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## **Jurong Technologies Drives Productivity with ECnet's EC-Raedé**

### **About Jurong Technologies**

Amidst doubts on a global economic recovery, one company has risen to the new market challenges and competitive conditions. Jurong Technologies, a name synonymous with top quality and innovative solutions, aims to provide quality products and services in Electronics Contract Manufacturing both locally and overseas. Established in 1986, Jurong Technologies own production facilities in Singapore, Malaysia, Suzhou (China) and Batam (Indonesia).

With a CAGR of 49% for revenue growth, it is clear that Jurong Technologies understand the importance of continual quality improvement. Jurong Technologies not only improved their products and services but they began to explore ways to maximize the efficiencies in the entire value chain. They realized eSupply Chain Management (eSCM) was a necessary component to move their value chain forward. They saw the opportunity to minimize inefficiencies like manual and paper work processes and unnecessary errors. By e-enabling their Supply Chain, Jurong Technologies will reduce process cycle time, enhance vendor collaboration and lower the cost of production.

With these objectives in mind, Jurong Technologies put in place an eSCM solution, EC.Raedé, and has now

enabled a dynamic value chain connecting all their buyers with their suppliers on a common platform.

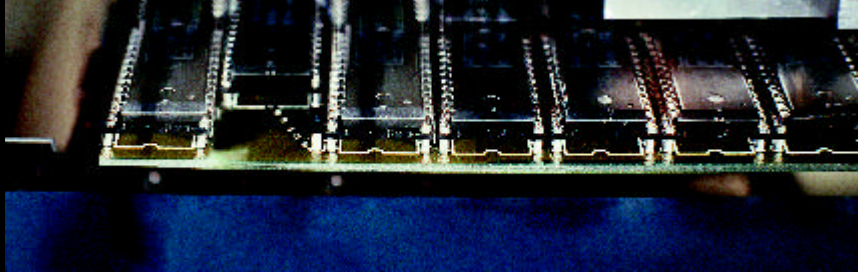
### **Why choose ECnet?**

Jurong Technologies highlighted 3 top criteria that were pertinent in its selection of the right vendor:

- regional and global reach was a key consideration as production facility in Jurong Technologies is still expanding rapidly
- cumulated experience in the high tech industry was also a deciding factor for Jurong Technologies as it required a partner who understood the industry
- a solution provider who has captured a major part of the market share. This was to facilitate the supplier adoption rate and to lower the adoption cost for their pool of suppliers

Mr Toh Eng Hwee, Director of Corporate Procurement, spearheaded this initiative. He observed, "ECnet, a leading provider of Internet-based supply chain management services fulfilled all these criteria. To top it all, ECnet's existing customer base also meant that a number of Jurong Technologies's suppliers were already connected to ECnet. This added value which confirmed market acceptance and eased the implementation process."





## Why outsourced to a SaaS?

ECnet as a Software-as-a-Service (SaaS) provider helps customers to deploy, host, manage and rent access to an application from a centrally managed facility. ECnet offers enterprises access to SCM software applications and related support services over the Internet. Delivering access to applications in this manner allows medium sized enterprises like Jurong Technologies to eliminate the time and costs associated with installing, managing and supporting new applications.

Jurong Technologies saw the following benefits:

- Reduce project setup and running costs
- Reduced initial capital costs
- No large up-front payments for software licenses and hardware, IT costs is spread over time
- Guaranteed performance and uptime
- More flexibility

- Faster implementation
- Security

## Benefits

On its core goals of reducing cost and increasing efficiencies, Jurong Technologies saw the greatest return on its eSCM investment in terms of streamlined business processes and standardization across the enterprise. Jurong Technologies was also able to dramatically reduce its paperwork and task load.

In 2002, Jurong Technologies reported a 90% increment in revenue to \$392 million. They managed the increased business with the same buyer headcount by increasing efficiency and productivity. An example feature of the EC.Raedé solution, "Alerts and Notifications", reduces the amount of time buyers spent monitoring the system for response by suppliers and vice versa. Buyers and suppliers are alerted and notified only when their attention is required. This

reduces response time delays and allows management by exception. Jurong Technologies' suppliers have also benefited from the EC.Raedé solution. They require no hardware or software investment and set up charges are marginal. This electronic transmission of documents with the acknowledgement facilities offered by ECnet allows for a smoother relationship with Jurong Technologies's suppliers.

"EC.Raedé contributed an improvement in productivity and efficiency in the company's buyer group from savings in postage, paper, phone and fax charges and lowered expediting costs and production disruptions due to improved planning," commented Mr Toh.

He added, "We are very satisfied and happy working with ECnet. The smooth delivery of the solution, reliable support, quality solution and enhanced vendor collaboration received positive feedback not only from us but also our suppliers."



### About ECnet

Founded in 1995, ECnet's domain expertise in collaborative supply chain solutions as well as providing consulting, managed and IT services spans six countries in the Asian market and US. Our customers come from various industries like high-tech manufacturing, logistics, distribution, FMCG and retail. ECnet is headquartered in Singapore, with presence in US, China, Japan, India, Malaysia and Thailand. ECnet is a subsidiary of R Systems International Ltd.

Further information on ECnet can be found at <http://www.ecnet.com>.

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ASP/IDC Alliance Chapter



Singapore Infocomm Technology Federation

### About AAC

Formed on the 29 August 2000, the ASP/IDC Alliance Chapter (AAC) was the first chapter started under the Singapore Infocomm Technology Federation (SITF). The AAC provides a platform for various industry players in the ASP/IDC ecosystem to collaborate, thereby elevating the ASP/IDC market to a new level. The Chapter also works closely with the government in many of its activities including creating greater awareness, promoting adoption, facilitating industry partnerships, and fostering cross-border collaboration. With over 100 members to date, the AAC is seen as the defacto ASP and IDC industry body in Singapore. More information can be found at <http://www.sitf.org.sg>.

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