

CUSTOMER EXPERIENCE

Kerfab

Kerfab ATTACH+GO

ABOUT KERFAB

Kerfab is an Australian manufacturer of custom attachments for machinery in agriculture, construction and waste. Family-owned and regionally based, they specialise in made-to-order solutions designed to fit specific equipment and applications.

INDUSTRY

Manufacturing

LOCATION

Kerang, Victoria

ENTITY TYPE

Family-owned business

TEAM

+100 staff



Business Challenges

Kerfab manufactures custom attachments for machinery used in agriculture, construction and waste handling. They were growing fast, but the internal systems weren't keeping up.

They initially built an in-house ERP, Fabnet, to help manage operations. It worked for a while, but as the business scaled:

- Visibility between teams declined
- Paper-based scheduling slowed production
- Freight costs ballooned
- Managing Fabnet meant more developers, more tech stack, and more overhead
- What looked like a smart ROI decision started burning cash flow

They needed to reduce complexity, boost team visibility, and build a foundation for scalable, tech-driven growth.

“We had loyal customers who relied on us for tight delivery windows, but our paper-based scheduling couldn't keep pace.”

Jay Chirnside, General Manager



Business Outcomes

Kerfab moved to a cloud-based ERP and Field Service Management system tailored to manufacturers. NetSuite provided a single platform to run operations end to end—from sales through to production and dispatch—while reducing internal overhead.

With help from Klugo, Kerfab configured NetSuite to suit their cell-based manufacturing style. The new system provided:

- Clear workflow triggers and job visibility
- Seamless handoffs between sales, engineering, and fabrication
- Real-time coordination with dispatch
- Finance visibility on WIP and freight

NetSuite supported growth: Kerfab opened a new automated facility and reinstated a discontinued product line.

Solution Summary

- NetSuite Field Service Management
- Mobile-ready workflows
- Custom scheduling flows
- Integrated finance and operations

“We used to spend over \$1.6 million annually on freight. Now, we consolidate better, cut wait times, and reduce costs. The best about Klugo’s setup? It’s now easy to add automation without rebuilding our systems or managing ten disconnected tools.”

Jay Chirnside, General Manager



Cut freight costs by 50%, slashing spend.



Reduced delivery times from months to just weeks.