

Case Study



Background

ADInstruments is an international company that produces data acquisition and analysis systems for the life sciences industry. ADInstruments is committed to providing innovative tools for research and education helping scientists and educators with their industry. It is headquartered in Dunedin, New Zealand, located in 9 countries worldwide employing more than 170 staff.



Since 1988, life science research has been and continues to be a key driver for innovation in our research product line.

Our company helps scientists and educators achieve their goals with our industry leading PowerLab and LabChart data acquisition systems.

Today there are 40,000 ADInstruments data acquisition systems used worldwide in research and in teaching.

ADInstruments is a brand synonymous with elegant research and education solutions tailored to suit, and our commitment to our customers is unmatched in our industry.



Industry:

Biotechnology
Manufacturing



Location:

Head Office – New Zealand and
9 countries worldwide



Solution:

NetSuite Materials
Resource Planning (MRP)

The Challenge & Opportunity

ADInstruments' decision to incorporate NetSuite MRP into their existing NetSuite ERP installation came primarily from a desire to enhance visibility, insight, and efficiency in their supply planning process. The company had been grappling with challenges and unpredictability in the microchip supply demand and supply chains, which consequently led to prolonged lead times. By utilising NetSuite MRP's sophisticated capabilities, ADInstruments aimed to achieve a more seamless, real-time view of their supply chain, which would allow them to mitigate the issues stemming from the unstable microchip supply chain, thus improving operational efficiency and reliability.

The company wanted to fortify its resilience against future shocks and unforeseen disruptions in the market. ADInstruments understood that the ability to anticipate and respond to such disruptions swiftly and effectively was crucial to maintaining a competitive edge.

The decision to incorporate NetSuite MRP was also driven by the desire to manage their operations with greater agility. In the rapidly evolving biomedical technology sector, the ability to swiftly react to changing market demands and trends is of paramount importance. By implementing NetSuite MRP, ADInstruments would be better equipped to adjust their manufacturing and supply planning in real-time, thereby increasing the flexibility and responsiveness of their operations. NetSuite MRP would allow them to keep pace with the shifting landscape, manage resources more efficiently, while maintaining their leading position in the market.



In Response

Recognising the intricate manufacturing and demand environment of ADInstruments, OneCloudX approached the implementation of NetSuite MRP with a collaborative mindset. The management team of ADInstruments was eager to engage their personnel and OneCloudX in mapping and adapting their existing processes to harmonise with the new system. This approach was aimed at optimising inventory levels and production schedules, ultimately creating a more efficient and streamlined process. With the balancing of supply and demand facilitated by NetSuite MRP, ADInstruments could accelerate their production process. This was achieved by determining what raw materials and components were needed and when, to assemble finished goods based on demand forecasts and bill of materials (BOM).



Working closely with ADInstruments, OneCloudX facilitated a culture change by empowering the team to build process maps and embrace the capabilities of NetSuite MRP.

The introduction of the Planners Workbench, a key feature of NetSuite MRP, was a crucial factor in this transition. This tool allowed the Operations team to focus on highlighted situations that required attention, preventing potential shortages and excess supplies using 'what-if' analysis. With full-pegging support, planners gained the ability to drill into supply and demand details across different locations, bringing a new level of insight and control to the supply chain management.

This collaborative implementation strategy by OneCloudX not only enhanced the operational efficiency of ADInstruments but also fostered a more agile and responsive company culture.

The Outcome

The implementation of NetSuite MRP has significantly improved all aspects of ADInstruments' inventory control. The robust capabilities of NetSuite MRP have helped the company achieve a real-time, comprehensive view of its supply chain operations, allowing them track goods in transit and evaluate the capacity of vendors to meet demand, thereby enhancing their decision-making and planning processes. The real-time visibility provided by NetSuite MRP has ensured a more accurate understanding of their inventory status, enabling them to manage their resources more effectively and efficiently.

Additionally, the integration of NetSuite MRP has effectively eliminated disruptions in ADInstruments' production cycle due to material unavailability. This improved reliability has enhanced their operational efficiency and has significantly reduced the risk of production delays. OneCloudX, with their profound knowledge and expertise in NetSuite ERP and its cutting-edge functionalities, played an instrumental role in the smooth and speedy implementation of the MRP system. Their ability to facilitate user adoption ensured that the advantages of NetSuite MRP were swiftly realised, further solidifying ADInstruments' resilience and agility in the face of supply chain complexities.

"NetSuite MRP has substantially increased our operational efficiency and provided better visibility into ordering components for our production.

OneCloudX's support throughout this process has been invaluable, they brought a wealth of experience and expertise that helped us get the most out of the NetSuite's MRP solution."

Phobe Au, Head of Operations

