

# Case Study



## Background

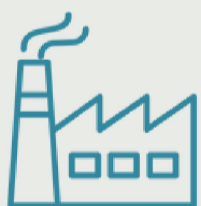
Nomad Coffee Group are the champions of specialty coffee roasting brands that are certified as carbon neutral, climate active organisation. Founded in 2000 Nomad Coffee Group are located in Australia and New Zealand.



Nomad Coffee Group is a collective of people and brands who believe great coffee can make a difference to the everyday.

Driven by their shared aspirations, there is always something new to discover and learn.

Certified as a carbon neutral, climate active organisation.



**Industry:**  
Beverage  
Manufacturing



**Location:**  
Richmond, Vic



**Solution:**  
NetSuite WMS

## The Challenge & Opportunity

Due to the previous successful collaboration with OneCloudX in fixing their existing NetSuite problems and successfully rolling out NetSuite to their operations in New Zealand, Nomad Coffee Group turned to OneCloudX to tackle the challenge of implementing the NetSuite Warehouse Management System (WMS) while optimising their processes.

As a rapidly expanding player in the coffee industry, Nomad Coffee Group understood the importance of streamlining their warehouse operations to accommodate growing volumes and improve overall operational efficiency. However, with the absence of established processes and limited visibility into product locations, integrating NetSuite WMS into their new warehouse posed complexities that required expert guidance and strategic planning.

This challenge required Nomad Coffee Group to carefully map out and optimise their workflows to ensure seamless integration with the NetSuite WMS solution. They needed to determine the most efficient layout and structure for their warehouse, define picking priorities based on customer routes, and establish a blueprint for their logistics operations. The time and effort required for this process mapping and alignment with the WMS impacted the implementation timeline.

Navigating these challenges required strategic planning and collaboration between Nomad Coffee Group's team and OneCloudX. Together, they worked to overcome the complexities of integrating the WMS into a new warehouse environment. The goal was to strike a balance between accelerating operational efficiency and maintaining accuracy throughout the entire supply chain process. The team remained committed to ensuring a smooth transition, even though it took longer than initially anticipated due to the intricacies involved in mapping out and aligning their processes.



## In Response

Nomad Coffee Group sought to leverage technology to fulfil their operational capacity without excessive reliance on additional human resources and spreadsheets. Working closely with Nomad Coffee Group's team, OneCloudX implemented the NetSuite WMS solution, providing a comprehensive platform for all warehouse operations within a single system.

To address their operational requirements, Nomad Coffee Group implemented NetSuite WMS, an integrated solution that offered comprehensive functionality and automation.

The inbound process, including goods receiving and RFI management, was efficiently managed within the NetSuite WMS. Handheld scanners were employed to scan and allocate products to their respective locations, and wave management facilitated efficient picking based on customer routes and locations.



## The Outcome

By implementing NetSuite WMS, Nomad Coffee Group successfully maximised their warehouse volume management and achieved remarkable process streamlining. The adoption of this comprehensive solution provided them with a unified platform for managing logistics, procurement, inventory, and outbound operations. The seamless end-to-end functionality and automation offered by NetSuite WMS significantly enhanced their operational efficiency, empowering Nomad Coffee Group to handle increased volumes with ease and precision.

Nomad Coffee Group now enjoys the benefits of a fully interconnected platform, utilising advanced WMS functions and automations within NetSuite. With a robust logistics management system in place, coupled with efficient inbound processes, optimised inventory management, and streamlined picking and packing for outbound operations, Nomad Coffee Group has witnessed significant improvements in their warehouse operations without expanding staffing levels or shifts.

The integrated approach adopted by Nomad Coffee Group, leveraging NetSuite WMS, has led to a significant transformation in their overall operational efficiency. The optimised warehouse operations and improved processes have generated remarkable results for the organisation. With NetSuite WMS handling logistics, inbound processes, inventory management, and efficient picking and packing, Nomad Coffee Group has experienced enhanced warehouse productivity, reduced distribution errors, and improved customer satisfaction.

This comprehensive solution has empowered them to meet the demands of their growing business while maintaining operational excellence, further establishing Nomad Coffee Group as a leader in their industry.



OneCloudX is the only local NetSuite ERP and Financial Planning partner with offices in Melbourne and Sydney who brings our industry specific operating model in Wholesale Distribution, Manufacturing, Financial Services, Professional Services, Software and Non-For-Profit built over a decade to our on-site implementations, optimisations and support.

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