Case Study

Background
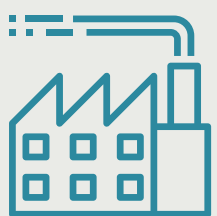
Netball Western Australia (WA) partnered with OneKloudX in 2020 to implement their NetSuite ERP system. To help with onboarding new employees, Netball WA adopted ELMO Software but did not integrate it with their NetSuite ERP, thinking that it would be cost prohibitive. OneKloudX have the knowledge to integrate ELMO Software and NetSuite, and were able to do it quickly and efficiently.

Netball WA is the governing body for netball in Western Australia and incorporates Suncorp Super Netball team, West Coast Fever.

Netball WA has a clear vision "To be the sport of choice in Western Australia."

Underpinning this vision is a five-year strategic plan, launched in 2018, which outlines their purpose of "Advancing Netball, Advancing Communities" through four strategic pillars, namely; People & Culture, Participation, Pathway and Business Performance.

Industry:
Sporting and Events

Location:
Perth, WA

Solution:
NetSuite Mid-Market Edition
ELMO Software - Onboarding

The Challenge & Opportunity

Netball WA had the right pieces of the puzzle to create an efficient system to manage the onboarding of new employees. However, they hadn't connected those pieces together for them to avoid large amounts of manual processing when entering information in the system.

When a new employee was added to the ELMO Software system, the Netball WA Human Resources (HR) team would need to send the Finance team an email outlining all of the new employee's information. This meant manually taking information out of ELMO Software, inputting it into NetSuite, and sending an email to the Finance team to set up payroll. Once this was done, the Finance team would have to let the HR team know it had been completed.

With no integration between their NetSuite ERP and ELMO Software, Netball WA was faced with large workloads whenever there was more than one new employee a month.

In Response

For OneKloudX to understand what Netball WA truly needed, they ran discovery sessions to understand what information needed to be connected and synchronized. Once the discovery sessions were completed, the OneKloudX team were able to provide Netball WA with a cost upfront and a clear picture of what needed to be done.

OneKloudX identified that two-way integration was needed so when information was entered into ELMO Software, it would automatically be created or updated in NetSuite. Alternatively, if a record was created or updated in NetSuite then those changes would be reflected in the ELMO Software system.

Another challenge that OneKloudX overcame for Netball WA was associated with dynamic IP addresses. NetSuite's IP addresses can change daily due to the dynamic way that data moves between data centres. Once identified, the OneKloudX Technical experts were able to deploy a solution that ensured that the integration worked safely and seamlessly.

As part of the integration project, OneKloudX identified several specific fields that Netball WA required to sync data (beyond the standard fields that come as part of the OneKloudX NetSuite/ELMO Software connector). OneKloudX were able to identify the custom fields and what was required in the solution, and successfully deploy them as part of the integration project.

The Outcome

OneKloudX successfully integrated Netball WA's NetSuite ERP and ELMO Software and they are now able to access up to date employee records in both systems. The OneKloudX team also provided the Finance team with an added alert feature that means they receive an alert whenever there is a new employee that is created in NetSuite. The Netball WA Finance team can then add a reminder that they have to set up the employee for payroll and once that is done, it synchronises back into ELMO Software.

The value that Netball WA has gained from the integration of their ERP and HR systems is that they now can schedule when they want to update and synchronise their employee records. They can schedule it for every 15 minutes, or make it an end of day activity, depending on their business needs.

"OneKloudX have taken a big headache for us and given us a solution that makes managing our employees records so much simpler. We are no longer having to enter the same information in multiple locations and can easily update records in both our ERP and HR systems."

Lisa Potter, General Manager of Operations

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