

Success Stories

Overview

Country: Malaysia

Industry: Office Supplies

Customer Profile

Having been in the market for more than 16 years, DSOP is today's leader especially in the northern region of West Malaysia, for office equipment and automation as well as stationery.

Solutions

Kingdee K/3

Benefits

- Improved business visibility and increased competitive edge
- A more innovative and agile corporate culture has been created
- Extended supply chain with streamlined order management
- Improved inventory tracking control by 70%
- Reduced risk in over supply of stocks
- Able to view up to date reports on time
- Save cost on processing flow by 50%



“ Right from the beginning, the management of the company knew that there was a need for an integrated system covering all the processes in the organization to achieve its objectives. DSOP evaluated several solution vendors before selecting Ygl Convergence to implement Kingdee-K3, the first China software brought into Malaysia. Being well established for its history and profile was the reason why Ygl was chosen for the implementation.”

Mr. Chin Siew Weng, Managing Director Of DSOP



“Apart from selecting key users, the ERP implementation process was considered an opportunity to re-engineer business processes. We were impressed that Kingdee K/3 has such a complete process flow to cater for our business. Thus, providing us a road map to reach DSOP’s goals.”

Mr. Kelvin Chin, Business Development Manager of DSOP

Business Challenge

Since the establishment of DSOP in 1982, DSOP have been supporting this growing industry. Being a market leader, DSOP has the competitive edge to anticipate the market needs and supply the latest products in demand at competitive prices.

The set-up of this company is based on the concept of an one-stop centre for all office needs.

With customers satisfactions being DSOP’s priority, we strive to provide the best and convenient services to all of our clients.

The big task ahead was to reach a sophisticated level of technology with very little experience.

In The Beginning

The first software that the firm used was a simple accounting package. The uniqueness of the customer's daily ordering pattern - one that required consolidation of invoices and constant product exchanges as a regular feature of the business meant that the system is unable to keep track of the stocks and manage the inventory.

In addition, the company also recognized the need to be more productive by computerizing its stock inventory and linked it to the financials. This prompted a need to move from using stand-alone computers towards leveraging a networked operating environment.

Finding the Right Solution

As the business expand DSOP realized the need for a robust ERP system to keep pace with its rapid growth.

“The management of the company knew that there was a need for an integrated system covering all the processes in the organization to achieve its objectives,” said Mr. Chin.

Mr. Chin further commented that his company’s profit and loss account was late by a year and he can only view the stock balance once every 6 months.

Therefore finding the right solution to help DSOP to keep track of the accounts and the stock inventory was crucial as DSOP’s business volume was expanding.

With its new Kingdee K/3 ERP system implemented, there have been several noticeable benefits for DSOP, including finalization of monthly accounts, transparency of inventory, greater visibility into supply & demand and more accurate report capabilities, enabling faster turnover.

DSOP’s change from a supplier to a complete service provider was thus successfully mapped and delivered through Kingdee K/3 ERP system.





Implementing Fast

DSOP implemented the following modules from Kingdee K/3 to cater for their distribution business - cash management, warehouse, inventory Accounting, Fixed Assets, Supply Chain Management.

The implementation lasted a few months during which time trainings were given to the staff of DSOP so that the consultant's knowledge was able to be transferred to the staff effectively.

The project was planned and executed and delivered on time.

Improved Customer Service

Apart from achieving a complete turnaround in internal processes, DSOP benefited in other ways from its ERP implementation.

From an organization where the use of computers was confined to a few key people and the stock inventory was tracked manually, DSOP emerged as an organization where the entire business was driven by the use of IT thus improving accuracy and efficiency in customer service.

Moving Forward

With the implementation of a new system, DSOP is ready to move forward.

Mr. Chin said that the solution has given them a far greater level of control of their business and reduced duplicated tasks and has provided them with a platform to integrate the company's IT systems.

Easing the whole process was excellent and not having to deal with legacy systems.

For More Information

For more information about Ygl Convergence products and services, in Singapore, call the Ygl office at (65) 6565 7855. In Malaysia, call the Ygl Kuala Lumpur office at (603) 2166 5928 and Ygl corporate headquarter at (604) 2610619. To access information using the World Wide Web, go to: www.yglworld.com

Kingdee Southeast Asia Software Group Sdn Bhd (R& D Center) in Penang Cybercity, call at (604) 2610619

For more information about DSOP services, call (04) 261 8344 or visit the Web site at: www.dsop.com.my

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“I would add that Ygl contributed well to this project to make sure that the system work. Their regular visits to our office to update us and following through of the project activities definitely added to the client’s satisfaction. I look forward to our next CRM and HR software implementation. “

**Managing Director
DSOP OFFICE SYSTEM & SUPPLIES SDN BHD**

About Ygl

Ygl Convergence Berhad is one of the premier Enterprise Resource Planning (ERP) solutions provider in the Asia-Pacific region since 1993. In Ygl, we believe and practice in the strength to ‘Meet in One Value’, the aspiration to build win-win relationship with our clients, business partners, shareholders and staff. With regional offices in Malaysia, Singapore, Thailand, Hong Kong and China, plus a team of over 100 professional consultants provides ERP services to 350 Tier I, Tier II and SME customers encompassing the financial, logistics, manufacturing, government and public utilities sectors. Thus, caters to the specific needs of various business ventures. Ygl strives to be the niche Enterprise Solution Software Provider in ASIA and long-term goal is to become the leading Enterprise Solution Software Provider in the WORLD.

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