

Case Study

AEMC Replaces Legacy Systems with Clarity, Control, and Confidence

A people-first NetSuite ERP and CRM solution delivered by OneKloudX

**Industry:**

Public Sector
(Energy Regulation)

**Location:**

Head Office –
Sydney, NSW

**Services:**

NetSuite
Implementation
& Optimisation
Services

**Solutions Replaced:**

GreenTree
& manual
processes

**Technology & Integrations:**

NetSuite ERP & CRM,
Eftsure, Employment Hero,
Power BI, ClickUp

Background



AEMC faced significant inefficiencies in financial and operational processes, preventing them from maintaining the agility needed to support their mission-critical work. Their legacy, on-premise systems made everyday processes slower and harder than they needed to be.

Finance and operational teams relied heavily on paper, spreadsheets, and email-based approvals. Information sat in silos across disconnected systems. Reporting required manual intervention. Approvals lacked visibility. Too much time was spent moving data between systems instead of using it to make decisions.

The Challenge: System Friction Across Operations

- 🕒 **Finance teams:** worked with paper-based approvals and manual processes that slowed decision-making.
- 🔗 **Operational teams:** navigated disconnected systems with data living in silos, creating barriers to collaboration.
- 🔄 **Information flow:** stalled between departments, preventing the organisation from moving at the pace that it wanted to.

For Christopher Brennan, Head of Finance and IT at AEMC, this wasn't sustainable, while data integrity remained intact, the effort required to get work done, not only in finance but across the broader business was holding them back. While there was no single breaking point, it became clear the organisation needed a modern, cloud-based ERP to support governance, efficiency, and future needs.

The Solution: NetSuite ERP Delivered Through Partnership

Choosing the Right NetSuite Implementation Partner

As part of a broader digital transformation project, the AEMC prioritised replacing their ERP ahead of the new financial year. The scope included core finance, procurement, payroll integration, reporting, and stakeholder management.

Following a formal RFP process, OneKloudX was selected as their NetSuite partner based on:

- ✓ Proven expertise in NetSuite ERP and CRM
- ✓ Strong integration capability across multiple platforms
- ✓ Experience delivering within governance-driven environments
- ✓ People-first approach focused on partnership, not just process

From the outset, the focus was on understanding how the AEMC actually operated. OneKloudX worked closely with stakeholders to define clear priorities and establish scope before any execution began.



This approach was delivered through FlexSafe, OneKloudX's structured, sprint-based framework designed to reduce implementation risk while maintaining momentum.

A Structured Delivery, Focused on Real Outcomes

The delivery, which was structured in a 5-phased approach, centered on implementing **NetSuite ERP and CRM**, implementing the **SuiteSuccess Financials First** solution to stabilise the finance function early and establish a strong operational foundation. This allowed the AEMC to modernise its systems while maintaining continuity across critical financial processes.

Going above and beyond

While the core ERP and CRM implementation formed the primary scope, the OneKloudX delivery team applied their experience to identify opportunities to strengthen the overall solution.

This included recommending additional integrations across vendor validation, payroll, analytics, and project and budget management, as well as enhancements to approval workflows and user experience. These recommendations were shaped collaboratively with the AEMC, ensuring they added value without introducing unnecessary complexity or risk.

Clear, consistent communication was a defining part of the delivery approach. Beyond formal project touchpoints, the team maintained regular updates to keep stakeholders aligned and confident throughout.

As Christopher explains:



“ The communication made a real difference. Not only the scheduled meetings, but how Ross and Robert were always going above and beyond with regular updates and reassurance that everything was on track and moving in the right direction.

The AEMC Gains Real-Time Financial Accuracy and Operational Efficiency with NetSuite ERP

The Results: Practical Outcomes That Mattered

Delivered with Clarity, Care, and Confidence

The OneCloudX team delivered exactly what the AEMC set out to achieve: a modern, integrated NetSuite ERP platform implemented with clarity and confidence.

Delivered on time and within budget, the focus remained on enabling better ways of working across the organisation rather than on the mechanics of delivery.

The results have been measurable:



Stronger Financial Governance & Auditability

Automated workflows and clear approval paths replaced paper-based processes, creating an auditable trail for every transaction and decision. Compliance became simpler, not harder.



Reduction in Process Inefficiencies

Teams spend less time moving data between systems and more time using it. Manual reconciliations that once took hours now happen automatically.



Improved Budget Control

Real-time visibility into commitments and approvals across the organisation means finance teams can answer "where do we stand?" instantly.



Future Ready Scalable Platform

Cloud-based infrastructure that evolves with organisational requirements. As AEMC grows and changes, their NetSuite ERP grows and changes with them, without the constraints of legacy systems.

A Partnership That Delivered

For AEMC, this wasn't just about implementing new software, it was about gaining the operational agility their work demands without the disruption that typically comes with ERP transformation.

Today, they have real-time visibility across operations, governance requirements are met with less effort, and a cloud-based platform ready to evolve with emerging technologies and future needs. **What made the difference was a delivery approach grounded in partnership: understanding how the AEMC actually operates before building anything, then delivering a solution that reflected that reality.**



OneCloudX is an award-winning ANZ NetSuite Solutions Partner with a people-first approach at our core. We believe technology should empower people, not overwhelm them, which is why we provide strategic advisory and implementation expertise across NetSuite, MYOB, and Epicor, ensuring businesses choose and deploy the right technology for their needs.

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