Case Study:

Ryse Technologies Cut Microsoft D365 Costs by 89%

Why Smart Licensing Isn't Optional—and What It Can Save You.

→

SITUATION

A growing global services company asked Ryse Technologies to review its Microsoft Dynamics 365 Finance & Supply Chain Management (D365 F&SCM) licensing. The client's licenses had been purchased years earlier through a different reseller and the D365 licenses had never been re-evaluated as the workforce evolved. The result was a tangle of misaligned license types, creeping non-compliance risk—and a monthly Microsoft bill approaching US $73 000.

CHALLENGES

- Incorrect license assignments: Virtually every user was provisioned with a full Operations license, whether they needed it or not.
- Zero audit history: No formal reconciliation had been performed between Microsoft Entra ID and D365's user table.
- Escalating spend: Forecasts showed licensing costs would top US $875 000 per year if left unchecked.
- Zero discount off MSRP from license provider

OUR APPROACH

Ryse Technologies conducted a comprehensive audit of the client's Dynamics 365 environment, identifying and removing inactive user accounts to reduce costs and enhance security. They analyzed user activity to reassign employees to appropriate, cost-effective licenses.

Our Approach, Continued

User-Roster Rationalization

We exported user lists from both Entra ID and D365, performed a fuzzy UPN/employee-ID match, and worked from a delta report. Within 48 hours the client confirmed that hundreds of license consuming accounts belonged to people no longer employed. Disabling those "ghost" users trimmed tens of thousands of dollars per month and closed a latent security gap before deeper work began.

Role-Based Usage Profiling

Telemetry from Usage Insights plus targeted interviews revealed that the vast majority of staff touched only Timesheet and Expense menus. The previous partner had granted everyone the Project Manager security role "just in case," forcing a full license. We rebuilt a lean security structure and moved those employees to the Team Member SKU (US $8 instead of US $180 per user), simultaneously reducing segregation-of-duties exposure.

Strategic Base-and-Attach Mix

Microsoft requires a 20-license minimum for each base application (Finance, Supply Chain, Project Operations). The client was paying for 60 full licenses—20 of each—even though no app had 20 genuine power users. We modeled alternative mixes and proved it cheaper to:

- Retain Finance as the sole base app (25 users).
- Convert Supply Chain and Project Operations users to Attach licenses (65 % discount).
- Park occasional approvers on Team Member licenses.

The final footprint: 25 Finance bases, 32 attaches, 310 team members.

Results

Metric	Before	After	Δ
Monthly D365 spend	US $73 000	US $8 100	−89 %
Annualized	US $876 000	US $97 200	−US $778 800
Compliance posture	Unverified	100 % Microsoft-verified	✓
Orphaned user accounts	200+	0	Eliminated

RyseTechnologies

The Results

89%
Reduction in Costs

$800K
Saved Annually

100%
Microsoft-Verified Compliance

Impact

The engagement freed nearly US $0.8 million per year that the client can now invest in innovation and headcount, while tightening security and giving IT a scalable license framework for future growth.

Why It Matters

License optimization is more than a cost-cutting exercise—it protects against compliance penalties and over-privileged access. Although not passively enforced, Microsoft has the right to audit D365 license usage at any time they choose and being found out of compliance can be ruinous. Ryse Technologies combines deep D365 expertise with hard-data analysis to deliver rapid, measurable ROI.

Working with Ryse Technologies

Ryse Technologies is a Microsoft Dynamics Partner specializing in software consulting services, particularly in implementing Dynamics 365 for Finance and Operations, Azure DevOps, Power Platform, and Power BI. Our expertise includes Dynamics 365 implementations, advanced reporting, corporate AI, and cloud infrastructure management. With over 25 years of experience, our team is dedicated to delivering personalized, results-driven solutions that optimize operations and drive growth.

Get in Touch with Our Experts

contact@rysetechnologies.com   rysetechnologies.com