

Small IT Service Provider Gets Big Business Benefits with Dynamics 365 Business Central



About Ammolite Technology

A boutique IT services provider, Ammolite Technology has found its niche helping clients throughout Western Canada solve their security, networking, software, and hardware needs.

As Rich Hodgkinson, Co-founder & Head of Operations for Ammolite Technology, puts it: "We're boutique – building relationships is at the heart of what we do. Our focus is being a strategic technology advisor for our clients as well as their one-stop-shop for all things IT."

They've recently expanded into the United States, opening an office in Houston, Texas. And that's precisely when things started to get sticky with their previous accounting system.

The Challenge

In the beginning, Wave – an online accounting system with a "freemium" business model – handled Ammolite's invoicing and accounting needs. However, with Ammolite's rapid growth, integrating other applications with their accounting solution became a priority for them.

While they are certainly no strangers to complex IT projects, it was apparent that there were real limitations to Wave's solution, and there were no easy workarounds.

Adding to the growing complexity of Ammolite's business structure was the opening of their US office. Now they had to set up a second legal entity and manage their accounts in both Canadian and US Dollars – something that Wave simply doesn't support.

Customer
Ammolite Technology

Website
ammolitetech.com

Industry
Information Technology

Organization Size
8 employees

Headquarters
Victoria, BC, Canada

Former System:
Wave

New Solution
Microsoft Dynamics 365 Business Central

Highlights
Built confidence with fixed-fee implementation backed by personalized training and unlimited support.

Saved multiple staff days per month with a streamlined invoicing process.

Handled complex integration and multi-entity/multi-currency requirements.

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Being a Microsoft partner, Ammolite began to look at Dynamics 365 Business Central as a possible solution. They found that it was able to do for them what Wave couldn't, and with their knowledge of Microsoft's ecosystem, they could use Power Platform to get even more out of their business data. Additionally, Business Central offers a host of other features they could grow into over time.

Since information systems are their primary business, implementing Business Central seemed to be a task Ammolite could easily tackle for themselves. However, after getting started, it quickly became apparent that more financial expertise was needed.

The Solution

Through a business partner, Ammolite was referred to Bam Boom Cloud. Engaging with them, answering their questions, and giving structure and guidance for the implementation project, Bam Boom Cloud helped Ammolite build a plan that would get them up and running on Business Central in no time.

As Rich mentions, **"The Bam Boom Cloud team was exceptionally helpful right from the start. They knew exactly how to coach a non-finance person through the implementation and use of Business Central."**

Fixed Costs, Stress-Free Implementation. Initially, he had some reservations about Bam Boom Cloud's fixed-fee approach. **"There's a bit of sticker-shock when, as a small company, you see a fixed fee proposal for thousands of dollars. But once you get started with the project, receiving first-class implementation assistance and training, the value quickly comes into focus. It was well worth it."**

Why was it superior to traditional ERP pricing methods? Rich answers: **"Because of the fixed-fee approach, I felt I could ask all the questions I wanted to during the process, without worrying about a huge bill at the end of the project."**

"I find the reporting in Dynamics 365 Business Central to be unbelievable! Everything ties together. I have a single pane of glass through which I can see how every aspect of our organization is doing."

*Rich Hodgkinson,
Co-founder & Head of Operations,
Ammolite Technology*



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Referring to Bam Boom Cloud's modular structure for Business Central implementation, Rich comments: **"We're able to select the specific functionality that concerns us the most, and we don't have to implement the parts we have no intention of using, which saves us both time and money."**

Business Central Experts. Although they are still a small company, Ammolite had some advanced requirements typically seen in much larger organizations. Working with multiple business entities and multiple currencies, along with complex software integrations, required advanced knowledge of Business Central as well as software development and financial best practices. Rich noted: **"Bam Boom Cloud's team has the advanced expertise to handle every aspect of our project, along with any challenge we may face in the future."**

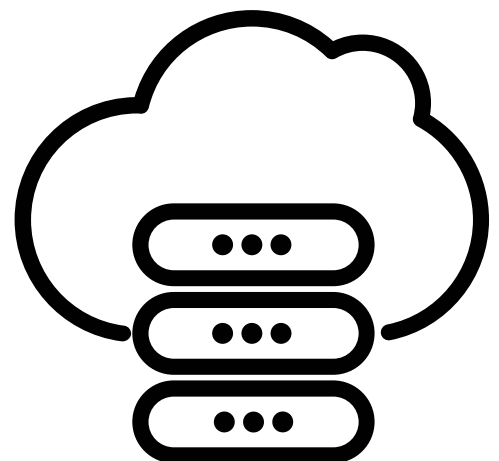
Streamlined Invoicing. Now with a true cloud ERP solution, Ammolite has access to business insight like never before. **"I find the reporting in Dynamics 365 Business Central to be unbelievable! Everything ties together. I have a single pane of glass through which I can see how every aspect of our organization is doing."**

Business Central has streamlined Ammolite's invoicing process. Rich explains: **"I dreaded invoicing every month. I had to take our invoice amounts from one system and manually input them into Wave, since that product doesn't support integrations. Having integrated our other applications with Business Central, we save multiple staff days a month. There is also a potential uplift of revenue coming from labor savings and increased accuracy by avoiding manual data entry."**

Service After the Sale. Once their project went live, Ammolite saw another benefit from their relationship with Bam Boom Cloud. **"The monthly support plan is very affordable, and their response times are amazing. Whenever we have a question, we send it to the team, and they connect with us for a remote support session that same day, usually around an hour after I open a ticket."**

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Although there's a learning curve moving from a simple accounting system to a true ERP solution, Ammolite was able to make the move with the right training. **"I like the fact that the training doesn't necessarily all have to be up front. We can do bite-sized refreshers throughout the year. I'm also really impressed that I've never been told we're at the end of our support hours. Whenever we have an issue, we can raise it and get it resolved."**

Exceptional customer service makes Ammolite feel valued as a client. **"The team at Bam Boom Cloud reaches out to us proactively. They schedule strategy sessions to help us leverage all the shiny functionality in Business Central. Not a lot of companies do that. There's a lot of value we're still planning to uncover."**

Looking to the Future

Rich and his team continue to find new aspects of Business Central that enhance their business operations. **"I feel really good knowing that we're getting value out of it, but we're only leveraging about 3% of what it can do. For example, there are some predictive analytics for cash management that look really cool – something we'll take a closer look at next year. As we invest time learning the system with Bam Boom Cloud's help, we'll get it fine-tuned like a Ferrari, and the results will be impressive."**

How did Ammolite feel about their overall experience with Bam Boom Cloud? **"The whole experience was very collaborative and stress-free, which is rarely the case when you're trying to implement a big system. Because of that, we are positioning Bam Boom Cloud as our preferred Dynamics 365 Business Central partner for our clients who want to implement the software in the future."**

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About Bam Boom Cloud

We simplify implementing cloud technology by making powerful Microsoft solutions accessible and affordable for small businesses. Our award-winning implementation methodology enables customers to take advantage of cutting-edge technology to support their business growth and long-term aspirations.

Learn more about us:

bamboomcloud.com