P·A·C·E·R
SOLUTIONS

Streamlining critical business processes into easily accessible solutions.

SOLUTIONS OVERVIEW

MANAGEMENT
Maintain processes, visibility and accountability in your business.

EFFICIENCY
Real-time data for faster action, reduced downtime, and smoother workflows.

PROFITABILITY
Increase margins, get paid faster, and maximise asset and labour returns.

QUALITY
Trusted Microsoft service provider

SERVICES
Reliable local support

EXPERTISE
Business focused, solution driven.

About Pacer Solutions

Since 2020, Pacer Solutions has helped businesses streamline operations with tailored, integrated technology solutions. We go beyond off-the-shelf systems, ensuring seamless data flow, scalable operations, and uninterrupted growth.

Many clients turn to us after struggling with systems that overpromise and underdeliver. We specialise in integration, consolidation, and optimisation—helping businesses not just compete but thrive. Our solutions enhance efficiency while preserving operational uniqueness.

Led by Ciaran Monks, with over 25 years of experience in corporate finance, system design, and business leadership across Europe and Australia, Pacer Solutions works closely with clients to develop tailored strategies. We have successfully implemented solutions for numerous growing businesses, driving long-term value and efficiency.

Addressing the Challenges experienced in business:

- **Complex Operations** – Managing multiple moving parts across projects, teams, and locations.

- **Heavy Compliance & Safety Demands** – Meeting strict regulations while ensuring workplace safety.

- **Optimising People & Assets** – Tracking and maximising workforce and equipment efficiency to stay profitable.

- **Limited Real-Time Updates** – Field teams struggle to access and action updates without computer access.

- **Multiple Jobs, Multiple Sites** – Coordinating resources across various locations efficiently.

- **Need for Complete Project Control** – Maintaining visibility and oversight from start to finish.

- **Time-Poor Business Owners** – Juggling daily operations with little time to focus on system improvements.

Solving real-world challenges with smart, seamless solutions.

The Pacer Solutions Approach

At Pacer Solutions, we simplify challenges by integrating tailored technology that ensures seamless data flow, better resource management, real-time updates, and full project oversight. This drives efficiency and profitability while helping businesses thrive.

MANAGEMENT
Maintain processes, visibility and accountability across the whole business.

EFFICIENCY
Access real-time field data to enhance safety, minimise downtime, and identify workflow bottlenecks.

PROFITABILITY
Increase margins and improve cash flow with accurate data, maximising returns on assets and labour.

Quality Assurance

QUALITY   **SERVICES**   **EXPERTISE**

OUR QA PROCESS

- Thorough QA Testing
- Environment Workflow
- Post-Launch Support
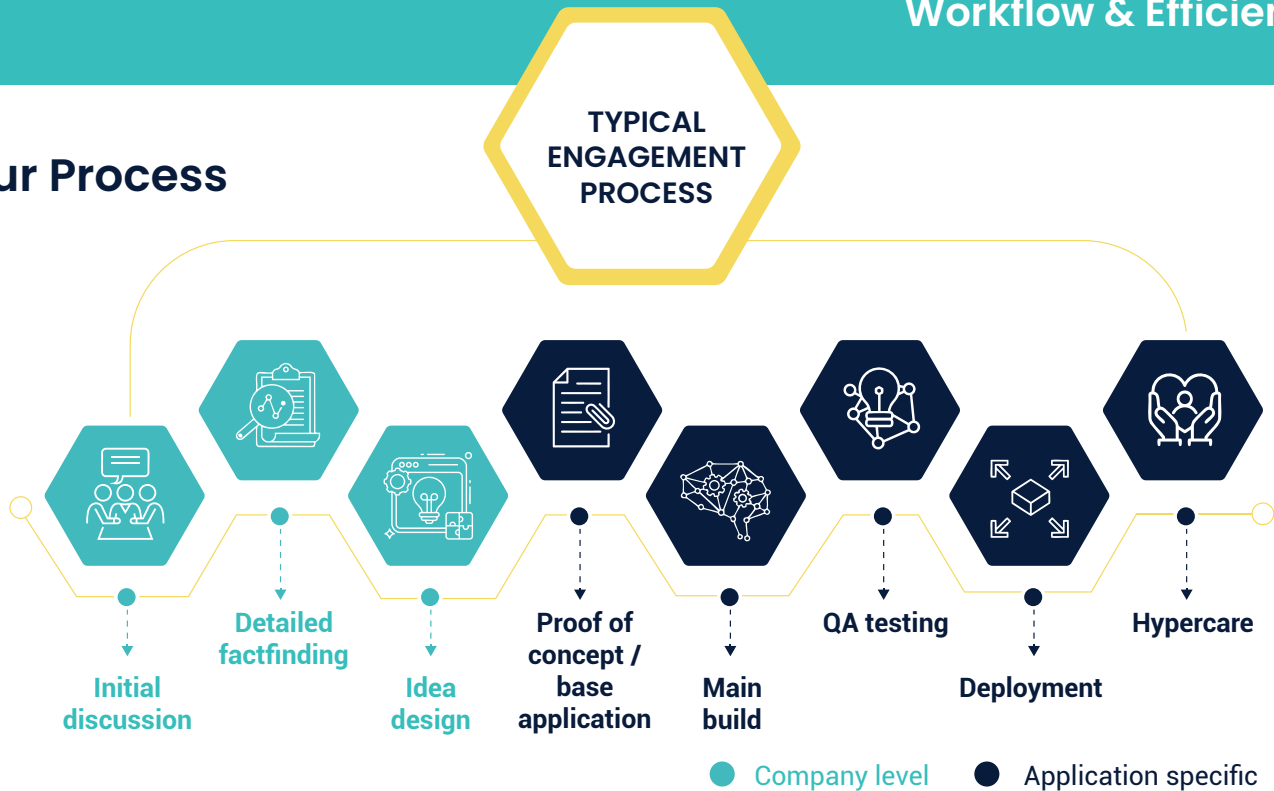- Ongoing Management

OUR CERTIFICATION & ACCREDITATIONS

- Microsoft Partner
- Microsoft ISV
- Google Developer
- Apple Developer
- Management Accountants

POST-LAUNCH MANAGEMENT SUPPORT

- Central Portal access
- Power BI Fabric capacity for dashboards & analytics
- Unlimited user access
- Tech support via service requests
- Minor application updates
- Minor iOS & Android mobile app updates
- Support for scoping improvements

TYPICAL ENGAGEMENT PROCESS

Our Process

- Initial discussion
- Detailed factfinding
- Idea design
- Proof of concept / base application
- Main build
- QA testing
- Deployment
- Hypercare

● Company level   ● Application specific

Integrated System Modules

Business Core
- Business Strategy
- Staff Management
- Staff Onboarding
- Learning Management system
- Asset Management
- Business relationship management

Operations / Production
- Job / People Scheduling
- Warehouse management
- Stock management
- Incident reporting
- Job management
- Workshop management
- Route planning
- Production planning / mgmt.
- Feedback / continuous improvement

Management
- Phone HUB
- Territory planning
- Document management
- Template management
- Quoting / measure up
- Leave / attendance management
- Meeting records
- Reporting dashboards
- SMS functionality

Modular Solutions Tailored for your business

- **Every component customised** – meeting each client's specific needs.
- **Designed to integrate** – seamless with existing processes, minimising disruption and risk.
- **Streamlined applications** – provide essential functionality without unnecessary complexity.
- **Modular deployment** – allows gradual adoption, ensuring smooth onboarding and employee buy-in.
- **A fully branded system** – portals, apps, forms, and reports—creates a cohesive and professional look.

- **Reliable Systems** – Built on robust, scalable Microsoft platforms.
- **Microsoft-Powered** – Continuous innovation ensures long-term relevance.
- **Certified Expertise** – Microsoft Partner for MSP, solutions, and Power Platform.
- **Optimised Licensing** – Helps businesses maximise Microsoft subscriptions.
- **Seamless Integration** – Connects with any API-enabled system.
- **Flexible Interfaces** – Supports phone apps, portals, and responsive designs.

Microsoft is the Global backbone of security.

Key Challenges We Solve:

- **Complex Operations** – Seamlessly manage multiple projects, teams, and sites.
- **Compliance & Safety** – Stay ahead of strict regulations while ensuring workplace safety.
- **Optimising People & Assets** – Maximise workforce and equipment efficiency for better profitability.
- **Real-Time Updates** – Empower field teams with instant access to critical project information.
- **Multi-Site Coordination** – Efficiently allocate resources across multiple jobs and locations.
- **Complete Project Control** – Gain full visibility from planning to completion.
- **Supporting Time-Poor Business Owners** – Free up valuable time by automating and refining business processes.

CASE STUDY	BUSINESS TYPE	SCOPE OF PROJECT
AFM Roofing - VIC	Roofing - Residential, Commercial & Government	• Develop time management solution integrated with MYOB. • Enable staff to request leave with management approval. • Sync data with job scheduling and SimPRO. • Allow resource allocation & time recording on site.
Pro Contracting - NSW	Civil Contractor	• Replace Assignar with a new operational system for construction. • Enhance Daily Dockets, Workshop/Mechanic management, & communication. • Improve reporting, billing, time management, & job/sub-contractor management.
Ramp fitness	Fitness studio management and PT trainer	• Design and build a centralised business management tool that supports task management, revenue tracking and onboarding of new PT's • Create a Learning Management System to enable PT continuous improvement through curated courses.
Total Environmental Concepts – QLD	Land management, Environment protection.	• Design and build a full system for Staff Management, Onboarding, Learning, Safety, Job & Client Management. • Integrate with Xero. • Enhance with Geo Coding, council asset monitoring, & mapping.
SC Quality Roofing - NSW	Roofing - Residential & Commercial	• Design & build business management system with SimPRO for job management. • Create apps for job scheduling, asset tracking, & safety management. • Support ISO adherence & reporting. • Augment with data analytics & reporting.
Encompass Safety - QLD	Safety Consultant, ISO Audit, Training provider	• Design & build business management system with central head office control. • Manage leads, quality control, & representative onboarding. • Enhance with territory management, task management, & collaboration on support materials.

Every industry is adopting customised solutions:

- There is a growing trend across all industries towards using customised systems instead of off-the-shelf solutions.
- Custom software allows for tailored functionality, seamless integration, and scalability to meet unique requirements.
- It enhances staff engagement and accountability while enabling quick innovation to meet project and client needs.

Our Certification and Accreditations

simPRO Partner

Microsoft Partner

Google Developers

 Developer

CIMA

CPA AUSTRALIA

Microsoft endorsements
Pacer is a **Microsoft Independent Software Vendor** (ISV) this ensures that our solutions are backed by Microsoft's review process and support. It also gives us access to additional tools and capabilities to support our client's development projects.

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