Case Study

Background

Second Skin is a manufacturer specialising in custom-made Burnt Trauma and Neuro garments. Founded in 2001, they employ 50 staff and serve healthcare providers and individual patients across Australia and international markets. Their core focus is providing highly specialised garments tailored to patient needs, balancing quality production and personalised care. Second Skin consults with families, therapists, and medical practitioners to prescribe, manufacture, and supply custom-made compression garments and dynamic splints. Their products are prescribed to assist in the management of acute, chronic, or degenerative medical conditions.

Second Skin
CUSTOMISED COMPRESSION GARMENTS & SPLINTS

Second Skin Pty Ltd, specialises in the design, manufacture, and service delivery of custom-made medical compression garments and dynamic splints.

Established in 2001, the company has positioned itself as a leader in its field, focusing on innovations that enhance medical management and improve the quality of life for users, including both children and adults.

Second Skin emphasises continuous improvement in response to advancements in medical practices. Their commitment is reflected in their mission to make a positive difference in the lives of their customers through innovative solutions.

Industry: Medical device manufacturing	**Location:** HQ - Perth, WA Clinical Centres - Sydney, Brisbane, London	**Solution:** NetSuite Advanced Manufacturing	**Solution Replaced:** Inhouse System - PGNet, Manual processes and spreadsheets	

Second Skin's Production Struggles Highlight Need for NetSuite Advanced Manufacturing

Second Skin's PGnet system lacked the tools for material and resource planning, production forecasting, and traceability. This created significant inefficiencies throughout the production lifecycle. Scheduling, tracking progress, and managing inventory were disconnected processes, causing delays and increasing manual work. Additionally, PGnet offered no roadmap for adding features, leaving Second Skin exposed to future scalability issues.

Manual updates to key fields led to errors, slowing decision-making and creating bottlenecks.

Teams struggled with visibility into production costs and found it difficult to export data or generate reports, which further hampered efficiency. As the company grew, these gaps in the system made managing production even more stressful and time-consuming.

Boosting Production Agility with NetSuite Advanced Manufacturing

To resolve their operational inefficiencies, Second Skin partnered with OneKloudX to implement NetSuite Advanced Manufacturing, an all-encompassing solution that centralised production management and automated previously manual workflows. This system offered Second Skin full visibility into every step of their production process, from raw materials to finished garments, allowing them to streamline their operations and reduce costly errors.

The introduction of real-time cost tracking through NetSuite was a game-changer. It provided detailed insights into the cost of goods sold, enabling management to make smarter financial decisions and better align production with profitability targets. Additionally, automating manual tasks freed up valuable resources, allowing the team to focus on more strategic, growth-oriented initiatives rather than time-consuming administrative work.

One of the key features implemented was rough-cut capacity planning, which helped Second Skin optimise resource allocation based on production demand. This enabled the team to proactively manage shifts in demand, ensuring that production timelines were met without disruption. Moreover, the system provided enhanced traceability, allowing Second Skin to track every garment from its raw material origins through to the final product. This level of visibility improved quality control and ensured the team could react to any issues in real time, ultimately reducing waste and ensuring customer satisfaction.

By centralising data and creating a unified view of their production cycle, NetSuite Advanced Manufacturing empowered Second Skin to make quicker, more informed decisions. These improvements not only eliminated the disconnect between production stages but also created a more efficient, streamlined workflow.
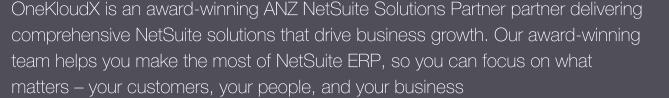

NetSuite Advanced Manufacturing Drives Operational Success at Second Skin

The results of the NetSuite Advanced Manufacturing implementation were immediate and transformative for Second Skin. The company achieved full traceability across their entire production process, providing them with complete visibility from the sourcing of raw materials to the final delivery of finished products. This level of transparency greatly reduced the occurrence of errors and minimised delays, allowing the company to deliver on time, every time.

Furthermore, Second Skin experienced significant improvements in decision-making. By leveraging centralised data, the management team could make quick, informed decisions that aligned with both production and financial objectives. The access to real-time data also allowed for a more agile approach, as the team could respond to changing demands or production challenges swiftly and efficiently. This newfound agility ensured that they could maintain customer satisfaction even in the face of fluctuating production timelines.