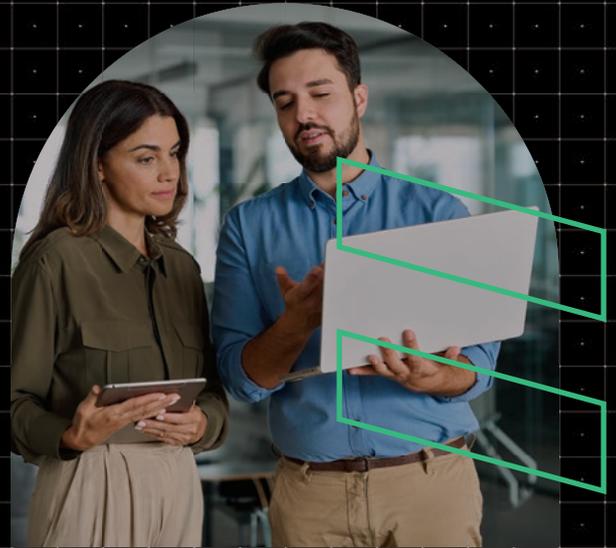


Omni accelerates cashflow by cutting invoice production time by 80%

With 15+ business lines serving Australia’s defence and national security sector, Omni’s finance systems couldn’t keep pace with growth. A phased transformation with Nexon reduced month-end invoicing from over five days to a few hours – delivering what the CFO calls the smoothest implementation of his career.



Defending Australia’s national interest since 2012

Omni is an Australian-owned business focused on delivering innovative national security and critical infrastructure solutions to develop Australia’s sovereign capability and support our national interest.

Founded in 2012 by an ex-special forces veteran, it has grown into a diverse operation spanning aviation services, security vetting, embedded government consultants and secure technology projects and support.

With a growing national footprint and over 300 staff and contractors, Omni needed a business platform that could scale with the business.

Darren Heathcote joined as CFO to modernise the finance function. He inherited a legacy accounting platform that had served the business well in the early days but was now stretched to its limits.

“We were generating millions in revenue with no ability to automate the backend,” explains Darren. “Everything was manual, which meant no visibility into project performance and no way to scale.”

Growing complexity at every level

As Omni grew to over 15 business lines, so did the complexity. Fixed-wing and rotary aircraft require specialist aviation compliance. Security vetting, technology projects and consulting services each have different billing models and requirements. Omni’s service business

alone has a team of 140, spanning specialist teams and single-person projects embedded with government clients.

Some personnel work in locations with restricted access to external systems, requiring them to maintain separate timesheets for their government clients. Month-end invoicing stretched into a 60-hour process of compiling data, checking figures and issuing around 200 invoices. For a services business where government clients pay within 20 days of invoice, every delay affects cash flow.

Finding the right partner

Darren had seen ERP projects fail elsewhere, including a major organisation that couldn’t invoice clients for months after a botched rollout. He was determined to get the selection right. After an extensive requirements analysis, Omni assessed three providers. Nexon Asia Pacific (Nexon) stood out for their technology, team and approach.

Nexon’s willingness to work through Omni’s requirements collaboratively, rather than leading with a fixed scope and price, gave the team confidence that the partnership would hold up through the complexity ahead.

Simplifying the business one process at a time

Rather than a risky big-bang rollout, Omni and Nexon took a modular approach. Phase one migrated existing processes to the new platform. From there, they could automate and extend over time.



At a glance

Industry

Defence, National Security & Critical Infrastructure

Challenges

- Legacy finance system limits growth
- Manual month-end processes
- No visibility into project profitability
- Strict security and data sovereignty

Solutions

- Microsoft Dynamics 365 Business Central with Nexon project costing extension
- Solver CPM for budgeting, forecasting and compliance reporting
- Integrations with AeroTrack (aviation), Sage HR and Concur
- Secure Australian data storage

Outcomes

- Scalable, automated invoicing
- 80% faster month-end Invoicing
- Real-time project profitability visibility
- Equipped for emissions reporting and AI

“We were highly confident in the team Nexon put around us,” says Darren. “And Business Central integrates well with the Microsoft environment we already use.”

Nexon’s ERP team worked closely with the Omni team throughout. “Omni operates in a complex environment where security and compliance are woven into everything,” says Steve Lazanas, Innovation and Architecture Lead at Nexon.



“Our phased and collaborative approach meant we could validate each stage with their team before moving forward, which is critical when the stakes are high,” added Steve.

The solution centred on Microsoft Dynamics 365 Business Central with Nexon’s project costing extension, supported by Solver CPM for compliance reporting and integrations with Omni’s aviation and HR systems. All data is stored in Australia – a non-negotiable for an organisation working with defence and intelligence clients.

Bringing over 300 people onto the new platform required careful change management, particularly for personnel working on client sites with limited system access. Nexon worked with Omni to find practical workarounds that minimised disruption.

From five days to a few hours

The project ran like clockwork. Omni now has a platform capable of processing thousands of invoices automatically, where 200 once stretched the team to breaking point. Month-end invoicing dropped by 80%, from over four days of work to less than half a day. Quarterly compliance surveys that used to take two days now take three hours.

“We went from no visibility at all to seeing performance at a contract and individual level,” says Darren. “That accountability helps general managers understand where things are tracking.”

The contrast with previous experience was stark. “On my last ERP project, I barely slept for four weeks,” Darren recalls.

“On this one, I could get on with my day job. Everything was under control. This was the smoothest implementation I’ve ever had.”

The success led Nexon to invite Darren to present at a client event, where he shared Omni’s phased approach and the results they achieved.

Trust, agility and shared values

Beyond technology, Darren points to cultural alignment as a key factor.

“Omni was founded on values of trust, respect, agility and humility. Those are exactly the values I see from the Nexon team. They do what they say. They pivot easily. They give you options rather than telling you what to do.”

Gavin Leathem, General Manager of Microsoft Business Solutions at Nexon, sees this mutual respect as fundamental.

“When a customer is open-minded and walks into the partnership based on trust rather than commercial negotiation, the outcomes are always better. Omni had faith in the process, decision-makers at the table and the professionalism to move quickly. That’s what allows us to deliver.”

Ready for what comes next

The partnership continues with regular strategic planning sessions. Top of the agenda is emissions reporting, which will become mandatory for organisations of Omni’s size. With aircraft in the fleet, this is a significant undertaking.

“We used to spend six to eight weeks extracting emissions data,” says Darren. “With the Microsoft sustainability solution Nexon is helping us implement, I expect that will drop to days.”

AI is on the horizon as well, though Darren is approaching it cautiously. “The message from Nexon was clear: get your data in order first. In defence, you can’t afford to get this wrong. Consolidating our data, governance and security equips us for what’s next.”

Asked whether he would recommend Nexon to similar organisations, Darren doesn’t hesitate.

“I would definitely recommend Nexon. The commitment and knowledge of the team is exceptional. They align culturally with how we work, and that makes all the difference.”



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Darren Heathcote
CFO, Omni

About Nexon Asia Pacific

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.

Discover how Nexon can transform your organisation. Call us at **1300 800 000** or visit **nexon.com.au**

