

Refeyn CASE STUDY

Introduction

Refeyn pioneered mass photometry, a breakthrough technology that uses light to weigh individual molecules. Their innovative instruments make it easy for scientists to measure molecular mass, helping advance research in drug development, biotech, and beyond. Founded in 2018, Refeyn's technology is used globally, and has been rapidly adopted across academia and industry to study biomolecules.

The Challenge

Since launching, Refeyn experienced significant and rapid expansion, growing from a startup to a global business with subsidiaries in Japan, the US, and Germany. Their reliance on manual processes to consolidate financials and multiple disconnected systems such as Xero and Unleashed resulted in data patching, unreliable data, and slow financial reporting. Their current setup was no longer sustainable and could not scale as the business grew.

Why SANSA & NetSuite

NetSuite provided Refeyn with a scalable, unified system to streamline processes, while SANSA, a trusted NetSuite Alliance partner, was chosen for their proven track record of successfully implementing NetSuite. From the outset, SANSA showcased their knowledge of NetSuite, its capabilities and helped Refeyn understand how its functionality could be leveraged to meet their requirements, some of which were unique to their business. Throughout the implementation, SANSA collaborated closely with multiple teams, including Refeyn's in-house project manager, to design system architecture, workflows, and reporting solutions, such as custom revenue and COGS reposting. As new business processes were defined, for example, customer returns, SANSA's dedicated team remained flexible to changing requirements and the evolving scope of the project.

The Results

With SANSA's expertise, NetSuite was deployed across all departments for 108 users, including 85 full-license users, delivering an end-to-end solution, utilising NetSuite's logistics, warehousing, finance, and supply chain functionality to streamline operations.

Optimised Business Processes - Refeyn re-engineered and streamlined all operations through NetSuite, automating tasks which allowed the team to focus on business-critical activities, improved data accuracy, and reduced financial end.

Advanced Reporting & Real-time Visibility - The custom reporting solution designed by SANSA allows Refeyn to assign specific costs per item, including service items that typically don't impact COGS. Combined with NetSuite's real-time reporting capabilities, multicurrency support and real-time Foreign Exchange rates, Refeyn can now easily handle global transactions and generate comprehensive, accurate reports.

Seamless Implementation - SANSA's expertise and support kept the project on track, ensuring a smooth transition while allowing Refeyn's team to operate as usual with confidence. Their strong governance, control, and documentation, combined with a collaborative and flexible approach, ensured resilience to resource changes—building a strong and long-lasting partnership.

NetSuite and SANSA have now positioned Refeyn for growth and long-term operational success.



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SANSA is an example of what a fantastic implementation partner is. They did some incredible scripting work which is really complicated, and their patience with us throughout the project as our requirements evolved was incredible.

- Kate White, Senior ERP Systems Manager at Refeyn