Case Study

Background

Access Health needed a local NetSuite partner to understand their requirements and fully activate features in their system missed in the original implementation.

Access Health struggled with manual sales order processes which made it hard for them to provide information to decision makers. They needed their system configured to show critical business data, help collect information efficiently and ensure access throughout the organisation.
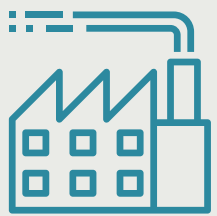

Access Health

Established in 1978, with head office in Boronia, Melbourne Access Health is a leading supplier and distributor of top-quality products to the healthcare sector including physiotherapy, chiropractic, rehabilitation and other related disciplines.

Access Health has staff with expertise in Myotherapy, Gait Analysis, Biomechanics, Orthotics and Nursing.

Also, a strong focus is placed on friendly customer care and speedy delivery of products to community health centres and rehabilitation hospitals.

Industry:
Medical Equipment Distribution

Location:
Head Office - Melbourne, Vic

Solution:
NetSuite Wholesale Distribution

The Challenge

Access Health initially had their NetSuite ERP system implemented by one of the NetSuite offshore delivery teams, resulting in challenges with the implementation due to local requirements not being understood and accounted for. As a result, Access Health missed out on several functions they needed to be built into the initial system roll out. To remedy the situation, and realise the full potential of NetSuite, it was assessed that additional costly implementation activities would need to be undertaken.

During the initial implementation, an error in the sales order process setup meant that sales orders needed to be processed manually, outside NetSuite, and validated against Invoices in an external Excel spreadsheet, adding unnecessary time, effort and cost to what would otherwise be a simple process within NetSuite. This added time and complexity to sales order processing and complicated the approval process.

The impacts of these issues meant that customer orders placed through their website were not being fulfilled in a timely fashion, stock was being held up in the warehouse, and stock dispatches were not being structured effectively to take advantage of optimum quantities associated with freight provider's minimum charge limits.

In Response

Initially, Access Health engaged OneKloudX to provide their 'NetSuite Audit', which uncovered a quick fix for the sales order issue. By working together hand in hand, OneKloudX guided Access Health through the new process, resolving the issue initially uncovered.

To resolve the freight issues, OneKloudX recommended a third-party freight tool that addressed the problems in freight processing and dispatching. Access Health was missing key functionality that would notify customers when their order is on its way. Rather than customising NetSuite, OneKloudX implemented a third-party tool compatible with both NetSuite and freight providers.

To address the existing manual processes, OneKloudX built a 3-way matching function that enabled automatic approval of purchase orders and invoices. Within NetSuite, the team at Access Health now has the ability to match purchase orders with invoices without having to leave NetSuite and use outdated manual processes.

The Outcome

With the third-party freight tool, Access Health can process their sales orders more regularly and optimise shipments to ensure they can take advantage of any freight discounts. OneKloudX has given Access Health the ability to know, on a daily basis, how many boxes can fit on a single pallet rather than sending half pallets. Access Health now has the ability to optimise pallets leaving the warehouse, ensuring that the majority are full, ensuring stock turnover metrics are met and costs substantially reduced.

"OneKloudX really helped us to understand where the gaps in our systems were and gave us some recommendations that would help solve the problems we were having. We now have a local team that understand our needs and can help move our business forward."

Hamish Wilson, Managing Director

Access Health

By automating the order status communication process with clients, customer service has been improved, and the team at Access Health has seen a reduction in workload for the customer support team. Customers now know if their order is in stock, what parts are on the way, and what parts are on backorder. This dramatically reduces the number of customers calling in to check on the status of their order.

By partnering with OneKloudX, Access Health is now working with a local partner who understands their requirements and quickly able to optimise their system to handle their business processes and requirements. By leveraging OneKloudX's knowledge and experience, they are now ready for the next stages of their system upgrade, including a direct connection between their website and NetSuite, further reducing the need for manual processes.

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