

Dynamics 365 Finance and Operations: Mid-2025 feature updates and what's coming next

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Microsoft Dynamics 365 Finance and Operations / Finance and Supply Chain Management has rolled out significant new capabilities throughout the first half of 2025. Here's what businesses can leverage today and what's coming for the remainder of 2025.

AI and Copilot integration now live

Microsoft's AI integration represents the most significant advancement in Finance and Operations' revolution, with Copilot now embedded across multiple modules to enhance decision-making and reduce manual tasks.

- **Immersive home:** New AI-first landing page that adapts to your most important work, reducing the need to navigate throughout the application to complete frequent tasks.
- **Supplier communications agent:** When a vendor sends an email on purchase orders, summarise the changes and suggest updates. Draft or send emails to follow up with vendors on unconfirmed or delayed purchase orders.
- **Finance agents in Excel:** Streamline month-end reconciliation processes.
- **Finance agents in Outlook:** Interact with D365 Finance from emails in Outlook. View and update customer information, attach invoices to emails, all from within Outlook.
- **Account reconciliation agent:** Automatically looks for reconciliation differences across bank, accounts payable, accounts receivable and tax, suggesting steps to mitigate exceptions.
- **AI-Powered demand planning:** Enhanced forecasting accuracy with generative AI in supply chain management.

Automation and productivity enhancements

These workflow improvements are designed to eliminate bottlenecks and streamline complex business processes that previously required extensive manual intervention.

- **Financial task workspace:** Real-time process templating with progress monitoring.
- **Cross-company transactions:** Single journal framework for multi-entity transaction management.
- **Automated supplier communications:** Streamlined procurement workflows.
- **Automated inspection generation:** Enhanced field service operations.

User experience and analytics

The platform's interface has been reimaged to provide more intuitive navigation while delivering deeper insights through advanced analytics and embedded business intelligence tools.

- **Contact centre expansion:** Integrated sales and customer service capabilities.
- **Business performance analytics:** Unified analytics, planning, and insights platform.
- **Embedded Microsoft Power BI dashboards:** Rich, customisable dashboards within Finance and Operations.
- **Predictive customer analytics:** AI-driven churn prediction and lifetime value analysis.

Industry-specific features

Microsoft has tailored enhancements to address the unique challenges and regulatory requirements across key industry verticals:

- **Manufacturing:** Lean manufacturing tools, digitised quality management, and batch optimisation.
- **Retail:** AI-driven personalisation and unified online / in-store commerce.
- **Healthcare:** AI-powered appointment scheduling and enhanced compliance tools.
- **Financial Services:** Automated loan processing and AI-based fraud detection.

Platform and compliance enhancements

The underlying platform has been strengthened with improved security, integration capabilities, and tools to meet evolving global compliance standards.

- **User security governance:** Introduces a range of tools useful for system administrators to manage and track changes to user access.
- **Dataverse integration:** Seamless data sharing across Microsoft solutions.
- **Power platform expansion:** Low-code / no-code workflow customisation.
- **Sustainability reporting:** Tools for tracking and reporting environmental goals.
- **Global compliance:** Enhanced localisation and electronic invoicing capabilities.

What's coming next

Looking ahead, Microsoft plans to introduce further enhancements in late 2025 as part of its ongoing innovation roadmap, including:

- API modernisation for improved functionality.
- Advanced migration tools for legacy system transitions.

Action steps for the next six months

Organisations looking to maximise their Finance and Operations investment should focus on both immediate implementation opportunities and strategic preparation for upcoming changes.

Immediate actions:

- Utilise user security governance tools to assess licence usage to optimise role assignment and minimise licence requirements.
- Train teams on AI-driven tools, especially Copilot capabilities.

Strategic planning:

- Evaluate industry-specific implementations for your sector.
- Assess integration opportunities with Power BI and Dataverse.
- Prepare for upcoming security and authentication changes.

The bottom line

Organisations already adopting 2025's new features are benefiting from reduced manual work, AI-powered insights, better compliance, and improved customer experiences. Those who act now are gaining a clear competitive edge.

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