

Case Study



Background

Norbar Torque Tools has a strong focus on providing the best products to their customers. As a leader in their market, they needed their NetSuite ERP to be utilised to its full capability. Unfortunately, the solution wasn't being maintained effectively and was failing to keep up with the demands of the business. As a result, manual processes were being used to fill the gap.

The manual processes being employed were causing issues and introducing inefficiencies into the business. Norbar wanted to partner with a local provider who they could work with closely to get their ERP system back up to speed and optimised, to manage their business operations efficiently and effectively.



Norbar Torque Tools have been supplying premium ranges of torque wrenches and equipment and providing technical support and calibration services throughout the Asia Pacific region for over 30 years to the mining, oil and gas, and defence services sectors.

Norbar's state-of-the-art manufacturing facilities ensure that their products are of the highest quality. With a rigorous quality control process to ensure torque control equipment is manufactured to the exacting standards required by the power-tool industry.



Industry:
Tool Manufacturing



Location:
Adelaide, SA



Solution:
NetSuite Manufacturing Edition

The Challenge & Opportunity

Norbar Torque Tools had implemented NetSuite approximately six years previously and, although they were paying for support as part of their maintenance fee, it was under-utilised. This underutilisation meant that their system had begun to slow, and they had increasingly begun to rely on manual processes that should have been automated with the system.

The Norbar state offices were relying on manually triggered customer service emails and alerts to know the status of orders and repairs. With limited visibility of repairs and warranties, the team was struggling to understand the scheduling of tools being sent to the business for servicing, subsequently affecting their customers, and their business reputation. Customers were dropping off their tools and receiving delayed and mixed messaging regarding their equipment repairs due to the manual processes being utilised.

Additionally, sales orders and invoices required manual data input by the Customer Support team in the event that billing and shipping addresses were different.





In Response

With the need for visibility being a common requirement throughout the business, the OneCloudX team created a dashboard so the Operations Manager was able to see what was in the queue, the status of repairs and servicing, as well as who was working on a particular customer's item. A lot of the communication associated with orders and repairs was done within NetSuite, so OneCloudX was able to optimise the system to allow for more automation and streamlining of their operations.

A workflow was created that enables Norbar to select a customer from a drop-down contact list which speeds up the sales order and invoicing process. This workflow has removed the need for manual entering of details saving the Customer Support team time and improving communications with customers.

To address the need for operational visibility, the OneCloudX consultants created a report that provided a full picture of the servicing technician's workloads. This report allowed the Norbar team to make informed decisions relating to technician utilisation as well as works currently underway.



The Outcome

From the increased visibility of the incoming items, Norbar technicians now have a more accurate estimate of how long each job will take. As a business, they can view the incoming work orders and the current workload and use this to make better decisions on staffing and scheduling. They can assess if technicians are fully utilised, and whether they need to bring in extra help based on the number of tools coming in for servicing.

Whilst engaged in the review of the system associated with customer repairs and maintenance, OneCloudX identified an additional revenue source for Norbar by suggesting the implementation of a priority service charge. For any customers requiring urgent repair of their tools, NetSuite has been configured to add an additional charge, which triggers a request for additional resources to support the urgent work and assists Norbar and its staff to meet the tight deadline. Furthermore, the priority charge does not disrupt the delivery schedule for repairs and maintenance orders already in the system.

OneCloudX has given Norbar full visibility of the number of repairs and maintenance coming in, and whether there is adequate human capital within the business to meet that demand. The Norbar Customer Support team can now easily communicate with their customers and provide accurate timeframes for delivery based on the time needed to complete the job. The Operations team have a real-time view of the quantity and status of service jobs in the system. With company-wide visibility across the equipment service lifecycle, operational efficiencies have increased and improved overall customer satisfaction.

"Thanks to the expertise of OneCloudX, we now know exactly which tools are due in for servicing, when they are due to arrive, and when they are expected to be delivered back to the customer."

The level of visibility that OneCloudX has given us is fantastic for our business, making sure that operations run smoothly."

Matt Packer, Managing Director

