INFINITY GROUP

Business Central guide

(from award-winning implementation partners)

Microsoft
2025 Partner of the Year

Winner
Dynamics 365 Business Central Award

Contents

Introduction_

ERP systems aren't the most glamorous topic in the world of business. But they're a necessity to any business who wants to control their core processes and maximise performance. We like to think of them as the central nervous system for your organisation. It connects finance, operations, supply chain, sales and more so everything works together seamlessly.

For years, ERP systems have been seen as complex and rigid. As a result, some finance teams have stuck to their spreadsheet approaches, created decades ago. But the world has moved on. Businesses need agility, automation and insight – and that can't be found in a spreadsheet alone.

As ERP systems have begun to modernise, Microsoft Dynamics 365 Business Central has thrived as a market leader. It's ERP, but done differently. It's flexible, scalable, AI-ready and, most importantly, it makes sense to users. Forbes even named it as the **'best overall ERP'.**

This guide is here to answer every question you have about Business Central and why it's your optimum choice – whether you're operating from spreadsheets or an inferior ERP system.

And why trust us to guide you through it? Because we don't just know Business Central - we're experts. The kind of experts who win awards for it. In 2025, Microsoft named us their global partner of the year for Business Central. So when we say we know what we're talking about, we really do.

Ready to see what the fuss is about? Let's dive in.

What is Business Central?

At its core, **Business Central** is an **all-in-one business management solution** that brings together finance, operations, sales and supply chain into one streamlined platform. It's cloud-based (with on-prem options if preferred), scalable and designed to integrate seamlessly with the tools you already use - like Microsoft 365 and Power BI. It eradicates the clunky interfaces or manual tasks historically associated with ERP, instead making your finance team's life easier, your reporting sharper and your processes smarter.

We'll explore the key capabilities of Business Central soon, but here is a high-level overview of its core features:

- **Financial Management:** General ledger, budgeting, cash flow and fixed assets, all in one place.

- **Supply Chain & Inventory:** Real-time visibility into stock, purchasing and order fulfilment.

- **Sales & Service:** Manage quotes, orders and customer relationships without jumping between systems.

- **Project Management:** Track jobs, resources and profitability with ease.

- **Reporting & Analytics:** Built-in dashboards and Power BI integration for insights drive better decisions.

A brief timeline of Business Central

Business Central has been making waves in the ERP system market for years, having evolved from decades of Microsoft technology and research. Here's a brief overview of its history:

Pre-2018: Microsoft had NAV (Navision), which you may have heard of before. It was a solid ERP for SMBs but very much a product of its time.

2018

2018: Business Central launched as the modern evolution of NAV: cloud-first, integration-friendly and ready for the digital era.

Today: It's part of the Dynamics 365 family, continuously updated and trusted by thousands of businesses worldwide. Plus, integrated with Copilot to bring AI power.
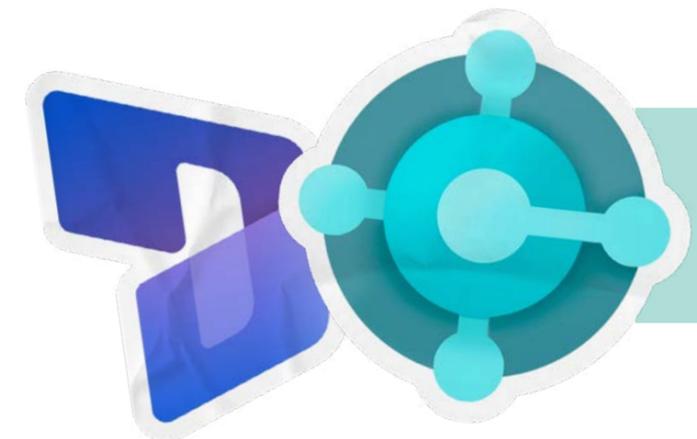
Business Central in the wider Microsoft ecosystem

Business Central isn't just a standalone ERP. One of its strengths is the ability to connect seamlessly with other Microsoft solutions, giving you a fully integrated business environment.

Firstly, it's part of the Dynamics 365 product suite, meaning it can align nicely with other modules your business needs, making for more efficient workflows and cross-department collaboration. This includes:

- **Dynamics 365 Sales:** Sync customer data, quotes and orders between your CRM and ERP for a single source of truth.

- **Dynamics 365 Customer Service:** Deliver better support by linking service cases with financial and operational data.

- **Dynamics 365 Field Service:** Perfect for businesses with field teams - schedule resources, manage inventory and invoice directly from BC.

- **Dynamics 365 Customer Insights:** Align campaigns with real-time financial insights for smarter ROI tracking.

On top of this, Business Central also integrates with much-loved and much-used Microsoft tools including:

- **Outlook:** Create quotes and invoices directly from your inbox.

- **Excel:** Export and analyse data without losing formatting or formulas.

- **Teams:** Collaborate on financial reports and approvals in real time.

- **Power BI:** Advanced analytics and dashboards for decision-making.

- **Power Automate:** Automate repetitive tasks like approvals and notifications.

- **Power Apps:** Build custom apps that extend Business Central functionality.

This means that Business Central can become your custom-built ERP, tailor made to your organisation's needs. And all of it is built on **Azure**, Microsoft cloud platform that brings enterprise-grade security, compliance and scalability - so your auditors sleep well at night and your IT team doesn't panic about growth.

Who is Business Central for?

Business Central is built for small to mid-sized businesses that want to stop firefighting and start running smarter. It can help a wide range of job roles and industries work smarter, achieve more and finetune back-office processes.

Industries that benefit from Business Central

Manufacturing

Manufacturers know the pain of production delays, inventory surprises and scheduling headaches. When your systems don't talk to each other, planning feels like guesswork and costs spiral. Business Central brings everything together, including production planning, inventory management and supply chain visibility, so you can forecast accurately, reduce waste and keep operations running like clockwork.

Wholesale and distribution

Managing stock across multiple locations, tracking orders and keeping customers happy is tough when data lives in silos. Business Central gives distributors real-time inventory visibility, automated replenishment and integrated order management. The result is fewer stock-outs, faster fulfilment and happier customers.

Professional services

For service-based businesses, profitability often hinges on accurate job costing and resource allocation. When those numbers are buried in spreadsheets, it's hard to stay on top. Business Central solves this with built-in project accounting, time tracking and real-time profitability insights - so you can manage projects proactively, not reactively.

Retail and eCommerce

Retailers face constant pressure to deliver seamless customer experiences while managing complex supply chains. Business Central integrates point-of-sale, inventory and financials, giving you a single source of truth. That means better stock control, faster order processing and the ability to scale without chaos.

Nonprofits

Nonprofits need transparency and accountability, but manual processes and fragmented systems make reporting a nightmare. Business Central provides integrated financial management, donor tracking and compliance tools - so you can focus on impact, not admin.

Construction and project-based industries

When projects run over budget or timelines slip, profitability takes a hit. Business Central helps construction firms and project-based businesses track costs, manage resources, and monitor progress in real time. No more surprises; just clear visibility from start to finish.

Job roles that benefit from Business Central

Finance leaders (CFOs, Finance Directors, Controllers)

Month-end close shouldn't feel like a marathon, but for many finance teams, it does. Hours disappear into manual reconciliations, compliance checks become a constant headache and forecasting often feels like educated guesswork because data is scattered across multiple systems.

Business Central changes that story. It automates reconciliations and approvals, gives you real-time dashboards for instant visibility and builds compliance and audit trails right into the platform. Forecasting becomes accurate and data-driven - because everything is finally connected.

Operations managers

Inventory surprises are never fun - whether it's stock-outs or discovering 500 units of something you didn't need. Blind spots in the supply chain and manual processes slow everything down, creating bottlenecks that frustrate teams and customers alike.

Business Central fixes this with real-time inventory tracking, automated replenishment and integrated supply chain visibility. Add workflow automation into the mix, and suddenly operations run smoothly without the constant firefighting.

Project managers

Job costing shouldn't feel like guesswork, but for many project teams, it does. Resource allocation is reactive and profitability tracking often happens after the fact.

Business Central flips that on its head with built-in job costing and resource management tools, real-time profitability insights and integrated time and expense tracking. Suddenly, projects run with clarity and control.

Sales and customer service teams

When customer data lives in silos, everything slows down. Quotes take too long, the quote-to-cash process drags and no one has visibility into stock or delivery timelines.

Business Central solves this by integrating CRM capabilities, speeding up quote-to-cash workflows and providing real-time inventory and delivery updates. The result is happier customers and faster deals.
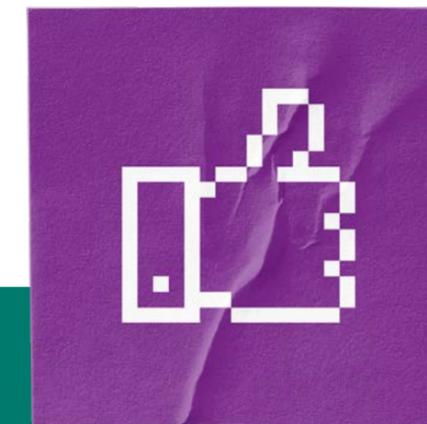
Key features and capabilities

There's a reason why Business Central is the market leader for ERP systems. It's the Swiss Army knife of ERP.

Financial management

Business Central gives finance teams complete control over the numbers, with faster close, built-in compliance and real-time visibility for smarter decisions.

- **General ledger and dimensions:** Track transactions with multiple dimensions for granular reporting.

- **Cash flow forecasting:** Predict liquidity based on actual and planned transactions.

- **Bank account management and reconciliation:** Automate bank feeds and reconciliation to cut hours off month-end close.

- **Fixed asset management:** Handle depreciation, disposals and maintenance schedules without spreadsheets.

- **Intercompany postings:** Simplify transactions across multiple entities.

Get faster close, built-in compliance, and real-time visibility for smarter decisions.

Supply chain and inventory

Get fewer surprises, better planning and reduced carrying costs across supply chain and inventory tasks.

- **Real-time inventory tracking:** Know exactly what's in stock across locations.

- **Automated replenishment:** Use demand forecasting and reorder points to avoid stock-outs.

- **Purchase and sales order management:** Streamline procurement and fulfilment workflows.

- **Warehouse management:** Bin-level tracking, pick/put-away processes and barcode scanning.

- **Vendor and item catalogues:** Centralise supplier details and product data for accuracy.
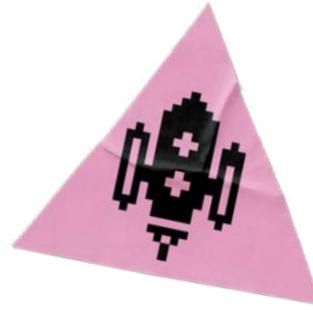
Project management

Keep projects on budget, resources optimised and profitability clear with features designed to simplify project management.

- **Job costing and budgeting:** Track actual vs. budgeted costs in real time

- **Resource scheduling:** Allocate people and equipment efficiently.

- **Time and expense tracking:** Capture billable hours and expenses directly in the system.

- **Profitability analysis:** Monitor margins proactively, not after the fact.

Reporting and analytics

Business Central turns raw data into actionable intelligence – so you get data, without the noise.

- **Built-in reports and KPIs:** Standard financial and operational reports ready out of the box.

- **Power BI integration:** Advanced dashboards and visualisations for deeper insights.

- **Excel export and analysis:** Work with data in familiar tools without losing control.

- **Role-based dashboards:** Personalised views for finance, operations and sales teams.

Microsoft 365 integration

Work in the tools your team already use, with no disruption and no extra training required.

- **Outlook:** Create quotes and invoices directly from emails.

- **Teams:** Collaborate on approvals and share dashboards in chat.

- **Excel:** Push and pull data for analysis without breaking the link to live data.

- **Power Platform:** Automate workflows with Power Automate, build custom apps with Power Apps and visualise trends with Power BI.

- **Other Dynamics 365 Modules:** Seamless integration with Sales, Customer Service and Field Service.

API and extensibility

Customise and extend your ERP system with your evolving needs – beyond even the Microsoft ecosystem.

- **Open API:** Connect Business Central to third-party apps or custom solutions.

- **AppSource Marketplace:** Access hundreds of industry-specific extensions.

- **AL Language for customisation:** Build tailored functionality without breaking core updates.

Ready for the future

This is a highlight of the features in Business Central now – but it's not the end of the story. As business needs evolve, it's crucial your systems do too. That is why Microsoft invests in constant research and development, bringing twice-yearly updates to Business Central. These updates unlock new functionality, built to withstand new challenges, changing priorities and business demand.

So, you're getting an ERP that's ready for the future – whatever it might look like.
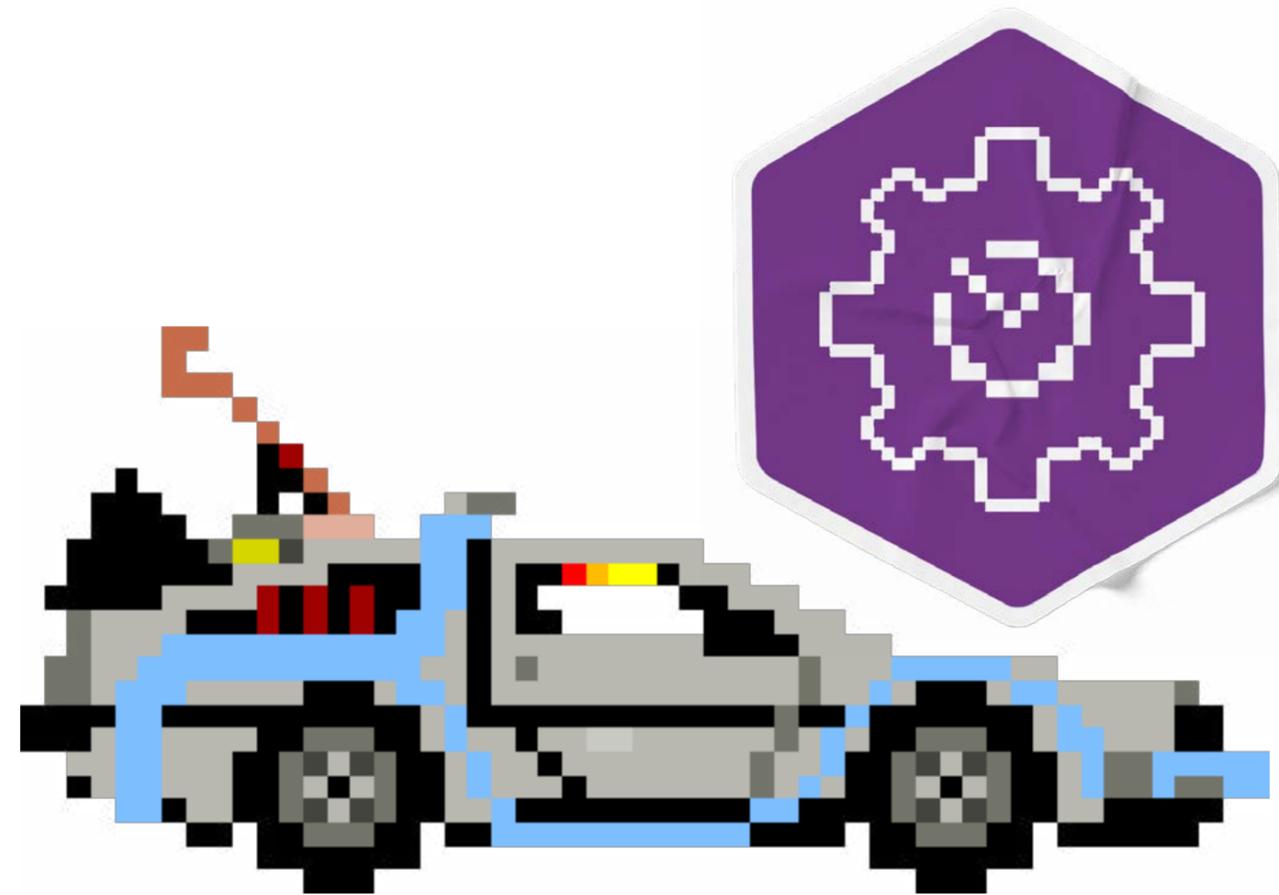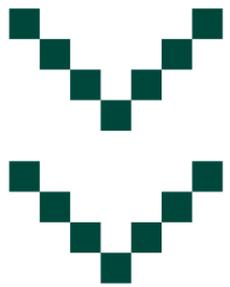
AI in Business Central

Microsoft know that, in the modern era, the attention is all on AI. You need to use it to boost productivity, save time and retain your competitive edge – including in your ERP.

As a result, AI is now woven into Business Central, so you get tools that process and act on data. Unlike standalone AI tools that require training or manual setup, Business Central's AI features tap directly into your existing financial, operational and customer data. That means:

- **No model training required:** AI understands your business context out of the box.

- **Reduced prompting time:** Ask natural language questions and get instant answers.

- **Context-aware suggestions:** AI knows what you're working on and offers relevant actions.

This isn't AI that's here to take jobs from your team members – instead, it removes common obstacles to productivity and rewards people with time to do the most important parts of their job.

Copilot: your built-in AI assistant

Copilot is Microsoft's AI, **embedded directly into Business Central.** Think of it as your finance and operations sidekick that works inside the apps you already use.

It brings:

- **Natural language queries:** Ask questions like "Show me overdue invoices" or "Summarise cash flow for last quarter" and get instant answers.

- **Content generation:** Draft product descriptions, emails or reports without starting from scratch.

- **Predictive insights:** Spot trends in sales, inventory or cash flow before they become problems.

- **Workflow help:** Suggest actions based on context - like flagging anomalies or recommending replenishment.

Copilot integrates seamlessly with Microsoft 365 tools (Outlook, Teams, Excel) and the Power Platform, so AI feels like part of your daily workflow. And by using it, you can gain faster intelligence for smarter decisions and relevant suggestions as users work.

AI agents

AI agents are the latest chapter in the AI lifecycle. In Business Central, these agents go beyond simple automation: they handle tasks that traditionally eat hours of your team's time.

Microsoft offer a range of pre-built agents you can easily deploy into Business Central, including:

- **Sales Order Agent**: Automates intake of sales orders from emails and attachments, interprets unstructured data and generates accurate sales documents.

- **Payables Agent**: Extracts data from vendor invoices, matches it against records and posts transactions - streamlining accounts payable.

- **Financial Reconciliation Agent**: Cleans and organises financial data for reporting and accelerates closing processes by automating transaction matching.

- **Account Reconciliation Agent**: Speeds up month-end close by clearing and matching transactions between sub-ledgers and the general ledger.

- **Time & Expense Agent**: Automates time entry, expense tracking and approval workflows for project-based businesses.

Plus, in **Copilot Studio**, it's simple to build and customise your own agents, fit for your specific business goals and challenges. You don't even need technical expertise – Microsoft make it simple for even amateur developers.

AI that works with your data

AI is only as good as the data it learns from - and Business Central makes sure that data is secure and structured. With Azure in the background, you get enterprise-grade security, encryption and compliance baked in.

Business Central also organizes your financial, operational, and customer data into a single source of truth, so AI models have clean, consistent inputs. And Microsoft's responsible AI framework ensures transparency and compliance with GDPR and other regulations.

So, you benefit from AI that's powerful, secure and ready to deliver insights you can trust.
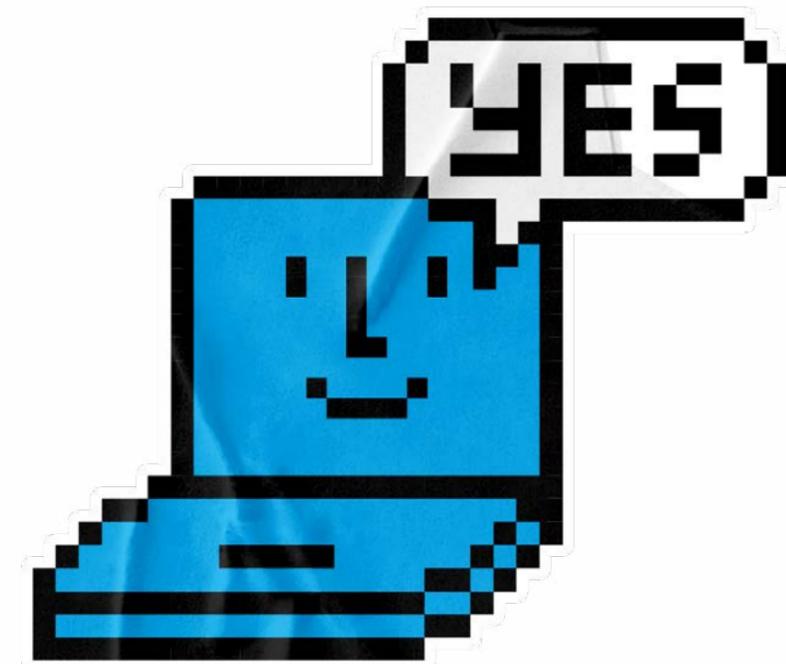
Security in Business Central

When it comes to your ERP, security is critical, especially against **a landscape of rising cyber attacks.** Business Central is designed with enterprise-grade protection baked in, so your data stays safe, compliant and accessible only to the right people.

Microsoft security at the core

As Business Central runs on Azure, you benefit from Microsoft's multi-layered security architecture:

- **Encryption everywhere**: Data is encrypted at rest and in transit.

- **Threat protection**: Continuous monitoring and advanced threat detection powered by Microsoft Defender.

- **Role-based access control**: Define permissions by role, so users only see what they need and nothing more.

- **Conditional access policies**: Enforce security rules based on user location, device health and risk level.

Mobile app protection: Keep data secure even on BYOD (Bring Your Own Device) setups.

Business Central can also integrate with other Microsoft security tools for stronger protection, including:

- **Microsoft Entra:** Centralised identity management with Single Sign-On (SSO) and Multi-Factor Authentication (MFA) to keep unauthorized access out.

- **Microsoft Intune**: Manage and secure devices accessing Business Central. Apply compliance policies, enforce encryption and remotely wipe data if needed.

What about compliance?

Compliance is no longer optional – so Business Central makes it effortless.

It's built to meet global compliance standards, so you can tick every audit box with confidence. It holds certifications like ISO 27001, SOC and GDPR, and includes tools for data subject requests, consent management and audit trails.

Microsoft's Responsible AI Framework ensures transparency and ethical handling of AI-driven processes, while data residency options let you choose where your data lives to meet regional requirements. This culminates in a system that's secure, compliant and designed to protect your business and your customers.

Business Central vs other ERPs

ERP isn't one-size-fits-all. There are alternatives to Business Central on the market – though none that carry the same power, future-readiness and integration. Here are how Business Central stacks up to other significant ERP systems.

Business Central vs Netsuite

- **Integration**: Business Central works natively with Microsoft 365 (Outlook, Teams, Excel) and Power Platform. NetSuite requires third-party connectors for similar functionality.

- **Ease of use**: Familiar Microsoft interface means faster adoption. NetSuite often has a steeper learning curve.

- **AI and automation**: Copilot and pre-built AI agents come standard in BC - no extra setup. NetSuite offers AI, but usually as add-ons.

- **Cost and complexity**: BC offers transparent per-user pricing and quicker implementation. NetSuite tends to be more expensive and time-consuming to deploy. NetSuite is also known for mounting costs as your business scales, which may price you out in a few years' time.

To read more about how Business Central matches these competitors, plus other ERP systems on the market, you can visit our total comparison guide.

Business Central vs SAP Business One

- **Scalability**: BC scales smoothly for SMBs and growing businesses. SAP is powerful, but often overkill for mid-sized organisations.

- **Implementation**: BC deploys quickly with minimal disruption. SAP implementations are typically lengthy and require specialist consultants.

- **Integration**: BC integrates seamlessly with Microsoft tools. SAP integration often involves custom development.

- **AI features**: BC includes Copilot and automation out of the box. SAP's AI capabilities are less embedded and require configuration.

Business Central vs Sage Intacct

- **Scope**: Sage Intacct is finance-first. BC covers finance, operations, supply chain and projects in one platform.

- **Integration**: BC connects natively to Microsoft 365 and Power Platform. Sage integration is limited and often manual.

- **Scalability:** BC grows with your business across multiple functions. Sage struggles beyond core financials.

- **AI and insights:** BC delivers predictive insights and automation without extra cost. Sage offers fewer AI-driven features.

Implementation and customisation

Changing ERP shouldn't feel like open heart surgery. Microsoft designed Business Central to be flexible, fast and tailored to your business needs.

Deployment options

Business Central is one of few ERP systems to give you a choice at how you want to deploy it. You can choose between:

- **Cloud-first** for automatic updates, scalability and anywhere access - ideal for businesses that want low IT overhead and fast adoption.

- **On-premise,** if you need full control over infrastructure or have strict compliance requirements.

- **Hybrid** for those transitioning gradually.

This gives you total flexibility to get an ERP that suits your needs.

What implementation looks like

Once you've decided on your deployment approach, it's time to implement. A successful rollout follows clear phases:

1. **Discovery and design**: Map your processes, reporting needs, and integrations. This is where you define how Business Central fits your business with your chosen consultants.

2. **Configuration and build**: Set up finance, operations and security roles. Create environments for testing and training.

3. **Data migration**: Move your chart of accounts, customers, vendors and opening balances using structured templates.

4. **Testing and UAT**: Validate processes in a sandbox environment before go-live.

5. **Training and go-live**: Role-based training for your team, then a controlled cutover with expert support.

6. **Hypercare and optimisation**: Post-launch support to fine-tune workflows and reporting.
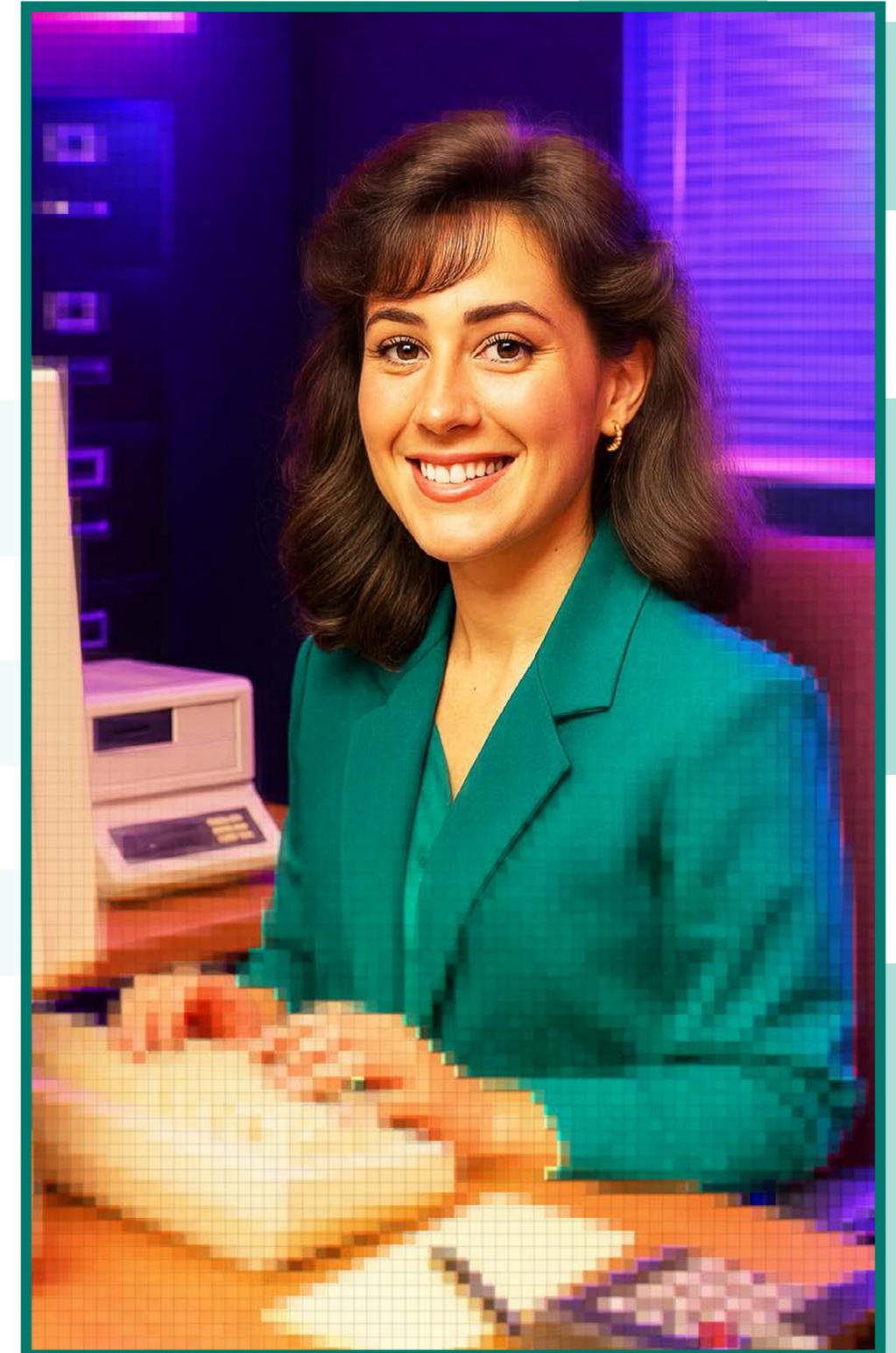
Partner support and consultancy

Business Central isn't a DIY project. You need to work with experts who know Business Central intrinsically – and Microsoft don't do this themselves directly.

Certified Microsoft partners (like us!) provide end-to-end guidance: planning, configuration, data migration, training and ongoing optimisation. We also manage risk by using best practices for testing and updates, so your go-live is smooth and stress-free. But more on this later.

What about customisation?

No two businesses are the same, and Business Central is built to flex. It uses an extension-based model, which means you can tailor functionality without breaking future updates. Here's how that works:

- **ISVs (Independent software vendors):** Microsoft's AppSource marketplace is packed with pre-built, industry-specific apps from ISVs, covering everything from advanced manufacturing to complex distribution and niche compliance needs. These apps plug straight into Business Central, saving time and cost compared to building from scratch. We partner with ISVs we know provide valuable solutions, so can help you find the right extensions to address gaps.

- **Integration for a connected experience:** Business Central's open API and Dataverse integration make it easy to connect with other Microsoft tools (Power BI, Power Automate, Teams) and third-party apps, without creating fragile, hard-to-maintain links. So, you can build an ecosystem that works for your business, without losing context or siloing data.

- **Custom functionality (only when required):** When your requirements go beyond what standard BC or ISV apps can deliver, customisation is possible using AL language and the extension model. This approach keeps changes upgrade-safe and isolated from the core system. But our rule is that custom code is a last resort. We start with configuration and proven ISV solutions first, then only build bespoke functionality where it delivers clear business value. By minimising custom code, we can preserve scalability and ease of maintenance.

With these options to customise your Business Central deployment, you can ensure that your ERP specifically fits your objectives, with no issues left unaddressed. It also means your system can evolve and adjust with your organisation, so you never have to change platforms (or undergo the project frustrations involved with that).

Licensing and pricing_

Before you can get started with Business Central, you need licenses. Fortunately, Business Central licensing is designed to be flexible - so you only pay for what you need. Here's how it works:

Types of licenses

There are three types of licenses you can choose from when deploying Business Central. There are no minimum user qualification criteria.

Pricing is **per user, per month,** starting around **£61.50 for Essentials** and **£84.60 for Premium** (based on current UK pricing).

Feature	Essentials	Premium	Team Member
License	Full user	Full user	Add-on to Essentials or Premium
Users	Designed for individual users with core business needs	Designed for power users with advanced functionality	Adds access for addtional users to existing Essentials or Premium
Key Features	• Financials • Sales • Inventory • Purchasing • Project management • Limited manufacturing (assembly) • Basic reporting • Mobile app access • External Accountant access (1 user)	• All Essentials features • Advanced financials • Supply chain management • Manufacturing • Service management • Advanced reporting & analytics • Workflow automation	Provides full read only access (subject to permissions). Also provides limited functioning for approvals and timesheets
What's Included	• 1 user license • 1 GB storage per user	• 1 user license • 2 GB storage per user	N/A
What's Not Included	• Advanced features like Service management or manufacturing • Limited reporting & analytics	N/A	• Not a standalone license • (requires Essentials or Premium)

Essentials is suitable for the majority of small and medium-sized business needs, while Premium offers specific functionality for more complex operations around manufacturing and service management. Team Member licenses are cost-effective for adding additional users to existing subscriptions.

There's also an External Accountant licence, which is included with Essentials and Premium users. They're designed to grant an external accountant access to your Business Central data for auditing and financial management purposes.

Additionally, read-only access to Business Central is available through Microsoft 365 licenses through **Microsoft Teams**, allowing occasional data viewing for employees across the organisation.

User types

There are also different user types in Business Central, each requiring different licensing types. These are:

- **Full users:** These are your finance, operations and management teams - the people who need full access to post transactions, run reports and manage processes. They will need an Essentials or Premium license.

- **Team members:** Light users who only need to view data, approve workflows or enter timesheets. These are your occasional users who don't need full functionality, so just need a team member license.

Team member licensing is significantly cheaper due to the restricted access required, costing £6.20 per user, per month.

Other cost considerations

While licensing is the main cost behind Business Central, there are other costs to consider. These include **implementation services, customisation and ISV apps** from AppSource.

If you choose an on-premises deployment, there may be extra costs associated with infrastructure and maintenance costs.

So, make sure you plan for these costs – including speaking to your Business Central partner to get a quote. We make sure our quotes are competitive, cost-effective and, most importantly, offer you ROI.

Choosing your licensing strategy

When purchasing licenses, it's crucial to ensure you have the right level of access to get what you need from Business Central across users, without wasting money on unused functionality. This means crafting an appropriate licensing strategy.

The number of licences and what type will depend on how many people require access to Business Central and at what level. If you're new to the platform, we recommend starting with a few licences and scaling as you begin to use it more.

However, you should note that Essentials and Premium licences cannot be mixed. If you require manufacturing or service management functionality, all full licences need to be Premium.

Any Business Central licence needs to be obtained from a **Microsoft Partner** (like us!). These partners can help you to determine the best licences for your needs, as well as work with you to customise and successfully deploy your Business Central solution. Our experts will also help you build a strategy that offers maximum value for your investment.

How Infinity Group deliver Business Central
(and why we win awards for it)

We'll admit it: we're passionate about Business Central. It's an important part of our mission to help organisations do more with less; streamlining their back-office processes into one centralised, easy-to-use and future-proofed ERP system. We've carefully adapted our approach to ensure we implement Business Central smoothly, securely and ready to deliver long-term ROI. We bring together the best platform, best people and best partners to help our clients thrive.

It's because of this we think we're the choice partner when it comes to Business Central projects. While we might be biased, Microsoft agrees: that's why they named us Partner of the Year 2025. And the many organisations who've chosen us as their Business Central partner agree too.

This is how we deploy Business Central to deliver value for organisations like yours.

The PIONEER approach

Implementing Business Central isn't just about installing software - it's about transforming how your business works. That's why we created **PIONEER**, our **proven delivery framework** designed to make ERP projects predictable, low-risk and focused on outcomes, across seven steps:

1. Plan
Success starts with planning. We work with your team to set the foundations: governance, steering groups, collaboration tools and project roles. Everyone knows what's expected and how decisions will be made. By the end of this stage, you have a clear blueprint for the project.

2. Investigate
Next, we dig deep into your current processes and infrastructure. Through workshops, we uncover requirements and identify opportunities to add value. This stage ensures we understand your business inside out, so the solution we design isn't just functional, it's strategic.

3. Orchestrate
Here's where the design takes shape. We translate requirements into a solution architecture, covering integrations, data migration strategy and adoption planning. This phase ensures Business Central fits seamlessly into your IT landscape and supports your long-term goals.

4. Nurture
We start building. Using dedicated sprints, we configure Business Central, develop any approved custom components, and run thorough testing - covering data migration and system integration. By the end of this stage, your solution is ready for user testing.

5. Engage
Your people get involved. We run user acceptance testing to validate the solution and make final adjustments. We also prepare training and cutover plans, ensuring your team feels confident and ready for go-live.

6. Execute
This is go-live. We move the solution into production, complete final data loads, and support communications across your business. Then we hand over control to your team - ready for a smooth launch.

7. Reinforce
Post-launch, we provide hypercare support and optimise where needed. We also onboard the solution into our managed services team for long-term support, so your ERP continues to evolve with your business.

Our team will guide you through every step, with clear deliverables that keep things on track. Change management is covered throughout, so people stay motivated. The result is projects that run calmly and peacefully, with no sleepless nights required.

Implementation packages to suit you

Every business is different - so your implementation should be too. That's why we offer flexible packages designed to match your goals and pace:

- **BC Quick:** For businesses that want to **launch fast** with core functionality. A streamlined approach that gets you live quickly without compromising quality.

- **BC Flex:** Perfect if you need to **adapt and evolve.** This package balances speed with flexibility, allowing for phased delivery and additional features as your needs grow.

- **BC Scale:** For organisations planning **long-term transformation.** A comprehensive approach that supports complex requirements, integrations and advanced capabilities across the Microsoft Cloud.

This means you can get an implementation option that's suited to your unique needs, timeframes and budget.

The people driving your success

Our team is packed with Microsoft-accredited experts who work with Business Central every single day. Consultants are fully trained and up to date with Business Central best practice, and they hold certifications across all six Microsoft solution areas. So you get specialists who understand the entire Microsoft ecosystem: security, Power Platform, AI and beyond.

We don't just talk Business Central; **we run our business on it.** We like to think of it as drinking our own champagne. That means, when we guide you through implementation, optimisation and adoption, it's based on real-world experience - not theory. We know the challenges you face and the shortcuts that make life easier. We've solved them in our own business, and we'll help you do the same.

With Infinity Group, you're partnering with people who know how to make your ERP work for you – and can have a little fun while doing it.

Partners that bring value

We don't just bring Business Central: we bring the best in the business with us. Our network of trusted partners and ISVs helps us deliver solutions that go beyond standard ERP, adding depth, flexibility and innovation. Here are just a few of them:

Seer 365: Accelerates discovery and scoping with tools that make requirements gathering faster and more accurate.

inforcer: Adds advanced compliance and governance capabilities, ensuring your ERP meets regulatory demands without complexity.

Pax8: Simplifies cloud licensing and provisioning, giving you flexibility and control over your Microsoft ecosystem.

Work365: Automates subscription billing and revenue management for businesses with recurring models - perfect for scaling service-based operations.

Revolent: Specialist recruitment and talent solutions for Microsoft technologies, helping us get the skills that boost your ERP investment.

ISVs via AppSource: We leverage industry-specific apps from leading independent software vendors to extend Business Central's functionality - whether it's advanced manufacturing, complex distribution or niche reporting.

These partnerships mean your solution is optimised for your sector and niche needs, future-proofed and supported by the best tools in the Microsoft ecosystem.

Unlocking value beyond ERP

Business Central is just the start. To truly maximise its potential, you need the right ecosystem - and that's where we come in. As a Microsoft Partner with designations across all six solution areas, we don't just implement ERP. We help you secure it, enhance it and extend it.

- **Security and compliance:** Protect your data and users with Microsoft Entra, Intune and Defender, fully integrated with your ERP. And backed by our expansive expertise in cyber security best practices.

- **AI and automation:** Leverage Copilot and the Power Platform to automate workflows, build custom apps and turn data into actionable insights, with AI readiness support to help you get going.

- **Managed services**: Keep your system optimised with proactive monitoring, updates and support- so you can focus on growth, not maintenance.

- **Microsoft 365 integration**: Connect Business Central with Teams, Outlook, and Excel for a seamless experience across your business.

With Infinity Group, you don't just get an ERP; you get a connected, secure and intelligent Microsoft ecosystem that drives long-term value.

How our clients have succeeded with Business Central

Spy Alarms

- 44% increase in productivity
- 5-point NPS improvement
- Increase in revenue

"Infinity stood out early in the process as the front runner. My engagement was efficient, and I got the attention required."

— Hugo de Beer
Group Technical Director

Chemring

- Improved data visibility
- Streamlined process
- Paved way for future innovation

"The expertise and collaborative approach meant we could streamline operations, reduce manual work and set a strong foundation for future growth."
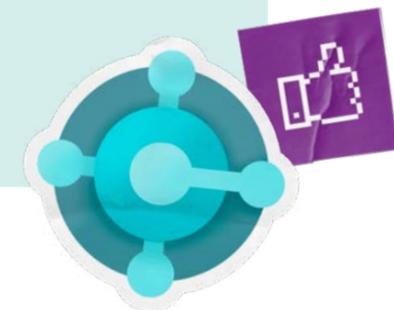
— David Fulker
Head of Business Transformation

Leading laundry equipment supplier

- 200% return on investment
- Improved internal efficiency
- Proactive service delivery

"Infinity Group has helped us uncover value we didn't know existed."

— CEO

Ready to find out what our award-winning approach to Business Central can help your organisation achieve?

🖐 Book a no-obligation call with our experts to explore your needs and our solutions.

INFINITY GROUP