

How Did a Small Company Become a Leader in China’s Window and Door Customization Sector?

By adhering to its motto, “Everything is for the sake of our customers,” ISUNHOME Technology Co. Ltd. has become a window and door customization vendor of choice for China’s homeowners and a go-to partner for the country’s real estate agents. This has brought growth and, with it, a new set of challenges. ISUNHOME suddenly had to manage fast-growing R&D, manufacturing, supply chain, sales, and marketing operations while still maintaining its competitive edge – and of course its customer commitment.

ISUNHOME needed new software designed for smaller businesses that was comprehensive enough to span the growing company’s many needs. It also needed a partner with implementation capabilities and a customer service commitment to match its own. The SAP® Business ByDesign® solution deployed by AVA was a perfect fit – unifying finance and the business, inspiring collaboration throughout the company, and providing clear and accurate costing. So what does that mean for the customer? Home decoration products and services that are better and more cost-effective than ever.





“As digitalization is transforming the way our company operates internally and externally, we need to respond to market changes with rapid, consistent, and accurate business operations.”

Zhe Li, Director of Supply Chain, ISUNHOME Technology Co. Ltd.

Accuracy in everything ISUNHOME does is critical in maintaining customer satisfaction and staying on top.



Providing an Accurate Basis for Operations with SAP® Business ByDesign®



ISUNHOME Technology Co. Ltd.
Beijing
www.terraform.cn

Industry
Engineering, construction, and operations – customization services

Products and Services
Door and window customization

Employees
>100

SAP® Solutions
SAP® Business ByDesign® solution

ISUNHOME is one of China's foremost providers of household windows, doors, and related customization services. With SAP Business ByDesign, the company is able to predict, plan, and manage market demands in order to keep its operations in alignment and new customers knocking.

Before: Challenges and Opportunities

- Standardize sales processes and empower collaboration between the sales force and internal and external business units to optimize processes and increase control
- Unify finance and the business and provide real-time visibility into revenues and profits
- Integrate with the in-house e-commerce Web site to better aggregate, manage, and analyze demand data

Why SAP and AVA

- Ability of SAP Business ByDesign to adapt to business changes and keep delivering value
- Support and services provided by SAP to keep pace with market developments now and in the future
- AVA's ability to implement and support SAP solutions to fit the unique requirements of ISUNHOME

After: Value-Driven Results

- Unified finance and the business, improving utilization of corporate resources and reducing costs
- Improved collaboration in the sales force, leading to faster operations and increased productivity
- Produced clear, accurate costing, consistent data, and reliable financials
- Made corporate data available to decision makers anytime, anywhere, for real-time analysis and alignment of performance and strategy
- Enabled real-time capture of customer demand signals and market data for deeper insight into sales trends
- Increased corporate resource productivity and effectiveness

“The consistent and standardized implementation settings of SAP Business ByDesign have helped our business processes become more efficient and transparent from establishment to execution.”

Zhe Li, Director of Supply Chain, ISUNHOME Technology Co. Ltd.

Featured Partner



1 solution

For all business needs

Faster

Responses due to real-time supply network management

Live

Business with real-time data capture and analysis – increasing productivity and effectiveness

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