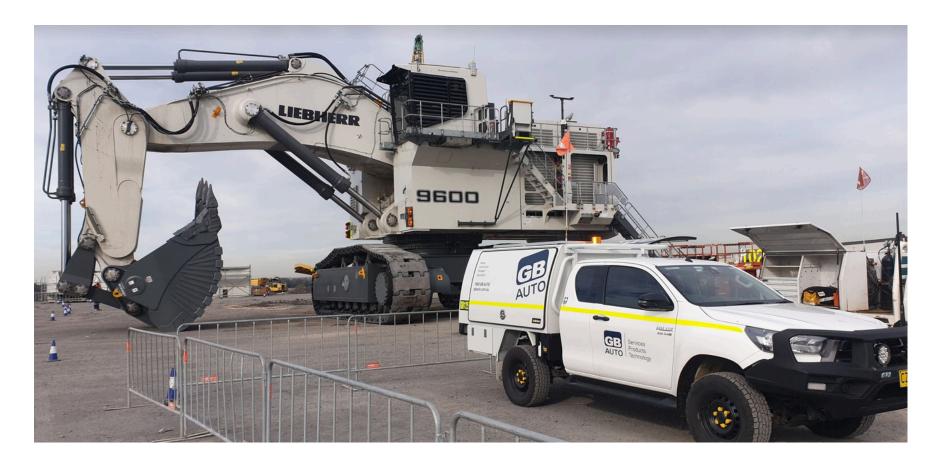# Case Study

## Background

GB Auto faced financial and operational inefficiencies that disrupted cash flow visibility, inventory tracking, and labour cost management. Their NetSuite BankFeeds integration was unreliable, leading to mismatched transactions and time-consuming reconciliations. Inventory fulfilment did not align with financial transactions, causing discrepancies in the cost of goods sold (COGS) and stock valuation. Manual tracking of Labour Work-In-Process (WIP) costs required constant journal entry adjustments, increasing administrative workload and the risk of errors. These inefficiencies slowed operations, hindered financial accuracy, and made business scaling a challenge.
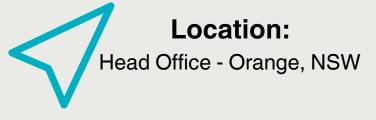


**GB AUTO** | Services Products Technology

GB Auto is a family-owned Australian business with over 30 years of experience, specialising in auto electrical, air conditioning, and mechanical services within the automotive industry.

The company has built a comprehensive footprint, strategically locating branches, field technicians, and personnel solutions to serve clients effectively.

GB Auto is headquartered in Orange, New South Wales, and is a leading provider of services, products, and technology to fleet, heavy vehicle, and mobile equipment sectors across Australia.

**Industry:** Automotive and heavy vehicle services

**Location:** Head Office - Orange, NSW

**Solution:** Prepaid Support

**Solution Fixed:** NetSuite BankFeeds NetSuite Advanced Inventory

## How GB Auto Optimised NetSuite for Financial Accuracy and Operational Efficiency

GB Auto faced significant inefficiencies in financial and operational processes, preventing them from maintaining accurate records and making informed decisions. Their NetSuite BankFeeds integration was unreliable, causing cash flow discrepancies and transaction mismatches that led to time-consuming reconciliations. Without accurate and timely financial data, the finance team struggled with inconsistent reporting, creating challenges in forecasting and financial planning.

Beyond financial reconciliation issues, GB Auto's inventory fulfilment process was also misaligned with financial transactions, leading to discrepancies in stock management.

They did not utilise the Pick, Pack, Ship feature, and the impact of packaging items (non-inventory items) on financial records was unclear. As a result, inventory adjustments and cost of goods sold (COGS) tracking were inconsistent, making it difficult to align stock fulfilment with financial statements.

OneKloudX implemented a phased, strategic approach to resolving GB Auto's challenges, ensuring that each stage addressed a critical operational pain point while laying the foundation for long-term efficiency. The first step was stabilising their NetSuite BankFeeds integration. OneKloudX resolved existing configuration issues and implemented best practices to ensure accurate and real-time financial data. This prevented mismatched transactions, improved cash flow visibility, and allowed the finance team to reconcile accounts quickly and efficiently.

With financial reconciliation under control, the next focus was optimising GB Auto's Advanced Inventory Management. OneKloudX mapped out the entire transactional workflow, aligning sales orders, stock fulfilment, and invoicing processes. By restructuring inventory adjustments and cost tracking, stock fulfilment timing was now synchronised with financial reporting. Since GB Auto did not use Pick, Pack, Ship, the system was configured to ensure non-inventory items such as packaging were correctly accounted for in the general ledger, eliminating previous discrepancies.

Finally, OneKloudX automated the Labour WIP Recognition process within GB Auto's NextService SuiteApp. This transformation replaced manual journal entries with an intelligent, automated workflow. Journal entries were now created dynamically upon time record entry, reversed automatically when invoiced or closed, and updated in real time when time records were amended. This eliminated the need for manual intervention, ensuring financial accuracy while significantly reducing the risk of errors.

Through this structured approach, GB Auto's financial and operational inefficiencies were systematically addressed, setting the company up for long-term success.

# GB Auto Gains Real-Time Financial Accuracy and Streamlined Operations with NetSuite Optimisation

With OneKloudX's expertise, GB Auto experienced a significant transformation in financial visibility, operational efficiency, and business scalability. Their NetSuite BankFeeds integration now functions flawlessly, providing real-time, reliable financial data and eliminating reconciliation errors. With cash flow tracking fully optimised, the finance team can make informed decisions with confidence, enhancing forecasting and strategic planning.

Advanced Inventory Management has optimised GB Auto's stock fulfilment, aligning sales orders, inventory adjustments, and invoices for accurate COGS tracking and financial reporting. Stock movements now sync with financial transactions, reducing errors and improving valuation. Proper handling of packaging and non-inventory items has enhanced financial integrity.

Automating Labour WIP Recognition has saved the finance team hours by eliminating manual journal entries. Labour costs are now tracked, reversed, and adjusted in real time, ensuring accuracy in financial records while improving compliance and reporting efficiency.

With stable financial data, streamlined operations, and automation reducing manual work, GB Auto is primed for growth. Improved financial confidence, cash flow management, and a scalable system support future expansion. Partnering with OneKloudX has strengthened efficiency and resilience.

> "Our NetSuite system faced significant challenges, including unreliable bank feeds, mismatched stock items, and inconsistent asset tracking. OneKloudX identified and resolved critical configuration issues providing day-to-day NetSuite support. They corrected our bank feed integration for accurate, real-time financial data and optimised Advanced Inventory to ensure seamless stock management and fulfilment. To strengthen our internal capabilities, they led a tailored reporting workshop, identifying and delivering custom dashboards, saved searches, and key performance indicators. Their deep NetSuite expertise helped us regain control, improve operational data visibility, and make more informed decisions with confidence."
>
> **Tasman Dykes, Finance Manager**