



CASE STUDY

Kum Shing zooms into a new working model with DYXnet x Zoom in the post-pandemic era

Industry

Engineering

Customer Needs

- A high-definition video and voice conferencing system to communicate remotely between internal teams and with business partners
- Efficient content sharing within teams and between different business units to work and collaborate especially when Work From Home practice is in force
- A custom URL and AD integration to deliver ease of use for internal team
- Digital whiteboard in the video conferencing to enhance interaction and engagement

Solution

Zoom Video Conferencing

Core Benefits

- Enhanced collaboration between teams and business partners
- Team and business meetings no longer restricted to geography
- Local technical support including vanity URL and AD management
- Contract end date can be aligned with B2B payment from local accounting team

Customer Quote

“Our great appreciation to DYXnet for helping us in exploring Zoom’s business applications so we know more than the basic ones. They provide very good services both before and after sales, which assist us in solving problems from operation to account management. We could achieve so much with Zoom and we’re very happy with the services from DYXnet.”

— Jerry Wong, Manager,
Information Technology
Kum Shing Group



About Kum Shing

Founded in 1963, Kumshing has been playing a leading role in the development, operation and maintenance of Hong Kong’s energy and mobility infrastructure for decades. With over 2,000 employees in locations across the region and multibillion-dollar active contracts, Kumshing offers a full range of customized and specialist services to power utilities, transportation and public sector clients including CLP Power, HK Electric, MTR Corporation, Airport Authority and public works departments of the Hong Kong Government. Kumshing is the only private enterprise providing comprehensive and multidisciplinary engineering solutions to the entire electricity supply system from generation, transmission, distribution to utilization, assisting the power utilities in achieving a world-class supply reliability of over 99.999%.

Business Challenge

Prior to the outbreak of COVID-19, Kum Shing relied heavily on face-to-face meetings for more direct interaction and decision-making. However, the pandemic has posed unprecedented restrictions to social distance and has in turn brought about new dynamics in the office. Remote work has become a new normal from small companies to conglomerates globally; and remote real-time communication, being a major part, has become a daily necessity for Kum Shing for its growing size and offices.

Kum Shing has more than 7 local offices in Hong Kong and China including headquarters and contract offices. Engineering progress meetings are crucial meetings that taken place on the job site to align and motivate teams throughout the course of a project. Due to COVID-19, conducting a progress meeting on the jobsite with all necessary team members is getting difficult, video conference offers another alternative.

Recognising the importance of digital transformation amidst the pandemic and to cope with its expansion, the IT Department of Kum Shing has been searching for sophisticated digital solutions and service provider which allow efficient and reliable real-time collaboration between offices and with business partners. To make it more user-friendly, Kum Shing also needs technical support for a vanity URL and AD Sync for the same user name and password on Zoom.

Tailor-made Comprehensive Planning

DYXnet has provided Zoom solutions that meet Kum Shing's needs for remote collaboration across its multiple offices and with external parties.

Their technical team has helped Kum Shing to apply for a more relevant vanity URL to align with its company name, as well as using Active Directory Integration to import existing user names and passwords for the new domain.

Also, DYXnet offers Zoom solution as a corporate package which aligns the contract end dates for different users and allows payments to be done by the company centrally (without the need for personal credit card) for easier management.

DYXnet x Zoom Solution Advantages

- **Easy to set up, use, and collaborate**
Zoom provides simple deployment, with one click to start or join any meeting, as well as easy collaboration and participant controls. Its screen sharing and whiteboard features from the participants can also make the meetings more engaging.
- **High-quality video & audio**
Zoom delivers HD video and audio, even in low-bandwidth environments, so your teams can easily connect, collaborate, and work with agility.
- **Single platform for meetings, webinars & chat**
Your team only need one tool, and Zoom works seamlessly across all your operating systems — PC, Mac, Linux, iOS, and Android.
- **Dedicated support team with prompt follow-up action**
DYXnet provides single point-of-contact technical support to ensure prompt responses to client enquiries and real-time follow-up responses to client enquiries and real-time follow-up action.

Why Choose DYXnet?

Being Zoom's first official reseller dedicated to the Hong Kong and Taiwan markets, DYXnet has gained extensive experience in providing Zoom consultation and technical support services to numerous of enterprises and organisations and is able to offer comprehensive support to Kum Shing. DYXnet has strong case references and experience in serving enterprise clients and public sectors and is also qualified by Zoom on platform administration and technical knowledge. By Partnering with international renowned VC equipment brands like Logitech & Poly, DYXnet offer customers with one stop VC services and excellence user experience.

About DYXnet

Right from its establishment in 1999, DYXnet has been specialized in providing premier enterprise network solutions in Greater China. The Group delivers Multiprotocol Label Switching (MPLS), Software-Defined WAN (SD-WAN), Internet Access, Data Centre Services, and Network Security Solutions to over 1,700 enterprise clients via efficient provisioning capabilities in numerous cities throughout Greater China and the wider Asia-Pacific region. In response to the evolving needs of its ever-growing customer base, DYXnet enlarges its product portfolio to further deliver enterprise cloud and SaaS solutions.

With its outstanding performance in delivering secure, stable, and comprehensive network services, DYXnet Group is the first batch of ICT service providers in Greater China to obtain several ISO international certifications including ISO/IEC 27001, ISO/IEC 20000, and ISO 9001 that reinforce the high standards of its information security, IT service management, and quality management, respectively.



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