

Client Story



Switching without Disruption — Our New SAP Service Partner

Client :



LEI SHING HONG LIMITED

Interviewee:

Mr. Clement Ng,

IT Manager of Lei Shing Hong Limited

Client background

Lei Shing Hong Limited (LSH) has 5 core businesses comprising Automobile Distribution, Machinery & Equipment Distribution, Property Investment & Development, Trading and Financial Services. They are one of the world's largest dealer groups for Mercedes-Benz and Caterpillar. They have over 28,500 employees and a broad geographical footprint spanning over 130 cities in 11 territories.

What SAP products and services were implemented by LSH?

LSH implemented SAP S/4HANA and SAP Business Planning and Consolidation (SAP BPC) solutions since 2019. Like other customers, LSH has extended their implementation partner to provide the daily support service after the implementation.

What were the objectives when considering a change of support service vendor?

With growing rollout penetration and improved user experience, a new set of requirements did emerge beyond the important initial task of stability. Therefore, additional objectives were set to fulfill the developing needs of LSH and its users, the details are as below:

- Questions and problems should be responded and resolved at a reasonable time.
- Consultants need to fully focus to provide support services and support requests had to be their priorities.
- Consultants should display flexibility and patience to resolve problems, to jointly with LSH target for long term improvement.

With this set in mind, LSH looked for the most appropriate SAP support service provider for the next phase and decided to transfer its support service to DynaSys Solutions in 2020.

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Why DynaSys?

DynaSys has a dedicated team to support customers. LSH was impressed by the qualified support consultants, SAP PCOE certification as well as their customer references and appreciation letters hanging in their office. DynaSys certainly provided LSH with a lot of confidence.

Why does LSH choose DynaSys to deliver support services?

DynaSys dedicated support team has in-depth experience and knowledge to deliver SAP support service and strives to embrace customer-centric approach to take care of their clients.

- **Carry out smooth transition without interruption**

When switching from one service provider to a new one, LSH was ready for some disruption of operations and higher user dissatisfaction at the initial stage. To minimize this, DynaSys' dedicated support team carried out a comprehensive transition workshop to ensure the whole switch over process was smooth.

- **Go beyond disruption during COVID 19**

DynaSys was well prepared to face the unprecedented challenge of COVID 19. All the procedures and tools were in place to enable both LSH and DynaSys to communicate and engage seamlessly and securely during this difficult time.

- **Embrace Customer-Oriented Culture**

DynaSys provides short-term solutions for any urgent needs and offers solutions to prepare for long-term challenges. They empower LSH to avoid disruption and focus on core businesses.

- **Demonstrate Responsibility and High Responsive Rate**

DynaSys devotes to provide 24 x 7 support service and meets Service Level Agreement (SLA). They can listen the requirements carefully, respond to LSH quickly, as well as solve the problem calmly and sincerely.

- **Provide Well-Organized and Crystal-Clear Reports Regularly**

The well-organized and very clear incidents logging reports allow LSH to prepare IT audit report effortlessly, and trace back the job status easily.

Last but not least, DynaSys Support Service is highly competitive not only professionally but also financially. Long term partnership is built upon flexibility and support for each other.

With the reliability and high quality of SAP Support provided by DynaSys, LSH enjoys peace of mind in their daily operations and can focus to grow their core businesses. This mutual trust and long-term partnership between LSH and DynaSys can facilitate future cooperation and maximize the return on investment (ROI) of SAP solutions.