



SUCCESS STORY DEEP DIVE

iCatalyst helps Constable Care rebuild confidence in Dynamics 365 and keep child safety programs moving

Constable Care Foundation delivers creative, performance-based, safety education programs for children and young people as a not-for-profit organisation in Western Australia. The Foundation reaches approximately 100,000 children and young people each year, coordinating programs across schools, local governments, WA Police, event partners, staff, assets, and reporting requirements. Microsoft Dynamics 365 sits at the centre of that coordination, supporting the journey from enquiry and booking to contracts, staff scheduling, equipment allocation, and reporting.

Before engaging iCatalyst, Constable Care's customer relationship management (CRM) solution, Microsoft Dynamics 365 Sales, had become difficult to manage. Add-ons and customisations made simple processes more complicated, support requests took too long to resolve, and staff raised concerns regularly.

For a small not-for-profit, those frustrations risked slowing the team's ability to deliver safety education where children and young people needed it.

Constable Care turned to iCatalyst for Microsoft Dynamics 365 solution expertise support. iCatalyst helped resolve longstanding issues, improve key booking and scheduling workflows, and restore trust in the platform.

"Microsoft Dynamics 365 is an intrinsic part of what we do," said Ian Anstee, CEO, Constable Care Foundation. "When the system works well, our team can focus on delivering programs for children and young people instead of dealing with technical issues."

REBUILDING CONFIDENCE IN MICROSOFT DYNAMICS 365 SUPPORT

Dynamics 365 Sales already supported Constable Care before iCatalyst became involved; however, the system wasn't working as smoothly as the organisation required. Previous additions to the CRM platform had made the system more cumbersome, and existing support often failed to resolve issues quickly.

"We would raise what we considered to be relatively simple problems," said Ian Anstee. "The phrase that began to really bug the team was, 'we'll put that in the sandbox', and that's where it would stay."

"From the outset, iCatalyst understood what Constable Care needed and showed us there was a better way forward," said Ian Anstee. "iCatalyst was clear about what could be improved, and they've delivered on what they said they would do."

iCatalyst took a practical and direct approach. The team listened to the issues, identified improvements, and began simplifying the environment. This reflected iCatalyst's value that reputation is everything: trust is earned by delivering on promises, not by making the process more complicated than it needs to be.



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MAKING DYNAMICS 365 SIMPLE AGAIN

A key part of the engagement helped Constable Care return Dynamics 365 to a more usable, reliable state. iCatalyst reviewed the existing environment and resolved several longstanding support issues that had built up under the previous provider. This included updates to the organisation's Power Pages portal, support for automations that integrate with Dynamics 365 Sales, changes to fields and tables, and ad hoc support across Dynamics 365 features such as email tracking.

A key improvement focused on performer scheduling. Constable Care's performers required clearer access to appointment

and booking information while working in the field. iCatalyst worked through the problem, identified potential options, and updated the relevant views across tables so performers could see where they were scheduled and what work was coming up through the model-driven mobile app.

The support experience has also changed. Rather than expecting Constable Care's team to become technical experts, iCatalyst took ownership of the solution and explained issues in practical terms. This was important for a team focused on child safety education, not system administration.



KEEPING BOOKINGS, REPORTING, AND PROGRAM DELIVERY ON TRACK

Dynamics 365 supports the full booking journey for Constable Care. Website and phone enquiries are captured through a consistent process, then flow through to contracts, school information, staff scheduling, equipment allocation, and performance team coordination. That visibility helps Constable Care plan well ahead, manage busy periods, and spot issues early.

The system also supports reporting and gives staff live access to information for board updates, funder reporting, stakeholder meetings, and strategic planning. iCatalyst helped resolve a dashboard synchronisation issue, restoring confidence that staff could access and share reporting information when needed.

“I get all of my data for reporting to our funders and to the board from the system,” said Ian Anstee.

The needs of funders and community partners often shape Constable Care’s work. If WA Police or a local government area identifies an issue such as bullying, racism, sexism, or another youth safety concern, Constable Care needs to respond quickly and report clearly on the programs it delivers.

“Dynamics 365 is an intrinsic part of how Constable Care operates,” said Ian Anstee. “It supports our ability to respond to community needs, deliver programs, and report clearly to funders and partners. It needs to work reliably, and now it does.”



A PARTNERSHIP BUILT ON TRUST AND COMMUNITY ALIGNMENT

Today, trust, responsiveness, and ease define Constable Care's relationship with iCatalyst.

"The day-to-day relationship with iCatalyst tech team has been fantastic," said Ian Anstee. "They're very receptive and responsive."

Constable Care has also joined iCatalyst's community program, strengthening the relationship beyond technology support.

"Constable Care has recently been included in iCatalyst's new community program, iCatalyst for Change" said Ian Anstee. "It's wonderful to be part of an organisation in such a way that we're getting more than just a great service."

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MOVING FORWARD WITH CONFIDENCE

Today, Constable Care continues to rely on Dynamics 365 Sales as a core platform, with renewed confidence in both the system and its data to effectively guide team performance. iCatalyst remains a trusted partner, supporting ongoing Microsoft updates, managing change requests, and identifying new opportunities for improvement.

"With hindsight, Constable Care should have moved six, 12, or 18 months before," said Ian Anstee.

“ I would urge any organisation just to make the move because it's such an easy process, and iCatalyst provided the Microsoft Dynamics expertise we needed from day one.”

SOLUTIONS AND SERVICES DELIVERED

- Microsoft Dynamics 365 Sales optimisation and enhancements
- resolution of longstanding CRM support issues
- performer roster and scheduling workflow support
- Microsoft Power Pages portal updates
- On-going Support Services



FEATURED CUSTOMER – CONSTABLE CARE FOUNDATION

Constable Care Foundation, in Western Australia, delivers creative, performance-based, youth safety and crime prevention programs as a not-for-profit organisation.

Constable Care has educated generations of children for more than 35 years through school safety programs and has continued to evolve through programs including forum theatre, City After Dark tours, critical thinking education, event support, and community safety initiatives.

Constable Care works with schools, WA Police, local governments, community groups, and event partners to help children and young people build the knowledge and confidence they need to stay safe.

For more information, visit www.constablecare.com.au.

Contact our team today.