

# Emergent Group boosts service delivery and profits across three companies with Microsoft Dynamics Business Central

**Emergent Group partners with Nexon Asia Pacific to streamline operations across its diverse portfolio of technical sciences companies, delivering more efficient professional services and setting the stage for growth and innovation.**



## Engineering a smarter future for Australia

Emergent Group is a partnership of technical sciences companies built on the belief that science, technology, engineering, maths and manufacturing (STEM&M) innovation can secure Australia’s future by tackling the most complex problems from agriculture and mining to energy and defence.

With a portfolio of businesses, including Advitech, Novocom and Acubis, the group specialises in engineering and environmental consulting, monitoring and sensors, and remote communications.

Managing such a diverse group of companies presented significant operational challenges.

“Our organic growth had led to a patchwork of systems and processes across our businesses,” explains Sarah King, Group Manager – Shared Services at Emergent Group.

**“We needed a unified platform that could handle our complex project management needs while providing clear visibility across the entire group.”**

## Unifying a multi-faceted business

Emergent Group faced several challenges stemming from its diverse operations:

- Inconsistent processes across the Advitech, Novocom and Acubis businesses
- Various disconnected legacy systems hampering efficient information flow
- Dispersed geographic locations, including remote sites in North Queensland

- Need for standardised project management and financial reporting

“The sophisticated and specialised nature of Emergent Group’s operations demanded a solution combining professional services, project costing and supply chain management under one unified platform,” says Glenn Walker, Senior ERP Consultant at Nexon.

“Our team’s diverse expertise in these areas allowed us to design a comprehensive solution tailored to their unique needs.”

## A comprehensive digital transformation

Nexon’s solution centred around Microsoft Dynamics 365 Business Central, enhanced with custom add-on modules to address the group’s specific requirements. The implementation was carried out in three phases, focusing on each of Emergent’s main businesses one by one.

Nexon deployed a team of specialists to collaborate with Emergent Group staff across professional services, finance, supply chain, solution architecture and implementation to deliver the end-to-end solution.

“By taking a phased approach, we learned and refined our implementation strategy as we progressed. This allowed us to deliver a solution that truly met the unique needs of each business unit while ensuring group-wide consistency,” explains Steve Lazanas, Senior ERP Consultant at Nexon.



## At a glance

### Industry

Professional Services, Engineering, Technology

### Business challenges

- Divergent processes across three entities
- Multiple legacy systems hindering efficiency
- Dispersed geographic metro and regional locations
- Need for centralised project management and reporting

### Solutions

- Microsoft Dynamics 365 Business Central
- Custom add-on modules for specialised functionality
- Jet Reports for business intelligence and reporting
- Comprehensive managed services support

### Outcomes

- Unified end-to-end professional services management
- Centralised administration and reporting
- Improved project profitability and resource utilisation
- Enhanced supply chain management
- Faster time-to-market for sales
- Accelerated financial reporting from 6 to 2 weeks



The solution included:

- Microsoft Dynamics 365 Business Central
- Nexon’s advanced project management enhancement module
- Payroll module for streamlined HR processes
- A/P Automation and Expense Management modules for efficient financial operations
- Banking integration for seamless financial transactions
- Jet Reports for comprehensive business intelligence and reporting

“The team at Nexon really understands project delivery and professional services businesses. Their deployment of Business Central has accelerated our billing processes, and the solution gives us fantastic analytics on project profitability and actuals vs budget,” says Sarah.

“We also get a great dashboard of our utilisations so we can view productivity by resource group and individual resources.”

### Transforming operations, enhancing performance

The implementation of Microsoft Dynamics 365 Business Central has delivered significant benefits to Emergent Group and their customers:

#### End-to-end professional services management:

- Streamlined project estimating, budget vs actual oversight and invoicing for faster quotes, higher conversions and smoother cashflow
- Standardised project templates and automated service rate cards ensure rapid and accurate ‘opportunity to estimate’ cycles
- Automated work-in-progress analytics for improved accuracy and tighter deadline management

#### Centralised administration:

- Automated accounts payable, expense management and banking processes reduce errors and admin



Our partnership with Nexon has set a strong foundation for our future growth. We’re excited to continue leveraging technology to drive innovation and deliver even greater value to our clients across Australia.

Sarah King  
Group Manager – Shared Services, Emergent Group

- Standardised project and supply chain administration across the group optimise cost management

#### Enhanced reporting and analytics:

- Consolidated period-end financial reporting reducing production time from 6 weeks to 2 weeks
- Real-time insights into project profitability and resource utilisation maximise productivity

#### Improved supply chain management:

- Enables detailed real-time product tracing for secure and sensitive defence and telecommunications parts, ensuring accurate lifecycle management and traceability across the materials lifecycle
- Faster and more accurate sales quotations and delivery estimates

#### Standardised client-facing project analytics:

- Consistent and immediate external project reporting across the group
- Improved accuracy of budget vs actuals data

“The transformation we’ve seen in our operations is remarkable. We now have a single source of truth for all our project and financial data, which has dramatically improved our decision-making capabilities,” says Sarah.

#### A partnership built on expertise

Emergent Group chose Nexon as their implementation partner due to Nexon’s demonstrated expertise in professional services and project-based businesses.

“Nexon’s approach stood out from the beginning,” says Sarah. “They took the time to understand our complex business model

and demonstrated how Business Central could be tailored to meet our specific needs.”

Glenn adds, “Our team’s diverse expertise – from professional services and finance to supply chain and implementation – allowed us to deliver an end-to-end solution that addressed all aspects of Emergent Group’s operations.”

#### A foundation built to tackle big challenges

With the successful implementation of Microsoft Dynamics 365 Business Central, Emergent Group is well-positioned for future growth and innovation. The company continues to benefit from Nexon’s ongoing managed services, consulting and support, which ensure that the solution evolves with their changing needs.

Plans are already underway for the next phase of digital transformation, including implementing Dynamics 365 Customer Engagement (CE) for enhanced CRM capabilities.

#### About Nexon

Nexon is an award-winning digital consulting and managed services partner for mid-market, enterprise and government organisations across Australia. We offer clients a uniquely broad suite of solutions requiring end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions. As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative and integrated solutions.

To find out about Nexon, call us at **1300 800 000**, email us at [enquiries@corp.nexon.com.au](mailto:enquiries@corp.nexon.com.au), or visit [nexon.com.au](http://nexon.com.au)

