



Alleviating the Pain of an Inefficient System

How Aurora Spine replaced its legacy QAD solution with NetSuite Cloud ERP to gain efficiency, visibility, and scalability.

In the ever-growing space of chronic pain management, Aurora Spine knew all too well what it felt like to be pinched by something that just wasn't working any more. "In a highly regulated industry with complex supply chains and as a publicly traded company, we need to be nimble," said Chad Clouse, CFO at Aurora Spine.

Bogged down by their legacy ERP system, Aurora Spine was struggling to get the information they needed to effectively manage their business and report to their board and investors. Seemingly simple tasks were labor-intensive and required manual changes. "Our team was spending more time working outside our ERP and using Excel to manage day to day work," explained Clouse. "The usability just wasn't there with QAD," he continued. "In a fast-paced industry, accuracy and visibility are key. We need to be able to trust our data to quickly make decisions."



"If you're thinking about changing your system, do it now – don't waste time. It's not worth giving your life away to Excel spreadsheets. Get the right platform and partner and get it done."

*Chad Clouse, CFO
Aurora Spine*

Aurora Spine found Luxent early in its process of making a switch to NetSuite. “Just as critical as selecting the right software was finding the right partner to assist us,” said Clouse. “We needed a NetSuite provider who had proven experience with the platform, our industry, and could help us implement best practices from the jump.” NetSuite quickly became the leading contender for Aurora Spine due to its flexibility, customizability, and overall ease of use. Clouse explained: “It came down to the user interface for me – ‘Can my team do their jobs effectively and efficiently? If someone is out one day, can someone else figure out what to do?’”

Beyond ease of use for the team, knowing that they could continue to scale and customize NetSuite was extremely attractive to Aurora Spine. “QAD is hard to customize and even harder to update and upgrade,” said Clouse. “Flexibility to tailor to our business now and into the future without the headache of custom coding or an expensive and time-consuming project really motivated us to make the switch.”

As any medical device manufacturer can attest, tracking is critical. “From supply chain to the operating room, we need to be able to track every cost and every asset,” said Clouse. NetSuite helps Aurora Spine capture costs in real time throughout the production process – a task that used to be done manually. “Knowing the true cost of an item and how material costs are changing in real time is a game-changer for us,” said Clouse.

Once an asset is in use, continuing to clearly track all components is another game-changer. “Our highest value asset is a surgical kit,” explained Clouse. “Getting all

the component tools – which are individually expensive – back into a kit post-surgery really affects our bottom line.”

With the combination of the right software and the right partner, Aurora Spine looks ahead with confidence. “Both Luxent and NetSuite have demonstrated a unique ability to be flexible with us as our schedules and needs have shifted,” said Clouse. “We are set up for success.”

WITH NETSUITE AND LUXENT, AURORA SPINE NOW:

- Closes the month
- Uses workflow approvals
- Captures and tracks
- Plans to keep growing with NetSuite



COMPANY SNAPSHOT

Aurora Spine specializes in minimally invasive, regenerative technologies. Their mission is to be the leader in advanced spinal technologies which will have a positive impact on lives worldwide.

- Medical Device Manufacturing
- Based in Carlsbad, CA
- 40 employees