

Case Study

Building for Global Scale with NetSuite Orthocell's Road to Commercial Manufacturing Success

How Orthocell consolidated its operations into a single NetSuite platform, purpose-built by OneKloudX for the next decade of growth.

**Industry:**

Biotech/Medical
Device Manufacturing

**Location:**

Murdoch, Western
Australia

**Services:**

NetSuite
Implementation &
Customisations

**Solutions
Replaced:**

MYOB Premier,
Dot Compliance
QMS and manual
spreadsheets

**Technology &
Integrations:**

Oracle NetSuite
Manufacturing
Premium Edition,
OneWorld multi-entity,
WMS, and
ZoneCapture

THE ORGANISATION

A Biotech at the Threshold



Orthocell is an ASX-listed regenerative medicine company with a portfolio of clinically proven products used in nerve and tendon repair. At a defining crossroads, transitioning from an R&D-led organisation to a fully commercial manufacturer, the business had set ambitious targets: production capacity growing fivefold within three years, revenue projections pointing toward an order-of-magnitude increase, and US operations building out alongside its Western Australian headquarters.

The existing systems had served their purpose, but they were not built for what came next.

The inflection point:

**Where They Were**

Four disconnected platforms, MYOB, Dot Compliance, Employment Hero, and HubSpot, bridged by manual spreadsheets. No single source of truth. No multi-entity capability. Reporting built on manual consolidation.

**What They Envisioned For The Future**

A unified platform supporting commercial-scale manufacturing across two countries. Real-time visibility across all functions. Integrated financial and operational controls. A system built for the next ten years.

THE CHALLENGE

When Manual Processes Become Organisational Risk

For a regulated biotech manufacturer, operational fragmentation goes beyond inefficiency; it touches compliance, investor confidence, and the ability to make decisions with reliable data. Orthocell was running four disconnected platforms, MYOB, Dot Compliance, Employment Hero, and HubSpot, bridged by manual spreadsheets, with no single source of truth and no multi-entity capability. Across finance, procurement, warehouse, production, sales, and HR, the same problems surfaced in different forms.

Finance teams could not produce timely reports without first manually gathering and reconciling data from multiple systems, a process that was both time-consuming and prone to error. Production management had no real-time visibility into work in progress, inventory consumption, or cost-per-unit at the transaction level.



Sales and operations worked with disconnected data; fulfilment visibility was limited and pricing processes were heavily manual. No intercompany framework existed for the emerging US operation, so entity management, currency, tax, and consolidated reporting all needed to be built from scratch. The audit trail expected of a listed, regulated business relied on spreadsheets rather than system-level controls.

Taken together, these were not isolated inefficiencies. They were the constraints of a systems landscape built for one phase of the business that had become a barrier to the next.

THE SOLUTION

Designing for Scale, Not Just for Today

Following a structured evaluation that included Microsoft Dynamics and MYOB Acumatica, Orthocell selected OneCloudX and Oracle NetSuite Manufacturing Premium Edition, based on the strength of the platform and a consultative approach that demonstrated a genuine understanding of the business.

-  **A single, multi-entity platform**

The solution centred on NetSuite Manufacturing Premium Edition, deployed within a OneWorld multi-entity framework to support both the Australian and US operations from one platform. Scope covered core financials with multi-currency; Manufacturing Premium Edition for work orders, assemblies, WIP, routing, and production costing; inventory management and Warehouse Management System; OneWorld multi-subsidiary structure with intercompany trading, consolidated reporting, and eliminations; ZoneCapture for automated document capture; and end-to-end Order to Cash and Procure to Pay workflows.
-  **The complexity beneath the surface**

Standard ERP implementations are rarely standard. The intercompany drop ship model required careful architecture to maintain correct ownership, revenue attribution, and margin visibility across both entities in consolidated reporting. The multi-subsidiary environment added complexity around intercompany eliminations, entity-level financial reporting, and US tax compliance.



Custom manufacturing functionality

Where standard NetSuite configuration could not fully meet Orthocell's regulated manufacturing requirements, OneKloudX built targeted enhancements: a custom QA/QC process integrated into the manufacturing workflow with tailored reporting for live visibility across the quality pipeline; automated inventory adjustments within the medical device inspection and processing workflow; custom logic carrying inventory detail from work order issue through to completion; and item names displayed alongside item codes on work order records. One of these solutions was recognised by NetSuite as a product enhancement.



" The goal wasn't to customise everything. It was to standardise complex, cross-entity processes into a controlled, scalable framework and where standard configuration fell short, to build targeted solutions that genuinely improve how the team works.

- Sandy Kistas, Director of Operations & Accounts, OneKloudX



Delivery under pressure

During deployment, the sandbox environment was inadvertently refreshed by the client just prior to UAT, resulting in the loss of baseline configurations across several modules. The team rebuilt the Production environment within the agreed timeline, and OneKloudX supported Orthocell as needed. Consultants also stepped in during unexpected resource changes to hold the timeline.

THE RESULTS

Clarity, Control, and the Capacity to Scale



Orthocell went live in May 2026, with the project formally closed and transitioned to managed support thereafter. The business now operates on a unified ERP platform built for the organisation it is becoming, not the one it was, with outcomes that align directly to the objectives set at the outset.



Single source of truth

Finance, procurement, inventory, manufacturing, and sales data now consolidated in one platform, with dashboards and drill-down reporting replacing manual spreadsheet packs.



Multi-entity architecture

Australian and US operations run within a single OneWorld environment, with intercompany trading, eliminations, and consolidated reporting built in from the ground up.





Manufacturing visibility and streamlined production

End-to-end traceability from procurement through production to fulfilment at the transaction level, with custom QA/QC, work order, and inventory automation removing repetitive manual steps. One enhancement was recognised by NetSuite as a product enhancement.



A smooth, low-risk go-live

Go-live was achieved with minimal critical issues, and the support team delivered fast turnaround on post go-live matters, reinforcing business continuity and client confidence.

Beyond these outcomes, structured approval workflows, integrated controls, and a complete audit trail now meet the governance requirements of a regulated, listed company, and the platform is designed to absorb higher transaction volumes and additional geographies without architectural rework.



A partner that stayed the course

What set the engagement apart was not the breadth of scope alone, but how OneCloudX handled the unexpected. When a sandbox refresh threatened the timeline, the team rebuilt the environment on schedule and offered a commercial path that protected Orthocell from a far larger restoration cost. Where standard configuration fell short, customisation was applied because the business genuinely needed it, not for its own sake, to the point that one solution was recognised by NetSuite itself.

The go-live drew positive feedback from both the project sponsor and the internal stakeholders now using the system daily, with minimal critical issues and strong post go-live support. That combination of delivery discipline and commercial partnership is why Orthocell continues to work with OneCloudX as it matures its use of NetSuite.



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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