

Case Study

Real-Time Visibility, Stronger Controls & a Finance Ecosystem Built for the Future.

How the Melbourne Cricket Club Transformed Its Financial Operations with NetSuite and OneKloudX.

**Industry:**

Sports,
entertainment
& membership

**Location:**

Melbourne,
VIC

**Services:**

NetSuite
Implementation
& Customisation
Services

**Solutions
Replaced:**

Infor SunSystems
& legacy manual
processes

**Technology & Integrations:**

Oracle NetSuite: SuiteSuccess
ERP, Bank of Melbourne,
eftsure, Dayforce, SecurePay &
Ungerboeck

Executive Summary

The Melbourne Cricket Club (MCC) is one of Australia's most storied and operationally complex organisations. Managing membership at scale, world-class events, hospitality, and multi-entity financials, the MCC finance and operations team was under growing pressure from a legacy technology stack that no longer matched the organisation's ambitions.

In partnership with award-winning NetSuite implementation specialist OneKloudX, MCC replaced its legacy Infor SunSystems ERP with a fully integrated NetSuite cloud platform connecting finance, payroll, payments, and venue operations in a single, governed environment.

The project, delivered using OneKloudX's FlexSafe methodology, went live on schedule after a nine-month implementation. The outcome is an integrated finance function that now operates with real-time visibility, automated controls, and the platform capability to support MCC's operations for the next decade, while materially reducing manual effort, risk, and reliance on legacy systems.

Snapshot

- 9-month implementation
- On-time delivery
- ~250 users onboarded
- 6 system integrations
- Multi-entity ERP
- Automated payment controls
- Real-time reporting enabled
- Manual reconciliations eliminated
- Payroll fully integrated

THE ORGANISATION

The Melbourne Cricket Club: Australia's most respected sporting institution

Founded in 1838, the Melbourne Cricket Club is one of Australia's oldest and most respected sporting institutions. Home to more than 160,000 members and the iconic Melbourne Cricket Ground (MCG), the MCC manages an exceptionally broad operational remit from elite sport and entertainment to hospitality, venue hire, and precinct management.

This breadth is what makes the MCC remarkable as an organisation and what makes its financial operations genuinely complex. Supporting multiple entities, high event transaction volumes, and a workforce that spans permanent staff, casual employees, and contractors, the MCC's finance function sits at the centre of everything.



THE CHALLENGE

A finance function under pressure

Following an internal review spanning Finance, Procurement, HR, Payroll, and Venue & Event Services, MCC's leadership reached a clear conclusion: the existing technology configuration was not fit-for-purpose and would not meet the organisation's needs going forward.

The issues weren't the result of poor management, they were structural. Legacy platforms like Infor SunSystems had served the MCC well in their time, but the organisation had grown beyond their capabilities. Finance teams were compensating through manual workarounds, spreadsheets, and the institutional knowledge of key individuals, creating brittleness, inefficiency, and risk.

Key Challenges Identified

 Finance & Reconciliation Manual approval processes and fragmented workflows across multiple entities created significant reconciliation burden and delayed period-end close.	 Payment Controls & Risk Limited automation around payment validation and vendor management created unnecessary fraud exposure and governance gaps that needed to be addressed.
 Payroll & Data Silos The Dayforce payroll system operated independently from the financial ERP, requiring manual journal entries, reconciliation effort, and creating an accuracy risk in financial reporting.	 Reporting & Decision-Making Producing consolidated financial and management reports required time-consuming manual effort across systems, limiting the speed and confidence with which leadership could act on information.

The path forward required more than a system upgrade. The MCC needed a modern, integrated ERP platform designed for complexity, one that could automate processes, unify data, and provide the governance and scalability the organisation needed to operate with confidence.

NetSuite ERP, an integrated ecosystem built for what is next

Following a structured selection process, MCC chose NetSuite SuiteSuccess as its core ERP platform and engaged OneKloudX as its implementation partner. The selection reflected confidence in both the technology, a cloud-native platform with deep capability for multi-entity organisations and the partner, whose track record and FlexSafe delivery methodology offered a structured, low-risk path to go-live.

The scope of the implementation was deliberately comprehensive. Rather than phasing in capability incrementally, OneKloudX designed a solution that addressed MCC's full operational breadth from day one, including a set of deep integrations that would connect the ERP to the organisation's most critical adjacent systems.

Solution Components

1. Core ERP: Full Financial Lifecycle

NetSuite was configured to support every stage of MCC's financial operations within a single, governed platform:

- ✓ Record-to-Report: end-to-end financials management and multi-entity consolidation
- ✓ Procure-to-Pay: purchase orders, approvals, supplier management, and payment processing
- ✓ Order-to-Cash: revenue management and receivables
- ✓ Budgeting and forecasting via NetSuite Planning and Budgeting (NSPB)
- ✓ Fixed assets and project tracking

2. Automated Payments & Fraud Controls (Banking partner + eftsure)

OneKloudX built a fully integrated payment framework within NetSuite that directly connects to MCC's banking partner for automated payment processing. Critically, eftsure was integrated to validate supplier bank details in real time before any payment is approved, a meaningful fraud risk mitigation that also strengthens audit defensibility. Automated approval workflows are embedded throughout, ensuring every payment follows a governed, traceable path.

3. Payroll Integration (Dayforce)

A bespoke integration between MCC's Dayforce payroll system and NetSuite was designed and delivered to automate the flow of payroll data into the ERP. Payroll journal postings are now automated, payroll costs align directly with financial reporting structures, and the manual reconciliation effort that previously consumed finance team time has been eliminated. The integration also delivers improved auditability every payroll transaction is traceable within the ERP.

4. Connected Ecosystem (SecurePay + Ungerboeck)

To support MCC's event and venue operations, NetSuite was also integrated with SecurePay (payment gateway) and Ungerboeck (venue and event management), ensuring that transactional data from across the organisation flows into a single financial system without manual handling.



What makes this engagement stand out isn't just the technology it's what the technology now enables for MCC. When a finance team goes from manual processes and disconnected systems to real-time visibility and automated controls, the whole organisation benefits. That's the transformation we set out to deliver, and we're proud of what we achieved together with the MCC team."

- Robert Jurcec, CEO, OneKloudX

THE DELIVERY

Structured, Low-risk, On Time

Implementing a multi-module, multi-integration ERP in a complex organisation is never without challenge. What differentiates a successful implementation isn't the absence of complexity it's how that complexity is managed.

OneKloudX applied its FlexSafe methodology throughout the project: a structured framework that combines deep discovery, sprint-based delivery, and governance checkpoints to maintain alignment and manage risk at every stage.

Discovery

Detailed workshops across all functional areas Finance, Procurement, HR, Payroll, and Venue & Events to map processes, identify gaps, and define requirements.

Design & Build

User story-driven design ensured the solution was validated against real operational needs. Sprint-based delivery provided regular review points and opportunities for course correction.

Governance & Go-Live

A steering committee and formal sign-off process maintained executive alignment throughout. The project went live in March 2025, on schedule and within the nine-month target.

THE RESULTS

Real-Time Visibility, Control, and Scalable Growth

While the organisation is still in the early stages of its post-implementation journey, the impact of the new platform has already been felt across the finance function and beyond. The changes are both structural in the way systems and processes work and cultural, in the confidence teams now have in the data they work with.



Reporting & Decision-Making Visibility

MCC now has access to real-time financial and management information across all entities. What previously required manual consolidation across systems can now be produced on demand giving leadership and operational teams the data confidence to make faster, better-informed decisions.



Stronger Financial Governance

End-to-end approval workflows are embedded in every financial process. Transactions are fully auditable, controls are systematic rather than procedural, and the risk of error or exception-handling gaps has been significantly reduced. This is a governance uplift that will serve the organisation well as it scales.



Payroll Efficiency & Accuracy

The elimination of manual payroll journal postings has reduced reconciliation effort, improved the accuracy of payroll data in financial reporting, and freed finance team capacity. The Dayforce integration operates with a level of reliability and auditability that was not possible under the previous approach.



Operational Efficiency Across Finance

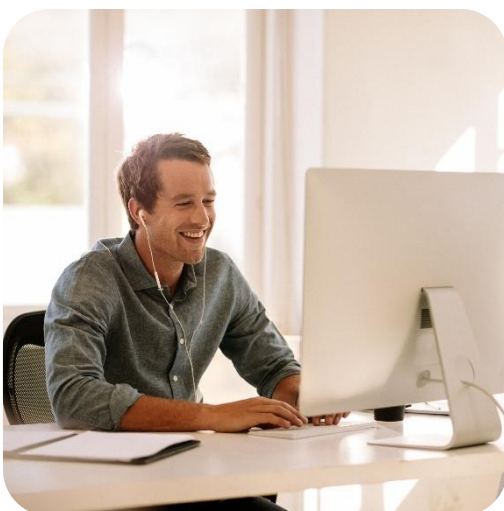
Faster period close, streamlined reconciliations, and automated data flows between systems have reduced the administrative burden on the finance team. The team is spending less time processing and more time on analysis, business partnering, and strategic support.



“ OneKloudX played a critical role in our NetSuite transformation at the Melbourne Cricket Club. From discovery through to implementation and integration delivery, their team demonstrated deep expertise and a strong understanding of complex enterprise environments. Their ability to translate our operational and financial requirements into a practical solution, combined with their structured approach and responsiveness, gave us real confidence throughout the process. OneKloudX have proven to be a trusted partner, and we value their continued support as we evolve our NetSuite environment.

- Mark Jones, General Manager - Finance & Business Performance,
Melbourne Cricket Club

Strategic Outcomes: Built for the Next Decade



Perhaps the most significant outcome of the implementation isn't what MCC can do today it's what the platform positions the organisation to do tomorrow. **The MCC's stated objective was a solution that would serve the business for the next ten years and beyond. NetSuite's cloud-native architecture, flexible integration framework, and proven scalability for multi-entity organisations makes that an achievable ambition.**

The organisation now has a single source of truth across finance and operations, best-practice processes standardised across entities, and a platform that can grow with the business rather than constrain it.

Why OneKloudX

Deep NetSuite Expertise

OneKloudX brings specialist NetSuite knowledge, not generalist ERP consulting. The depth of platform expertise directly influenced the quality and confidence of the MCC delivery.



FlexSafe Methodology

A structured, sprint-based delivery framework that combines rigor with flexibility designed to protect clients from the common pitfalls of large ERP implementations.

Integration Capability

Expertise in integrating ERP with banking, payroll, and operational systems to create a fully governed finance ecosystem, not just a standalone ERP.



Ongoing Managed Services

The relationship with the MCC extends beyond go-live through an ongoing managed services engagement ensuring the platform continues to evolve with the organisation's needs.



OneKloudX 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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