

ERP Advisors Newsletter April 2026

Summary:

- Company highlights
- New colleagues
- Microsoft updates
- Certification shoutouts

Welcome to the April 2026 edition of the ERP Advisors Newsletter

In our April edition of the ERP Advisors Newsletter, we highlight continued progress within the ERPA Academy, including new certifications and guest speaker insights, alongside key moments from our Q2 team away day and the latest Microsoft updates shaping the future of AI, governance, and automation in Dynamics 365.

Highlights:

- Continued progress within the ERPA Academy, including new student certifications
- Insights from guest speaker Henrik Jaeger on what it takes to succeed as a consultant
- Highlights from our Q2 ERP Advisors team away day
- The latest Microsoft updates, including advancements in AI, governance, and automation across Dynamics 365

Company Highlights

ERP Advisors Awayday

We held our Q2 team away day in April, which provided a fantastic opportunity to share ideas, align on future plans, and strengthen team connections. The discussions throughout the day only reinforced and accelerated our ambitions.

It was inspiring to bring together such a diverse group of individuals, from highly experienced advisors to the next generation of talent from our sponsored ERPA Academy. Seeing so many perspectives in one room made for a truly valuable and energising experience, and we look forward to many more of these events in the future.

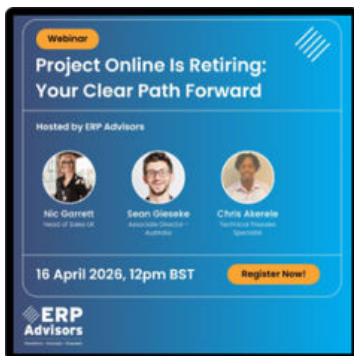


ERP Advisors Webinar Highlights

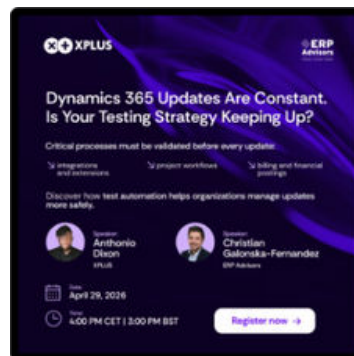
In April, ERP Advisors hosted two webinars covering key topics within the Microsoft ecosystem. The first explored the upcoming retirement of Project Online and what it means for organisations, outlining the key risks and practical transition options. The second session, delivered in collaboration with XPLUS, focused on the shift to continuous updates in Dynamics 365 and the importance of having a robust testing strategy in place. It highlighted how organisations can manage updates more effectively through structured testing and automation.

Both sessions were designed to break down complex topics and provide clear, practical insights to support organisations in navigating change with confidence. They were delivered by members of the ERP Advisors team, including Nic Garret, Sean Giesecke, Chris Akerele, and Christian Galonska-Fernandez, alongside our partners.

Project Online Is Retiring: Your Clear Path Forward



Dynamics 365 Updates and Testing Strategy Webinar



**Missed the sessions?
Contact us to learn more
about upcoming webinars:**

info@erpadvisors.co.uk



New Colleagues

We're pleased to announce that **Rajbir Sandhu** has been appointed as **Head of Delivery** at ERP Advisors.

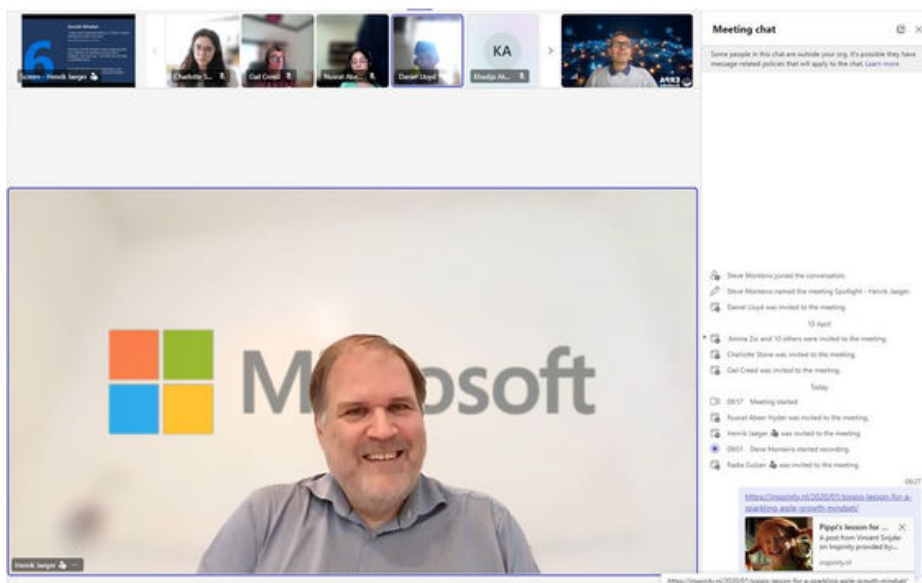
Raj brings extensive experience across client delivery and has played a key role in strengthening how we deliver projects. In his new role, he will focus on enhancing delivery capability, developing scalable delivery models, and supporting the continued growth of ERP Advisors.

We look forward to this next phase under his leadership.



ERPA Academy Welcomes Microsoft Architect Henrik Jaeger

We were thrilled to welcome Henrik Jaeger, a Microsoft Architect, to the ERPA Academy as a guest speaker this month. Henrik gave students a fascinating insight into his own career journey, sharing the experiences and lessons that have shaped him as a professional. A particular highlight was his thoughts on what it truly takes to be a great consultant, covering the key traits, behaviours, and mindset that distinguish the very best in the industry. For students who are just beginning their careers, hearing this perspective from someone operating at such a high level was invaluable, giving them a clearer picture of what excellence looks like and what to strive for. We are incredibly grateful to Henrik for giving his time so generously to support the next generation of talent.



ERPA Academy Student Achievements

ERPA Academy students continued to make strong progress in April, achieving new certifications including the Microsoft Power BI Data Analyst Associate (PL-300) and the Dynamics 365 Customer Experience Analyst (MB-280).





Microsoft Updates

Improving Customer Service Compliance with Governance in Dynamics 365

Microsoft has introduced a new Governance capability in Dynamics 365 Customer Service to help organisations ensure communications remain compliant, consistent, and aligned with company policies. The feature applies real-time validation to outbound emails, checking both human-written and AI-generated responses before they are sent. By enabling no-code policy creation, real-time enforcement, and full audit visibility, organisations can reduce risk while maintaining efficiency in customer service operations. As AI adoption increases, this capability supports scalable, controlled, and compliant communication across global teams.

At ERPA, we help organisations implement these capabilities as part of broader transformation programmes, ensuring AI-driven service operations remain secure, compliant, and aligned with long-term business goals.

Overarching theme:



AI is enabling organisations to scale customer service operations while maintaining control, compliance, and consistency across communications.

[Read the full blog post](#)

Simplifying Expense Management with AI in Dynamics 365

Microsoft has introduced the Expense Agent in Dynamics 365 Business Central, an AI-powered tool designed to simplify how organisations manage employee expenses. It automatically captures, categorises, and prepares expense reports from receipts and other inputs, reducing manual effort and improving accuracy.

By enabling employees to submit expenses through familiar tools like Outlook and Copilot, organisations can streamline processes while maintaining compliance with company policies. This reduces administrative overhead, improves transparency, and accelerates reimbursement cycles.

At ERPA, we help organisations adopt these capabilities as part of wider transformation programmes, ensuring financial processes are automated, scalable, and aligned to real business outcomes.



Overarching theme:

AI is streamlining financial processes, enabling organisations to automate routine tasks while improving accuracy, compliance, and visibility.

[Read the full blog post](#)