



**MPG Contracts Ltd**  
**Build Efficiency and Trust**  
**with Microsoft Dynamics**  
**365 Business Central and**  
**Synergy Technology**



# Introduction

**MPG Contracts Ltd** is a UK-based specialist contractor delivering internal fit out solutions for commercial and residential properties, with core services including dry lining, steel framed systems (SFS), suspended ceilings and decorations. Operating across the UK, the business focuses on delivering projects at a much higher standard than the market average, enabling stronger margins and longer-term client relationships. As the company evolved its business model and tightened its focus on quality, it needed systems and processes that could keep pace with its ambitions and support increasingly complex commercial and financial demands.

At the heart of this transformation is Lara Gill, Finance Manager at MPG Contracts, who leads the finance function and works closely with operational teams to ensure every project is delivered efficiently and profitably. Lara is responsible for ensuring the company's ERP and financial systems provide accurate information, streamlined workflows and reliable support for day-to-day decision-making.



# The Challenge

MPG Contracts had been using Microsoft Navision, a forerunner of Dynamics NAV and Dynamics 365 Business Central, for several years when it made a deliberate strategic shift in its business model. The existing system no longer matched MPG's leaner approach, and the financial and commercial teams were struggling with an ERP platform that had become unwieldy and outdated.

"We were already using Navision at that time, but our business model had changed quite a bit over the years, and the system had become far too complicated for what we needed it to do. It came out of support with Microsoft, so we started to look to the market and came across Adept (now part of Synergy Technology). We started our journey with them to upgrade the version".

Operating in the construction sector, MPG needed a system capable of ensuring CIS compliance, which had introduced additional risks to the existing system.

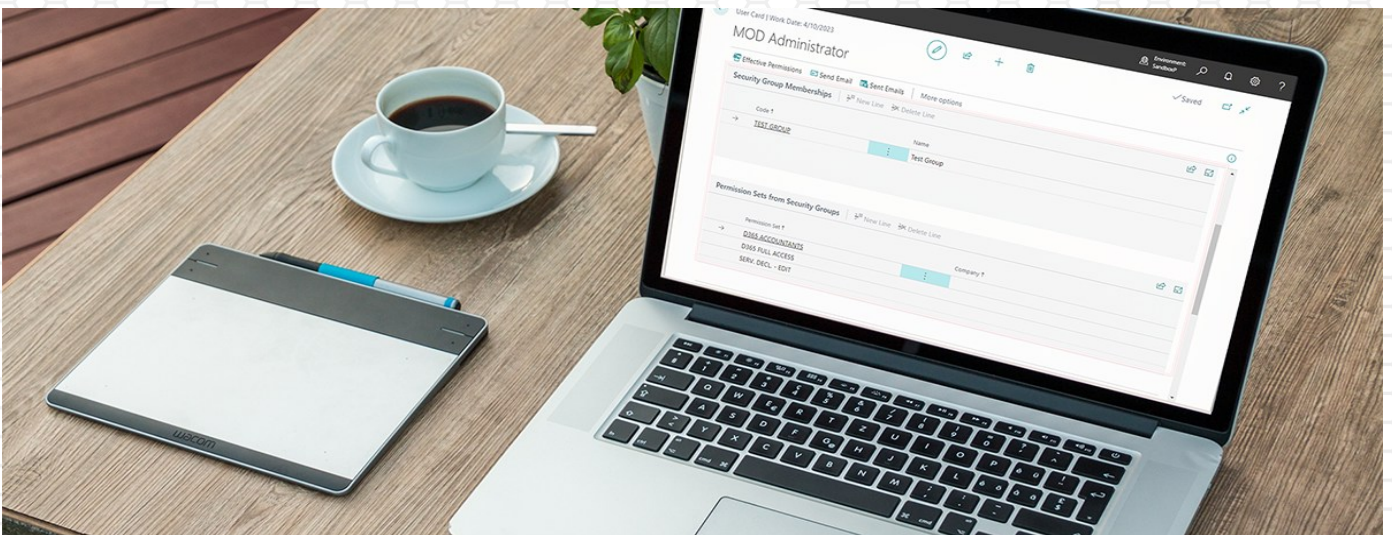


# The Solution

MPG Contracts sought a modern, construction-aware ERP solution that could simplify processes while supporting specialist industry requirements. “For construction-based companies like MPG, effective CIS (Construction Industry Scheme) functionality isn’t just a compliance requirement, it’s a core operational necessity. This didn’t come as standard in Dynamics NAV, so there was some development required by Adept”. The bespoke CIS development work laid the foundations for a system that could accurately handle tax and retention deductions, HMRC compliance, and give clear financial visibility.

Lara highlights just how vital this work was to the business: “Construction businesses often rely heavily on subcontractors, which makes accurate CIS handling essential. Adept didn’t have a construction CIS solution, but they were very keen in doing the development for us. I think they saw it as functionality that could be bolted on for other businesses.

The project team invested heavily in getting the detail right and went above and beyond to make sure everything worked for us. With requirements such as tax deductions and subcontractor retentions, there was a lot of complexity and a real learning curve. The team met the requirements in full, and the solution did exactly what it needed to do for us”.



Building on this success, MPG later upgraded to Microsoft Dynamics 365 Business Central, ensuring the platform could continue to support its growth and evolving needs. By this time, Adept had been acquired by Synergy Technology, bringing additional scale, resources and expertise while retaining the specialist Dynamics skills that MPG relied on.

Crucially for MPG, the key people who had worked on the original Navision and CIS projects remained part of the organisation, so there was continuity in both technical knowledge and understanding of MPG's business. This continuity meant the upgrade could focus on refinement rather than reinvention, with Synergy Technology guiding MPG through a proven, low-risk transition path to Business Central.

Lara recalls the experience: "The upgrade to Business Central was a smooth transition. I felt the bigger transition was back in 2013 when we first moved to Dynamics NAV. The system worked in much the same way going into the Business Central upgrade, so there wasn't much additional development needed at that point".

Today, Business Central underpins key financial and operational workflows across the company, connecting finance, purchasing and commercial teams around a single source of truth.



# The Results: Improved Operational Efficiency

The move to Business Central, and the earlier CIS-enabled upgrade, has delivered significant efficiency and cost benefits for MPG Contracts. Lara notes the impact of simplifying and streamlining processes: “The initial upgrade significantly simplified the system. Tasks that once took up to 20 steps were reduced, removing a major source of frustration.

The Commercial team in particular were spending a lot of time inputting information that gave very little return. By streamlining processes, it allowed them to focus on higher-value tasks rather than duplicating work.”

This freed the team to focus on core responsibilities such as project profitability and risk, billing accuracy and cash flow. The financial benefits are equally clear. “The system is now much simpler which has also resulted in cost savings. We’re no longer paying for modules that we don’t use”.

As the relationship transitioned fully to Synergy Technology, service quality and trust remained central. “When we moved to Synergy, we weren’t sure whether the relationship would stay the same – but it completely has. Their customer service is exceptional, and they are a great team to work with. They genuinely understand our business and focus on building a system that works for us. There’s never any pressure to add unnecessary extras which makes the partnership feel honest and trustworthy”. This combination of tailored technology and long-term partnership is what continues to deliver value for MPG.



## The Future

MPG Contracts is now preparing to move from its on-premise deployment to the cloud-based Microsoft Dynamics 365 Business Central SaaS platform, supported by Synergy Technology. This next step will give the business greater flexibility, automatic updates and easier access to advanced capabilities, while maintaining the CIS and construction-specific controls that are critical to its operations.

Having invested in the upgraded system and developed a strong relationship with Synergy Technology, MPG intends to continue building on this platform for the long term. As long as Business Central continues to support the company's focus on high-quality, profitable projects, Lara and her team plan to keep evolving their solution alongside Synergy, ensuring the system grows with the business rather than holding it back.



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