

# Case Study



## Background

The Kardinia Park Stadium Trust (KPST) inherited their NetSuite ERP system, which had been implemented three years earlier, however, it was no longer meeting their requirements. The KPST team sought to partner with a local NetSuite provider to streamline several manual processes that had been set up outside the system. Apart from the purchase of a new stadium, and the construction of a new parking lot, KPST had no capital measures to improve the stadium.

KPST received a grant from the Victorian government to support its maintenance investment through Victoria's Department of Transport and Infrastructure (DIT) funding. However, the lack of visibility of what assets they had meant that they were at risk of not being able to provide accurate reporting when required.



The Kardinia Park Stadium Trust (KPST) is a statutory authority established under the Kardinia Park Stadium Act, 2016.

The Trust, governed by a board of seven Trustees, has been established to administer, promote, and manage the Kardinia Park Stadium Trust Land, more commonly known as GMHBA Stadium in Geelong, Victoria.

Kardinia Park Stadium is the home ground of Geelong FC and its soccer team, Western United. The capacity of the stadium is 36,000, making it the largest stadium in a regional city.



**Industry:**  
Hospitality Catering,  
Sporting and Entertainment  
Venue



**Location:**  
South Geelong, Vic



**Solution:**  
NetSuite Financials  
including  
Asset Management

## The Challenge & Opportunity

When COVID-19 began to impact the events the stadium would typically host, the KPST management team recognised the necessity to improve the maintenance projects process. Without the visibility of all project details, it was increasingly difficult to get a global overview.

The team at KPST needed a way to compare Maintenance Costs with Replacement Costs of assets for future purchases and maintenance. Full visibility of project maintenance became even more important when team members had to work from home, or were required to be on-site specifically for maintenance, especially when working in the stadium.





## In Response

The KPST team needed to work with an agile partner to deliver this project effectively, especially during COVID-19 when plans change at the last minute. It was a challenge for them to find a NetSuite partner that could handle the scope, tight deadlines and needs of the project. OneKloudX employed its unique Agile Implementation methodology to identify and cost User Stories. By locking these into the budget upfront, KPST were able to know exactly how many hours to expect each element of the project to take.



However, there were additional requirements that KPST wanted, but did not have an initial budget for within the project. To support the KPST team, OneKloudX reviewed each stage of the project as it was completed and rolled over any unused hours into the next one. By the end of the project, OneKloudX had come in under the initial number of hours scoped and had managed to include the additional requirements the KPTS team wanted.

Additionally, KPST needed a robust and flexible IT Asset Management solution. The OneKloudX team took the time to understand KPST's requirements and worked with them to ensure that the organisation was ready for a new IT project. The OneKloudX team could see that the solution would have to be purpose-built, easy to navigate, provide project progress details and project availability visibility to both the Maintenance and Finance teams, for efficient project management. OneKloudX analysed KPST's system to observe its workflow. The team identified how various projects were executed and how visibility was managed.

## The Outcome

Previously, the system's Administrator spent a considerable amount of time going through various screens to get the necessary maintenance data.

Now, information can be input into a NetSuite dashboard and the relevant information can be accessed from a single screen. This makes system maintenance simpler and more efficient. From a single page in the system, KPST can see the status of projects in progress, which projects have been allocated to a particular subcontractor and all the project schedules.

One of the biggest benefits from the engagement is that all requirements met, and capabilities delivered and built by the OneKloudX team are also available on the NetSuite app. This means the maintenance team can identify maintenance requirements as they walk around the stadium, use their mobile phone to record the required activity, and have all the data visible in a dashboard in real-time when they get back to their desk. A workforce that is hybrid by design, rather than by circumstance, enables people to work together separately, and in real time. This provides KPST with a smarter, more complete management platform that adapts to their changing needs.

"OneKloudX supported us from the beginning and made us feel like we had their full attention.

They have transformed the way we manage the maintenance and capital work projects at the stadium. We have complete visibility of when subcontractors will be on-site and what work is being completed.

Our maintenance team can quickly enter the data needed for the financial team to keep our budget on track, and we can't thank OneKloudX enough for taking the time to understand our requirements and make sure they were all met."

**Daphne Henderson, General Manager**



OneKloudX is the only local NetSuite ERP and Financial Planning partner with offices in Melbourne and Sydney. With decades of experience in industry specific operating models in Wholesale Distribution, Manufacturing, Financial Services, Professional Services, Software and Non-For-Profit, this experience is delivered in our on-site implementations, optimisations and support.

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