

Case Study



Background

Dedicated to providing a safe and comfortable place for their residents, Richmond Wellbeing struggled with poor performance from their NetSuite ERP system. Richmond Wellbeing needed a partner that could identify what was causing the system to run slow and offer a solution to help them get back to supporting residents on their mental health journey.

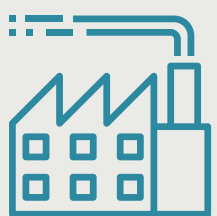


Richmond Wellbeing provides inclusive, community-based mental health and wellbeing support services across Western Australia.

The organisation offers a supportive community setting for people dealing with and recovering from, mental illness.

They assist in delivering crucial programs that help local people maintain well-being and protect the things that matter most to them.

Also, providing supported accommodation with the purpose of recovery.



Industry:

Non Profit
Registered Charity



Location:

Cannington, WA



Solution:

NetSuite SuiteSuccess
Financials First

The Challenge & Opportunity

Richmond Wellbeing had carried out investigations with NetSuite and their internet provider to see if they could find the cause of their increasingly slow, and inadequately performing ERP system. Their ERP was not being used effectively because of the performance issues, and they were on the cusp of throwing it out and starting over with a new ERP solution.

One of the main issues was that many fixed assets had been replaced but were recorded into the fixed asset register. This lack of visibility meant that Richmond Wellbeing was underestimating the time and money that they were investing in assets they already owned, or that had already been upgraded.





In Response

The first step was to identify the cause of the performance issue. OneKloudX installed an application that would monitor Richmond Wellbeing's NetSuite ERP system, the CPU being used, and the network itself. The application also maintained and tracked each individual record in NetSuite. If a user accessed a purchase order or made a payment, OneKloudX could see how long they were taking to access those records.

OneKloudX was able to identify that the issue was coming from NetSuite itself, and worked with Richmond Wellbeing to get the system updated, so it no longer slowed the performance their ERP system.

Richmond Wellbeing asked OneKloudX to provide a comprehensive analysis of their NetSuite installation and financial system as a whole.

An outcome of the review was for Richmond Wellbeing to reconcile, their Fixed Asset Register in NetSuite. OneKloudX transferred all the fixed assets so that Richmond Wellbeing had a clear understanding of what they had on their books, what they had physically, so that they could be matched in the system.



The Outcome

The system performance issues that have been an ongoing concern for over a year, OneKloudX were able to quickly identify and solve for Richmond Wellbeing. Resulting in a 75% performance boost allow them to fully utilise NetSuite's functionality.

Additionally, with complete visibility of their fixed assets, Richmond Wellbeing can now have a full picture of the status of essential equipment they use to support their residents. With a Fixed Asset Register provided in real-time, the danger of investing in equipment or appliances they have recently upgraded or gone.

Richmond Wellbeing now have easy access to a complete transactional audit trail. They have the ability to track Government refunds and rebates, ensuring that these are not missed, which would put subsequent financial strain on the organisation.

"For us, the most important thing was getting the usability back into our ERP system. OneKloudX saved us from having to go through an expensive and time-consuming implementation of a completely new ERP. They have given us back a functional and fast ERP system that will help us in our day to day activities, letting us focus more on the wellbeing of our residents."

Maryanne Wilson, Finance Executive & Manager



OneKloudX 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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