



iCatalyst

 **Microsoft**
Solutions Partner

SUCCESS STORY DEEP DIVE

iCatalyst supports Ampac to modernise operations and align with future growth

Ampac, an Australian fire detection and alarm systems company, needed to modernise core systems across finance and production to support its growth. The company faced reporting and data accuracy issues, with executives relying on manual processes and lacking real-time visibility.

Ampac's legacy enterprise resource platform (ERP) platform, Microsoft Dynamics NAV (2009 and 2016), was no longer supported or updated by Microsoft, making the solution increasingly rigid, and no longer scalable. Costly modifications had also created inefficiencies and technical debt, making upgrades difficult.

As part of the Halma Group, Ampac additionally faced pressure to remain on a supported ERP platform. While the business had always intended to upgrade, it held off until it found the right partner.

Ampac wanted to stay within the Microsoft ecosystem. Microsoft Dynamics 365 Business Central offered a natural progression as a supported platform with modern functionality, scalability, and access to Microsoft's broader suite of add-ons.

"The move to Business Central was a chance to reset, adopt best practice processes, and simplify how the system worked across the business," said Daniel Dias, Finance Director at Ampac. "Just as important was the decision to partner with a business we could trust, which marked the beginning of our long-term relationship with iCatalyst."

CHOOSING ICATALYST AS THE TRUSTED PARTNER

Ampac approached Dennis Chan, co-founder and director of iCatalyst, to lead its digital transformation. As a new Microsoft partner in the market, iCatalyst was eager to welcome Ampac as a foundation customer, with the company confident in the knowledge and expertise that Dennis and the iCatalyst team would bring to the project.

“From the outset, I had confidence in iCatalyst’s experience and approach,” said Daniel Dias. “We needed a partner who understood both the technical and business side of transformation, and iCatalyst proved to be that partner.”

As iCatalyst grew, so did Ampac’s performance and operations transformation. Ampac described the team as experienced, reputable, and committed to the project’s success. Their feedback reflected how iCatalyst wanted to be recognised in the market as the leading experts in Dynamics. This belief became the foundation of its core values, where focus matters, experience counts, and reputation is earned.

The implementation was guided by a steering committee and shaped through workshops that scoped functionality across departments. iCatalyst took a personalised, hands-on approach, working directly with stakeholders to demonstrate best practice within Business Central and build decisions step by step.

Testing and retesting became a central focus and, ultimately, one of the main reasons go-live went smoothly.

“The iCatalyst team showed real dedication and commitment throughout the project,” said Dave Norris, Operations Director at Ampac. “They were accountable, often going over and above to make sure everything stayed on track and was delivered successfully.”



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EMBEDDING BEST PRACTICE WITH BUSINESS CENTRAL

The shift to Business Central gave Ampac the chance to eliminate inefficiencies and adopt best practices. With iCatalyst's guidance, the company reworked procurement and production processes to align more closely with Business Central's standard capabilities. In addition, this reset removed technical debt from years of costly NAV modifications and established a scalable foundation for future growth.

"This wasn't just an upgrade; it was a full reimplementation," said Dave Norris. "It helped us to wipe the slate clean, reorganise the system, and set things up properly across the business."

One key development was a bespoke drawing package that improved visibility and reduced lead times across the drawing approval process. Streamlining the quotation process transformed what

had once been a highly manual, stressful task into a far more efficient workflow and strengthened customer engagement.

iCatalyst also created a custom-built time capture system that provided shop floor supervisors with real-time visibility into jobs. This capability later evolved into iCatalyst's Production Shop Floor Solution, which has since become a core IP asset and has been extended further with Power Apps for the manufacturing industry.

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OPERATIONAL IMPROVEMENTS AND MEASURABLE RESULTS

The implementation transformed Ampac's operations. Supervisors gained transparency across processes, with real-time reporting replacing outdated manual checks. Where previously reports ran only three times a day—delaying decisions by 24 hours—supervisors can now see activity in real time.

"With Business Central, we've gone paperless, improved accuracy, and now have real-time reporting that gives supervisors and sales teams complete visibility," said Dave Norris.

Sales teams also became more efficient. In the past, they relied on the operations manager to physically check the factory floor whenever a customer asked about progress. With dashboards now providing instant job visibility, teams save time and stay aligned.

Utilising Business Central as a modern ERP foundation, Ampac also introduced digitised expense management systems, which has streamlined day-to-day operations.

Another major improvement came from the implementation of a third-party configurator, integrated with Business Central to streamline quoting and production accuracy. The solution reduced reliance on tribal knowledge, helped new employees learn faster, and eliminated costly quoting errors, delivering an estimated \$30-50k in annual savings.

"From a financial perspective, the return on investment has been clear," said Daniel Dias. "Because iCatalyst helped us rebuild the system on a solid foundation, we were able to integrate additional solutions like the configurator that continue to deliver measurable value to the business."

Overall, efficiencies improved consistently, with supervisors using real-time visibility to identify and act on quality and productivity issues as they arose.

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ONGOING IMPROVEMENTS AND FUTURE DIRECTION

Ampac remains on an on-premises version of Business Central, with a move to the cloud under consideration. Looking ahead, Ampac's broader strategy is to roll out a single ERP across all entities to support global expansion. It is also reviewing advanced warehousing, production planning, and point of sale (POS) systems as part of its effort to digitise further and optimise operations.

"We wouldn't move forward with any new solutions without iCatalyst's advice," said Daniel Dias. "The accountability iCatalyst showed throughout this project gave us confidence they're the right partner for the long term."

At the same time, Ampac has witnessed iCatalyst grow from a small team of Dynamics consultants based in Perth to a nationwide Microsoft Partner offering senior solution experts across Microsoft Business Applications, empowering the business with broader expertise and support.

"For Ampac, the difference was not only in the solution, but in the way it was delivered," said Dave Norris. "iCatalyst's focus on Microsoft Business Applications, its senior team, and its culture of accountability meant the project was managed with care and commitment, reinforcing our confidence in the partnership."

SOLUTIONS AND SERVICES DELIVERED:

- Reimplementation of Microsoft Dynamics 365 Business Central
- Development of a bespoke drawing approvals package to improve quotation speed, visibility, and customer engagement
- Delivery of iCatalyst's custom-built Production Shop Floor Solution
- Implementation of an order intake solution
- End-to-end project management and implementation delivery
- Ongoing support services.



FEATURED CUSTOMER – AMPAC

Ampac is Australia's largest local manufacturer of fire detection and evacuation systems, with more than 50 years of experience designing, manufacturing, and delivering solutions that save lives.

Now part of the Halma Group, Ampac provides addressable and conventional fire systems, evacuation and digital solutions, marine fire systems, and tailored products trusted across aged care, healthcare, education, government, airports, data centres, high-rise, and commercial facilities worldwide.

For more information, visit ampac.net

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