

National Business Awards 2019



E-Tech Building Services Pte Ltd clinches Building Services & Facilities Award at 4th SBR National Business Awards

The local company turned to a combination of IT services and technology for its business solutions.

Its aggressive adoption of digital technology has yielded unprecedented success for the business as exhibited by an increase in revenue growth as well as new business generation and enquiries through stronger brand presence.

E-Tech Building Services Pte Ltd took home the Building Services and Facilities Award during the recently concluded National Business Awards.

With nearly three decades of building blocks in its corporate history, E-Tech offers a broad scope of mechanical and engineering services ranging from a simple repair job to intricate turn-key project coordination and project management, control and contract administration.

Since its inception in 1990, E-Tech has grown steadily, marking new milestones and enjoying years of multiple achievements; however, as the company grows and expands, it also faces greater business challenges and customer demands.

To address these roadblocks, E-Tech turned to a combination of IT services and technology for its business solutions.

E-Tech realised that digitisation, new technology and innovation will allow the company to extend its value chain to customers with greater efficiency and service quality in daily operations, especially since its headquarters is in Singapore, where the labour cost is very high.

The company adopted IT innovation and digital solutions in areas such as the TaskHub Enterprise Resource Planning (ERP) System and the SkyFY Vehicle Tracking System, amongst others.

The TaskHub ERP is customised and web-based and collects financial data from various functional departments and generates valuable financial reports, such as general ledger, ageing reports, trial balance and financial statements.

It also manages all accounts-related entries and the financial impact on the entire system, creating a clear picture of the company's financial health at any point in time, allowing E-Tech management to execute important decisions more quickly.

The implementation of this system helped centralise all the control and function of various business units, covering contracts, services, procurement as well as logistics and finance.

Upon the successful implementation of TaskHub for E-Tech Singapore's operation and accounting departments, the company has triumphantly moved from a manual accounting system to a 100% web-based and browser-based ERP system.

With this achievement, E-Tech's users only need an Internet connection and a browser on their selected device to update their latest job progress anytime, anywhere, thus providing staff with greater mobility.

Meanwhile, management is able to receive auto-email alerts over transactions that require their immediate attention and approval action.

On the other hand, for the technology investment and operations aspect of the business, E-Tech adopted the SkyFY Vehicle Tracking System.

The system tracks the exact movement of all the company's trucks, allowing management to pinpoint their locations at any time of the day, which is extremely useful when clients need to know the exact time the team can arrive at their site.

In the event of an emergency, E-Tech is also able to point out the nearest truck and its team of engineers and technicians who can respond to the case.

The fleet management system features route optimisation, maintenance, reports and analytics as well as a buzzer which can alert the driver when he is speeding or performing unauthorised driving.

Additionally, the system can understand driver behaviour, which further ensures safety. It can also analyse the vehicle's fuel expenses history, preventing fuel theft and reducing fuel cost.

The SkyFY system also alerts the company when vehicles exceed defined parameters and offers geofencing and 24/7 live tracking features.

In the last few years after E-Tech embarked on digitalisation of its business operations, the company has made a quantum leap in sales turnover and increased its profitability and productivity.

The company's sales rose to 33.24% in 2018 along with a stronger brand, which allowed E-Tech to drive new businesses for the company. It also managed to expand its clientele base and earned recognition for service excellence.

In the last three years, the company has experienced a sharp increase in sales turnover as well as an expanding service range. Most of the sales orders came from returning or new customers, proving the high level of brand loyalty E-Tech enjoys since its digitisation and innovation efforts in many areas of its business operations.

The National Business Awards, presented by Singapore Business Review, was held last 11 July 2019 at Conrad Centennial Singapore.

This year's nominations were judged by a panel consisting of Henry Tan, Managing Director, NEXIA TS; Choo Eng Chuan, EY Asean Markets Leader and Partner, International and Corporate Tax Services, Ernst & Young Solutions LLP; Ng Jiak See, Executive Director, Head of Corporate Finance Advisory, Deloitte Singapore & Southeast Asia; and Toh Kim Teck, Assurance Partner, Foo Kon Tan LLP.