

## Towngas digitalizes procurement management with ProSmart e-tendering system

### First Gas Utility in Hong Kong

Founded in 1862, The Hong Kong and China Gas Company Limited (Towngas) is Hong Kong's first public utility, serving 1.9 million Hong Kong customers with town gas and providing a full range of gas applications, including water heaters, gas cookers, rangehoods, etc. In recent years, the group diversified their business into telecommunications, building services, engineering and new eco-energies to expand their business horizons. Towngas has taken a leading position in the energy industry in mainland China since 1994, managing 260 projects, including piped city-gas projects, natural gas filling stations and more, across 26 provinces and cities.

### To Digitalize Procurement for Efficient Large-Scale Operations



As the pioneer in Hong Kong to provide enterprise procurement management (EPM) software solutions, C&T revolutionizes the manual and paper-based procurement procedures with an automated and auditable workflow, helping a large number of sizable corporations and government organizations to enhance procurement

standard and business results. Serving nearly two millions of customers and managing a wide range of projects in Hong Kong, Towngas looked for a smart and efficient procurement management solution with centralized e-portal processing to secure the best suppliers of kitchen cabinets, gas pipeline installation, raw materials, and many more for various small to large projects. Towngas trusted in the ProSmart team's complete service of design, development, integration and implementation for an e-tendering system with a holistic solution of vendor registration, request for quotation (RFQ), spending analysis, supplier pre-qualification, tender assessment and document

retention & storage, allowing internal users from various business units to manage the procurement process efficiently and enabling thousands of suppliers to submit tender proposals with 24/7 free access without boundaries and time limitation.

## Enhancing Traceability for Sustainability

Ensuring the compliance standards and upholding the best corporate governance practices are always the priority of a public service provider. The e-tendering system tailor-made by ProSmart automated and streamlined the whole procurement process for Towngas, facilitating better internal control and smoother operation for productivity enhancement. Digitalizing all paperwork has improved the document

traceability of Towngas, allowing their management to check and compare all quoted prices of the RFQ or tender easily in order to tackle potential risks in procurement, such as, corruption and false record keeping. Designed for high auditability, the e-tendering system enhanced the decision making of Towngas through tendering analysis, including supplier quality evaluation, tender assessment, and more, resulting in minimized errors, faster transaction and lower time and money costs. With the help of the e-tendering system, Towngas has high transparency with all the documents and processes traceable and auditable, realizing its commitment to achieving reliable and long-term business relationships with partners through fair and ethical purchasing practices.

## Best Practices with Smart EPM System

Designed for cloud-based operation with real-timeliness and ease of use, ProSmart enables Towngas to effectively work with business partners from different industries on quotation and tendering process as well as supplier management. The highly flexible system also allows Towngas to interface their internal systems for easy management. Transforming all RFQ and tendering activities with electronic processing, Towngas can minimize the consumption of printing and document routing, encouraging a green business with reduced costs in the long run. Its long-standing track record of digitalizing procurement management and strong local market know-how have made the C&T the partner of choice for many customers from public service providers to large-scale multinational enterprises. Senior Supplies Manager of Towngas, Ms. Katherine Leung comments, “C&T is a committed company that has delivered a customized solution to meet our requirements on tendering, request for quotation and supplier management for our diversified business.”