

ERP Advisors Newsletter March 2026

Summary:

- Company highlights
- Certification shoutouts
- Microsoft updates

Welcome to the March 2026 edition of the ERP Advisors Newsletter

TMarch has been a significant month for ERPA Academy, with students reaching the halfway point of the programme while continuing to build strong foundations in Dynamics 365, the Power Platform, and the growing role of AI in ERP. Alongside developing their technical capabilities, students are gaining hands-on experience building applications and adopting a professional, client-focused consulting mindset. The month also included valuable insights from Microsoft guest speaker Saurabh Bharti, alongside continued progress in certifications and Microsoft-led training. Across the wider ecosystem, major updates such as 2026 Release Wave 1 and Copilot advancements highlight the increasing role of AI in driving automation, efficiency, and smarter decision making across organisations.

Highlights:

- ERPA Academy reaches halfway milestone
- Continued focus on AI, Dynamics 365, and Power Platform
- Guest speaker session with Microsoft's Saurabh Bharti
- Ongoing certification progress across the cohort
- Microsoft updates emphasising AI-driven transformation



Company Highlights

Certification Shoutouts

A big congratulations to our team members who have achieved certifications across multiple levels this month. In total, 13 certifications were completed, spanning advanced, intermediate, and foundational areas across the Microsoft ecosystem. These achievements reflect continued dedication to developing expertise in Dynamics 365, the Power Platform, and emerging AI capabilities.

Highlights:

- Advanced certifications including Solution Architect and Agentic AI roles
- Strong progress across intermediate certifications in Power Platform and Dynamics 365
- Foundational certifications achieved in AI, Copilot, and Power Platform
- Continued commitment to professional development across the team.



Eid Mubarak

At ERPA Advisors, we're proud to be a diverse team and community, and as Eid is celebrated, we want to send our warmest wishes to all our colleagues, clients, and connections observing this special time. Eid marks the end of Ramadan and is a moment to come together in gratitude, reflection, and celebration with family and friends. To everyone celebrating, we hope this Eid brings happiness, peace, and new opportunities for the year ahead. **Eid Mubarak from all of us at ERP Advisors!**

HALFWAY

ERPA Academy Reaches Key Midpoint Milestone

March has been a significant month for ERPA Academy, with students reaching the halfway point of the programme while gaining exposure to a wide range of key areas across the ERP landscape. Early learning has focused on the growing role of AI in ERP, alongside building strong foundations in Dynamics 365 and the Power Platform. Students are also developing a strong consulting mindset, combining technical knowledge with a professional, client-focused approach, supported by hands-on experience creating apps and Power Pages. In addition, students have expanded their knowledge through Microsoft training days and continued to achieve key certifications to reinforce their learning.

Highlights:

- ERPA Academy students reach the halfway milestone of the programme
- Strong focus on AI, Dynamics 365, and Power Platform foundations
- Hands-on experience building model-driven apps, canvas apps, and Power Pages
- Microsoft training days covering Copilot and emerging technologies
- Ongoing certification success including PL-900, PL-200, AB-730, and APL-7008

Guest Speaker Spotlight: Saurabh Bharti

We were delighted to welcome Saurabh Bharti from Microsoft to the ERPA Academy this month. Saurabh shared his personal journey through the Microsoft ecosystem, reflecting on the experiences that shaped his career and how continuous learning has played a key role in his professional development. His perspective on staying curious, embracing change, and the opportunities emerging across AI, Dynamics 365, and the Power Platform really resonated with our students. For those just starting out, hearing directly from someone who has navigated that path was incredibly valuable, offering real stories, real lessons, and real inspiration. A huge thank you to Saurabh for taking the time to support the Academy and help nurture the next generation of talent in the Microsoft Business Applications community.



Saurabh also has a Youtube channel dedicated to the Microsoft Dynamics 365 community, covering topics such as Finance and Operations, Supply Chain, Project Accounting, and AI tools like Copilot Studio.

Click the Youtube logo for access to his channel





Microsoft Updates

Copilot Cowork: Moving from Conversation to Action

Microsoft Updates

How AI Is Reshaping Business Applications: 2026 Release Wave 1

Microsoft's 2026 Release Wave 1 highlights a major shift towards more intelligent and proactive business applications across Dynamics 365 and the Power Platform. With the introduction of agentic AI, organisations can move beyond simple automation to systems that actively generate insights, streamline processes, and support decision-making across finance, operations, and customer engagement. These enhancements create a more connected and efficient ecosystem, helping businesses respond faster to change and scale with confidence.

Overarching theme:

AI is transforming ERP and business applications into intelligent, connected platforms that not only support work, but actively automate processes and enable faster, smarter decision-making across project-based organisations.

[Read full blog post](#)

Service Agent in Microsoft 365 Copilot

Microsoft has introduced a new Service Agent within Microsoft 365 Copilot, bringing customer service workflows, insights, and actions into a single workspace. By combining Dynamics 365 Customer Service data with Outlook and Teams, service teams can review cases, retrieve knowledge, and take action using natural language, without switching between systems. The Agent can summarise cases, prioritise workloads, update records, and trigger workflows, helping teams resolve issues faster and reducing manual effort.

Overarching theme:

Customer service is moving towards AI-driven, Copilot-centred experiences that streamline workflows and enable faster, more connected service delivery.

[Read full blog post](#)

A New Way of Working with AI and 'Frontier Transformation'

Microsoft's latest update introduces "Frontier Transformation", where AI is fundamentally changing how work gets done. Instead of switching between systems, employees interact with business applications directly through Microsoft 365 Copilot, using natural language to access data, generate insights, and take action. This shift is driven by AI becoming the main interface, agents automating workflows, and a unified intelligence layer connecting data across systems — creating "agentic applications" that move beyond recording information to actively supporting decision-making. outcomes.

Overarching theme:



AI is redefining enterprise systems, shifting organisations from fragmented tools to connected, intelligent platforms that actively drive and automate business operations.

[Read full blog post](#)

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