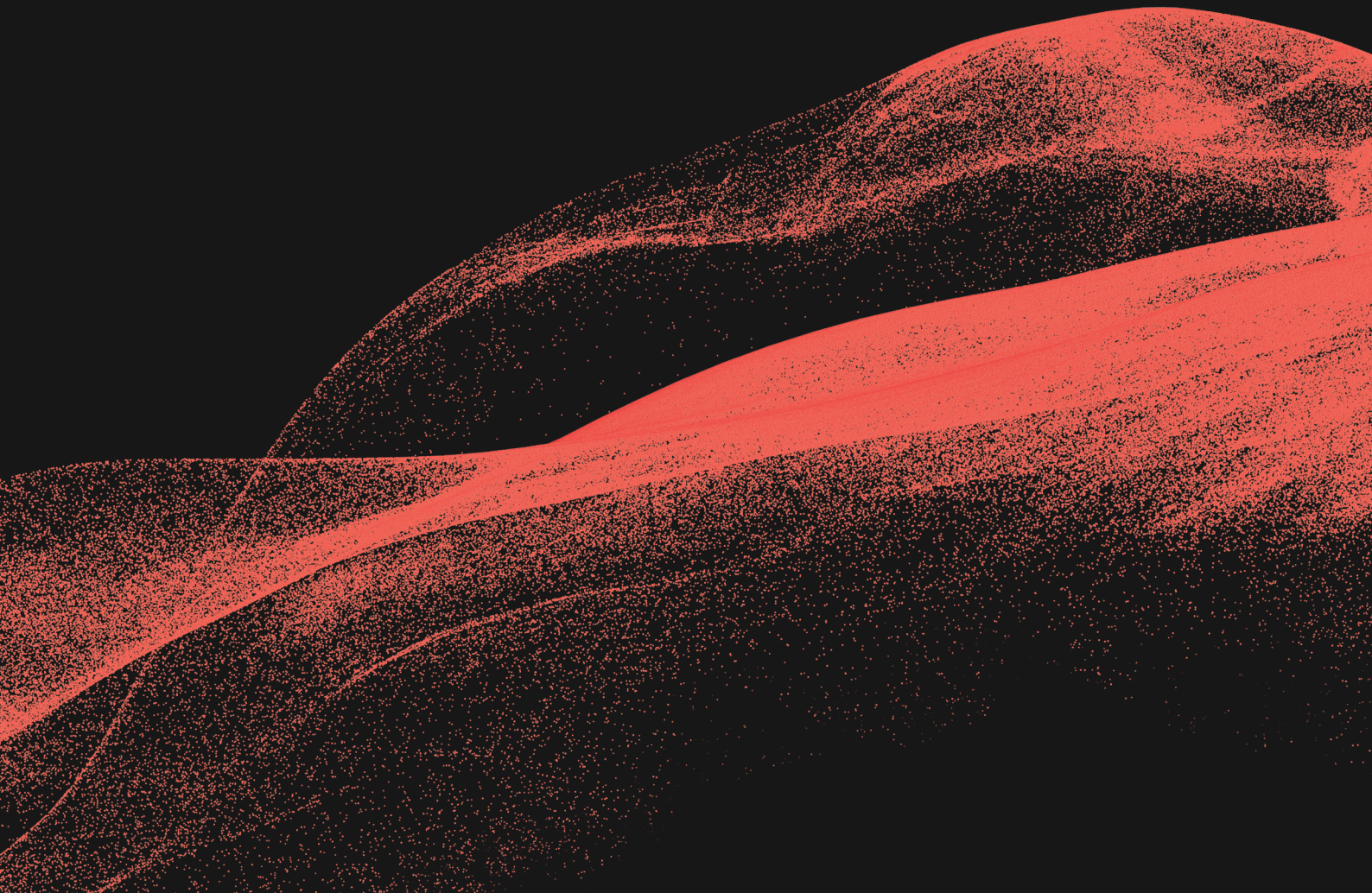
A Larsen & Toubro
Group Company

LTM

Enterprise Testing Services

Microsoft Dynamics 365 Testing Assurance

Outcreating Trusted Microsoft Dynamics 365 Quality
With AI-Powered Assurance



When Microsoft Dynamics 365 Innovation Moves Faster Than Quality

Microsoft Dynamics 365 powers customer engagement, sales, service, field operations, finance, supply chain, commerce, marketing, and connected business experiences. As organizations expand these ecosystems through configurations, extensions, Power Platform applications, integrations, releases, and data migrations, every change introduces quality, performance, security, and adoption risks.

Microsoft Dynamics 365 Testing Assurance helps organizations Outcreate fragmented business-application quality through AI-powered, platform-centric quality engineering. By combining intelligent automation, continuous validation, and business journey assurance, LTM brings together human expertise and intelligent systems to improve release confidence across Dynamics 365, Power Platform, Dataverse, Azure, and enterprise ecosystems.

The result is faster releases, fewer production defects, and a holistic picture of quality across business-critical applications.

Why Dynamics 365 Quality Breaks Down

As Dynamics 365 environments expand across CRM, ERP, Dataverse, Power Platform, and enterprise integrations, maintaining consistent quality becomes increasingly difficult.

- Fragmented testing across Dynamics 365 Sales, Customer Service, Field Service, Finance, Supply Chain, Commerce, Customer Insights, Power Apps, Power Pages, and custom applications
- Manual regression cycles that delay releases, monthly updates, and integrated deployments while increasing production risk
- Integration failures across Dataverse APIs, Azure Logic Apps, Power Automate, Service Bus, ERP, middleware, payment gateways, and third-party applications
- Data migration challenges across Dataverse, legacy CRM and ERP platforms, data lakes, reporting environments, customer records, and business workflows
- Limited visibility into end-to-end business journeys, security role readiness, release readiness, and automation effectiveness

The result is delayed go-lives, unstable releases, business disruption, lower user adoption, and reduced stakeholder confidence.

Our Solution

Microsoft Dynamics 365 Testing Assurance delivers AI-led, platform-centric quality engineering that validates Dynamics 365 experiences from configuration, extensions, workflows, and integrations to end-to-end business journeys. The solution is:

- Embedded across Dynamics 365 applications, Power Platform, Dataverse, Azure integrations, mobile experiences, and customer-facing portals
- Powered by reusable accelerators for test design, automation, regression optimization, release readiness, and continuous validation
- Focused on validating end-to-end business journeys rather than isolated user stories or test cases
- Designed to support Agile delivery, Azure DevOps, CI/CD, Microsoft release waves, monthly updates, and enterprise release governance

What Microsoft Dynamics 365 Testing Assurance Delivers

Specialized Assurance Capabilities Across the Dynamics 365 and Power Platform Landscape

Architecture and Organization Health Assurance	Reviews solution design, configurations, customization risks, and technical debt
Requirements Traceability Assurance	Maps business requirements to user stories, configurations, test cases, and acceptance criteria
Functional and Regression Assurance	Validates business-critical processes across Dynamics 365 applications, Power Platform solutions, and enterprise releases
Data Migration Assurance	Validates cleansing, mapping, reconciliation, load quality, and migration dry runs
Integration Assurance	Tests Dynamics 365 integrations with ERP systems, Dataverse APIs, Azure Integration Services, middleware, legacy platforms, and downstream systems
AI and Copilot Assurance	Validates Copilot experiences, AI workflows, prompts, data grounding, guardrails, responsible AI controls, and expected business outcomes
Go-Live Readiness and Hypercare:	Supports release gates, cutover readiness, production monitoring, triage, and support handover

AI-Enabled Dynamics 365 QA Ecosystem

The Dynamics 365 QA ecosystem strengthens delivery by bringing automation, intelligence, quality insights, and governance into a unified framework.



Supported across

- Dynamics 365 Sales, Customer Service, Field Service, Finance, Supply Chain Management, Commerce, Customer Insights, Project Operations, Power Apps, and Power Pages
- Dynamics 365 mobile experiences, portals, and responsive digital channels
- Dataverse APIs, Azure Logic Apps, Power Automate, Service Bus, ERP systems, middleware, and enterprise integrations
- Dataverse, data platforms, Power BI, reporting environments, and analytics solutions



AI-D365 Capabilities

- AI-assisted test design and script generation for Dynamics 365 business journeys
- Risk-based regression optimization and test prioritization
- Self-healing automation for Dynamics 365 UI, configuration, and workflow changes
- Cross-browser, device, accessibility, security role, and performance validation
- Dashboards for release readiness, defect intelligence, data quality, integration health, and business risk

Outcreate Microsoft Dynamics 365 Quality at Scale

The following outcomes help organizations improve Dynamics 365 quality, accelerate releases, and strengthen business adoption.

- Faster releases through AI-enabled regression optimization, automation reuse, Azure DevOps integration, and release-gate validation
- Higher release confidence through business journey validation, integration assurance, security role validation, and risk-based insights
- Lower cost of quality through reusable automation assets, self-healing capabilities, optimized regression suites, and governance

Platform Coverage

Microsoft Dynamics 365 Testing Assurance supports transformation initiatives across:



Core Applications: Dynamics 365 Sales, Customer Service, Field Service, Finance, Supply Chain Management, Commerce, Customer Insights, and Project Operations



Analytics & Integration: Dataverse APIs, Azure Logic Apps, Power Automate, Service Bus, ERP systems, middleware, legacy platforms, and downstream enterprise systems



AI and Data: Microsoft Copilot, Customer Insights, Dataverse, analytics, personalization, AI-assisted workflows, and responsible AI validation



AI-led Automation: Azure DevOps, release governance, CI/CD validation, regression automation, environment readiness, and defect management

Why LTM

As a Business Creativity partner, LTM combines Microsoft Business Applications expertise, AI-powered accelerators, and enterprise quality engineering to help organizations assure business outcomes with confidence. By bringing the very best of human insights and intelligent systems together, LTM enables continuous quality across complex Dynamics 365 and Power Platform transformations.

Stories of Outcreation

- Outcreating Digital Learning Assurance: Achieving 90% automation coverage, zero defects, and faster releases
- Outcreating E-commerce QA: Driving 30% revenue growth through improved customer experience and application performance
- Outcreating Customer Data Transformation: Enabling a trusted Customer 360 with sharper insights, 80%+ automation coverage, and 97%+ defect removal efficiency

Write To Us At

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