



The Lok Sin Tong Benevolent Society, Kowloon adopts ProSmart EPM for best practices of NGO procurement

## Serving the Community for over a Century



九龍樂善堂  
THE LOK SIN TONG  
BENEVOLENT SOCIETY  
KOWLOON

Established in 1880, The Lok Sin Tong Benevolent Society, Kowloon (Lok Sin Tong) is a charitable organization that spares no efforts in its commitment to sharing love and care for the Hong Kong community.

This long-established Society operates over 50 subsidiary units across the city to offer a wide spectrum of quality social services, including medical care to the needy, elderly welfare and youth education.

## To Uphold ISO Standard in Procurement

In order to optimize operational efficiency and obtain the best offers of products and services from the most-fit suppliers, Lok Sin Tong has chosen the software solution of ProSmart, transforming the Society's paper-based procurement procedures into automated and auditable management. Pioneering enterprise procurement management (EPM) software for the Hong Kong market, over the years C&T has helped many renowned corporations and organizations raise the standard of procurement through the digital way of management. With comprehensive functions and features a non-profit organization (NGO) would need, the ProSmart serves as a cloud-based central platform for all the departments of Lok Sin Tong's subsidiary units to efficiently acquire projects such as renovation for schools, clinics and elderly homes, medical purchase, machine purchase and many more. The all-in-one e-tendering platform enables procurement users of Lok Sin Tong to complete the entire procurement and



tendering processes, from vendor registration and request for quotation (RFQ) to supplier management and tendering approval, from purchase request and purchase order to goods receipt and invoice processing. Backed by a comprehensive workflow engine, the experienced technical team at ProSmart customized the approval flow for Lok Sin Tong to fulfil their requirements from the ISO international standard, upholding the standard of the procurement process, hence to achieve sustainable procurement.

## Customizing Workflows for Best Practices with Compliance

Supplier - Search	
• To refine your search results, select multiple filters below.	
Supplier ID	<input type="text"/>
Supplier Name	<input type="text"/>
Commodity	[ Please select ] [ Please select ] [ Please select ]
Date Submission	YYYY   MM   DD to 2019   10   03
Status	[ Show All (exclude Registering) ]
Expression of Interest	<input type="checkbox"/> Under Building Works Category <input type="checkbox"/> Under Civil Engineering Works Category
Keyword	<input type="text"/>
Sort by	(Address, Nature of Business) Company Name
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

ProSmart not only significantly reduces time cost and enhances transparency for Lok Sin Tong through allowing procurers to search for and compare different suppliers' past performances effortlessly, but also improves traceability through digitalizing all the paperwork. Compliance is highly

important for charitable organizations to achieve sustainable development by utilizing donations reasonably and effectively. The e-system by ProSmart allows Lok Sin Tong to manage procurement in a fair manner by strict control of users' access rights and tender proposal encryption before the tender submission ends. Having a systematic e-workflow of documentation and approval with easy, centralized online access not only enhances accuracy and credibility of Lok Sin Tong's procurement processes, but also provides traceability of auditing and paves the way for the charity's sustainable development of community services.

## Charity to Go Green

While helping Lok Sin Tong greatly reduce the tedious manual work to minimize errors, labor cost and time cost, the e-system facilitates Lok Sin Tong's green office realization through significantly diminishing the consumption of paper. With the visible results brought by ProSmart, Procurement Manager of Lok Sin Tong, Ms. Mandy Lai comments, "I am very happy with the solution and service provided by the ProSmart team. They have been very helpful throughout the whole process and the system effectively accelerates the whole procurement procedure."