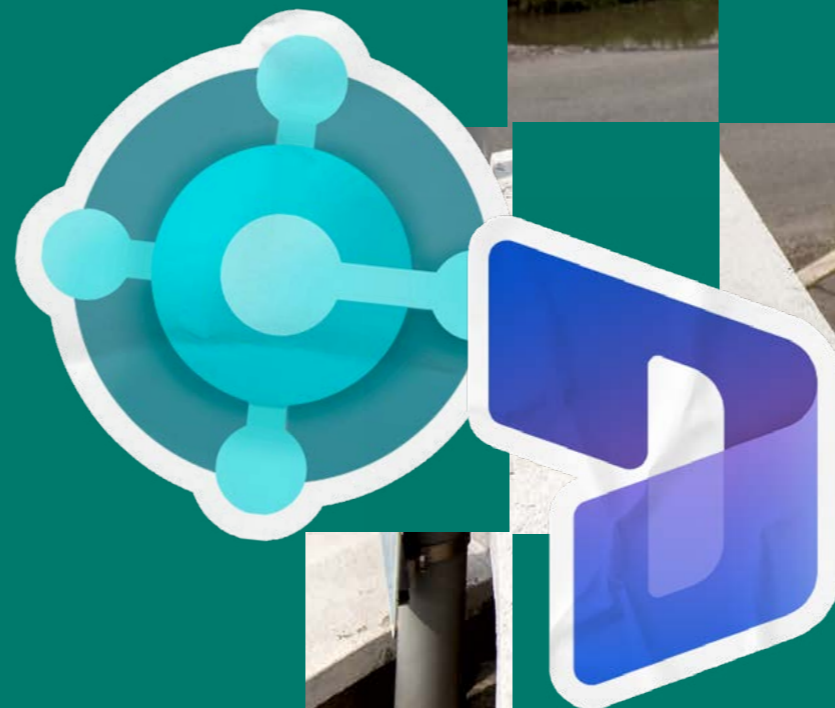


**INFINITY  
GROUP**

# Chemring Countermeasures:

Unlocking growth  
through ERP



**Chemring**  
Countermeasures



**Chemring** |  
Innovating to protect

## Introduction\_

Chemring Countermeasures (CCM), a division of Chemring Group, is a leading global provider of advanced expendable countermeasures for protecting air, sea and land platforms. With a strong focus on innovation and precision, CCM plays a critical role in defence manufacturing, supplying flares and countermeasures to military organisations worldwide.

Since 2019, CCM has been on a journey of modernisation, initially focusing on manufacturing improvements and lean practices. The next phase of their transformation aimed to overhaul their ERP systems to support broader operational goals.



# The challenge: moving operations to the modern age

Before they came to us, Chemring were at a pivotal point in their transformation journey. Despite being a highly advanced manufacturer of military-grade countermeasures, much of their internal business process were still rooted in manual, paper-based processes. This was holding them back in today's fast-paced, data-driven world.

This reliance on outdated systems created several pain points:

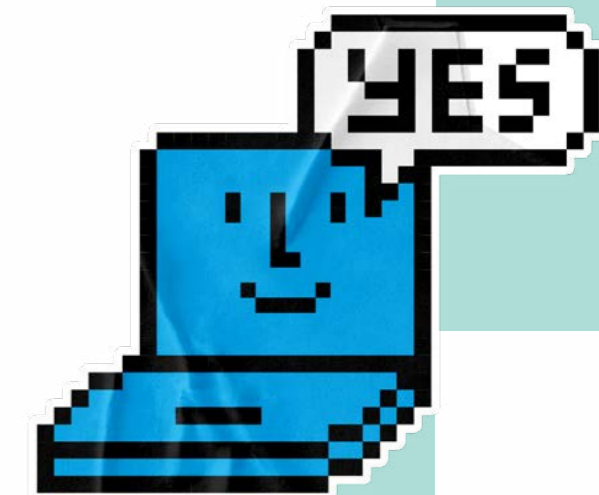
- Operational inefficiency: Processes were slow and difficult to track. There was no easy way to get a real-time view of what was happening across the business.
- Data fragmentation: With no centralised system, information was siloed. This made collaboration between teams and across sites challenging and inconsistent.
- Compliance pressure: CCM operates in a highly regulated industry. Every process must be traceable, materials accounted for and measurements precise. Their existing ERP systems simply weren't built to handle that level of scrutiny.
- Precision requirements: Materials are measured to the gram, and the manufacturing process must be executed with absolute accuracy. Their legacy systems couldn't support the level of detail and control they needed.
- Cultural shift: Perhaps one of the biggest hurdles was the human element. Moving from a familiar, manual way of working to a fully digital ERP system represented a significant change for staff. It becomes about changing habits, workflows and mindsets as well as software.



All these challenges pointed to one clear need: a modern, scalable ERP solution that could bring their operations into the 21st century, without compromising on compliance, precision or performance.

“We needed a solution that could address our fragmented data, meet compliance demands and modernise manual processes. With a modern ERP, we've gained the control, visibility and traceability required for our business.”

– David Fulker, Head of Business Transformation

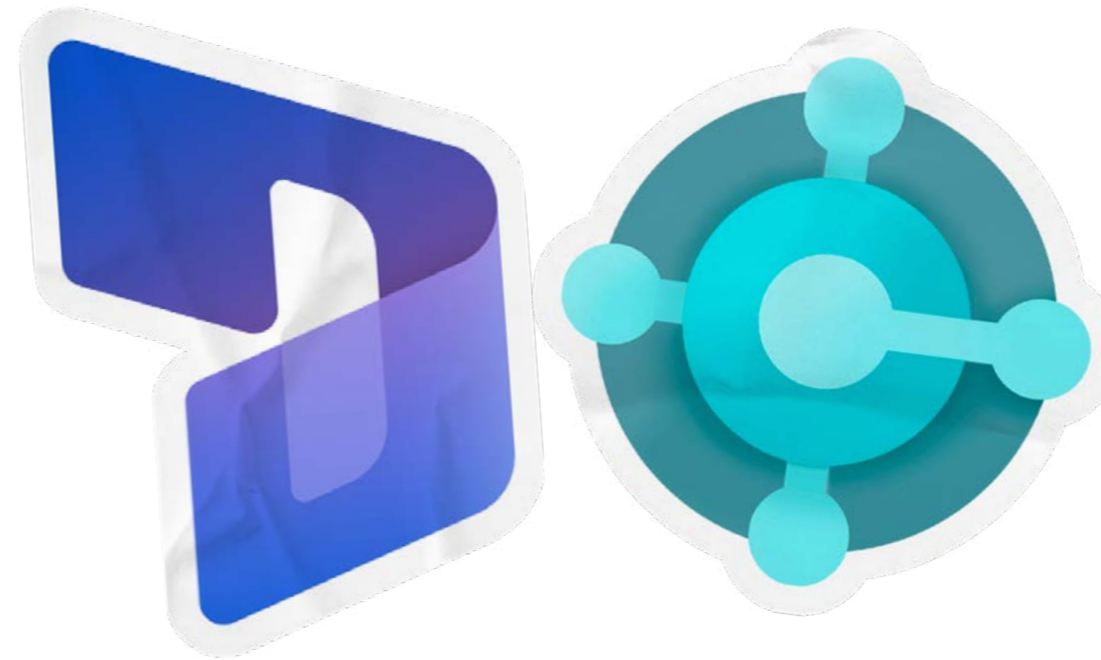


# The solution: an out-of-the-box ERP to drive a smooth transition

With CCM's challenges in mind, we held Discovery workshops to understand the extent of the issues they faced, uncover opportunities to add value and define the right solution and required scope for the project. Based on the workshop findings, CCM selected Microsoft Dynamics 365 Business Central (D365 BC) as their ERP platform.

The goal was to move toward a paper-free operation and standardise processes across the business.

CCM formed an internal transformation team to support data cleansing and ensure legacy data aligned with the new system. The business made a conscious decision to avoid heavy customisations, instead using standardised add-ons and making only minor adjustments (e.g. reporting tweaks) to reduce complexity and support long-term scalability.



## The solution included:

- Core ERP functionality: Finance, purchasing, sales and manufacturing
- Inventory and warehouse management: Including handheld device integration and insights for real-time tracking
- Quality inspection and shopfloor insights: To support compliance and operational accuracy
- Connected with Continia: For automated vendor invoice processing
- Project management: To support R&D and innovation initiatives



# The Infinity Group approach

Infinity Group led the implementation through a structured, collaborative process designed to support both technical delivery and cultural change:

## Discovery and planning

Developed a detailed Statement of Work outlining deliverables and dependencies

## Technical delivery

Deployed ISV solutions to extend Business Central's capabilities without custom development

Delivered data migration templates, security protocols and testing documentation

Executed system and UAT testing, with traceability and exit reports

## Change management and support

Provided on-site support from our expert consultants during go-live

Delivered "Train the Trainer" documentation and Microsoft learning resources

Completed handover to support with architecture overview and feedback integration



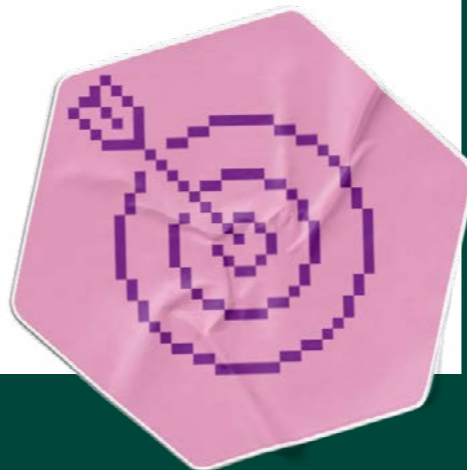
Throughout the project, the focus was on making users' lives easier, simplifying processes and supporting a workforce that is largely not desk-based. Change management was a major focus, ensuring that the entire company was brought along on the journey.

"The expertise and collaborative approach throughout the process meant we were able to streamline operations, reduce manual work, and set a strong foundation for future growth. We now have real-time visibility into our data and the confidence to drive innovation across our business."

– David Fulker, Head of Business Transformation

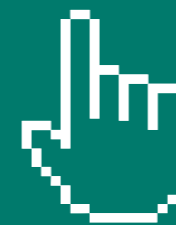
# Outcomes and benefits

- Successful go-live of D365 Business Central within two months
- Effectively deployed digital technology into manufacturing operations to improve visibility – fulfilling one of the core project goals
- Streamlined processes across finance, procurement, manufacturing and warehousing
- Phase 2 planning underway, with a broader digital roadmap in development
- Improved data visibility and collaboration, laying the foundation for future innovation



“With each milestone reached, our teams gained the agility and clarity needed to adapt swiftly to changing demands. This transformation is more than a technical upgrade - it’s a catalyst for lasting business resilience and growth.”

– David Fulker, Head of Business Transformation



## Discover your digital transformation roadmap with Infinity Group

Ready to unlock new efficiencies and transform your business? Connect with Infinity Group today to discover how Dynamics 365 Business Central can help you achieve results that make a real difference.

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