

# CORPORATE PROFILE







# Our Story

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Businesses today need to adapt and evolve at a scale and speed that defies traditional ways of working. We work alongside visionaries as one team to achieve the impossible. We champion change through our principles, partners, products and services that deliver deep digital engineering through client-specific and agile integrated teams. Tech Pacific helps businesses evolve faster through sustainable solutions, combined with deep industry expertise and Intelligent technology delivery.

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# About Us

Tech Pacific is a testament to the pace of digital growth, as the company has evolved with changing technology since its inception. At the outset in 2008, we primarily engaged in hardware sales pertaining to numerous global brands; where Tech Pacific was the master distributor for HP Notebooks, Desktops and Workstations. The transition to enterprise application began as a timely alignment to growing customer requirements, leading to a value-added distributor position for both hardware and software. Today, Tech Pacific is a leading enterprise backed by a diverse workforce, specializing in digital transformation, digital infrastructure and applications. The singular customer centric approach has remained, where we value our clients and the holistic solutions on offer, spanning across ERP and other applications. Our ethical and unapologetically agile approach is embedded in everything we do, and experience stretching over a decade has resulted in the vast offering of infrastructure services and cloud based solutions. Tech Pacific is currently the fastest growing ERP and Modular Data Centre partner in Sri Lanka, projecting further expansion in the region; we believe in solving complex societal and business challenges across industries through digital transformation.





## Vision

To make technology simple for every business



## Mission

To enable and accelerate sustainable digital transformations

## Our Promise

Intelligent solutions, configured to help businesses evolve sustainably



# Leadership





## **Lalindra Galagedera**

### **Chief Executive Officer**

Lalindra oversaw Tech Pacific's SAP Portfolio prior to becoming CEO, and he gained holistic exposure of Tech Pacific's organizational functions including sales, marketing, advertising, distribution, after sales service, supply chain and people; laying a solid foundation for his current position. Having joined Tech Pacific in 2014 as Head of Sales, he led the company to achieve SAP Gold partner status in twelve (12) months. This was followed by Tech Pacific becoming the first Sri Lankan SAP Partner to have its first customer on SAP S/4HANA 1511 (ERP), Cloud for Customer (CRM), SuccessFactors (HCM) and BusinessbyDesign (Cloud ERP).

Lalindra's dynamic skill set in maneuvering both customer and employee relationships has had a strong impact on the company's growth. His relentless perseverance and long-term vision for Tech Pacific revolves around several core principles: ethics and integrity. These principles have had a trickle-down effect on Tech Pacific, resulting in an organization culture that upholds integrity and ethical practice with all developments. Lalindra is a leader who trusts his team to execute, while constantly ensuring they feel supported and guided.

Having successfully introduced Vertiv's Modular Data Center Solutions to over 15 plus bluechip companies in Sri Lanka, Lalindra has extended Tech Pacific's Digital Infrastructure capabilities to commendable heights. With almost three decades in the industry, he has been responsible for introducing pioneer products to customers in Sri Lanka and South Asia.

Embedded in his DNA is the belief that at the end of the day, no matter what, it boils down to "People selling to People".

In his free time, Lalindra enjoys watching movies, listening to music, playing badminton, and connecting with people.

Lalindra has an MBA (University of Wales), 6 Sigma Green Belt.



**Deeb Wahid**

**Chairman**

A leader who sets the bar high, Deeb Wahid persistently holds up Tech Pacific's standards of excellence and commitment, ensuring follow-through of planned trajectories and implementation of organizational vision, mission and long-term goals; whilst steering the company to its optimally profitable direction.

Counting nearly five decades as an entrepreneur across a range of industries including technology, gem and jewellery, and water treatment systems, he offers mentorship to Tech Pacific employees across all tiers. The very embodiment of a successful self-made man, he has an astute vision for the future of the market landscape with a knack for spotting untapped opportunity.

He believes in hard work and perseverance above all else, and it is this rare combination along with farsighted ambition that has aided him in surpassing his own targets time and time again.



**Hafez Wahid**

**Managing Director**

An excellent communicator with a track record of establishing profitable and sustainable relationships with customers and partners across the world, Hafez oversees all business operations at Tech Pacific. A strategist and leader, he supervises the preparation and implementation of comprehensive business plans to facilitate achievement. He also plans market development, and is eager to come up with new offerings to ensure company growth.

Hafez Wahid has a wealth of experience in the field, having previously functioned as Head of Sales at Finco Technologies as well as Head of Enterprise Solutions at Gestetner. He has also educated many fortunate students as a lecturer in IT studies; offering the same benefit to the team at Tech Pacific at every given opportunity. Motivated by challenges and responsibility, Hafez simultaneously functions as Managing Director at Allied Techno Services, an IT systems integrator and a provider of non-chemical water treatment for Industrial Applications.

His philosophy revolves around honesty, integrity, dedication and commitment; without which no strategy will result in complete success. As a respite from his busy schedule, Hafez enjoys watching movies, swimming and consistently working out; keeping fit being a must instead of an option.

Hafez has a Diploma in Computer Studies (IDM), CNA (US), International Diploma in Computer Studies (NCC, UK), ACS.





**Shyamalan** Ratnam  
**Director Finance**

As Director of Finance, Shyamalan Ratnam spearheads Tech Pacific's finance team. Together with an analytical mind and a fondness for strategic foresight, Shyamalan is known for his problem-solving skills and constantly approaching problems from multiple angles in order to arrive at the best possible solution.

Playing an active role at Tech Pacific; he achieves a fine balance between delivering leadership to the finance teams and strategic recommendations to the management teams. His capacity extends to overseeing the preparation of all financial reports while taking the lead on financial and contractual negotiations. A consultant on long-term business planning, Shyamalan is a diligent professional who sets and manages the processes for financial forecasting and budgets.

His extensive experience in external markets including the Maldives, UAE and Southeast Asia have undoubtedly contributed to this dynamism; leading to his eagle-eyed vision in developing Tech Pacific's overseas footprint.

Shyamalan has a BSc Physics (University of Colombo), ACCA (UK), CPA (Aus).

# Our People



Buwaneka



Thushan



Kethisshan



Sharmila



Amila

Avantha



Harsha



Shyanga



Madhusha



Sasanka



Magnolia



Kaman



Dilshani



Aman



Isuru



Selva

Moorthi





## Our Values

### Partnerships

We view our relationships with customers and colleagues as partnerships, to be nurtured with enthusiasm and care, mutual respect and dignity.

### Diversity

We understand the value of diversity and foster it across the board. We are open to diverse ideas, perspectives, expertise, experiences and backgrounds.

### Innovation

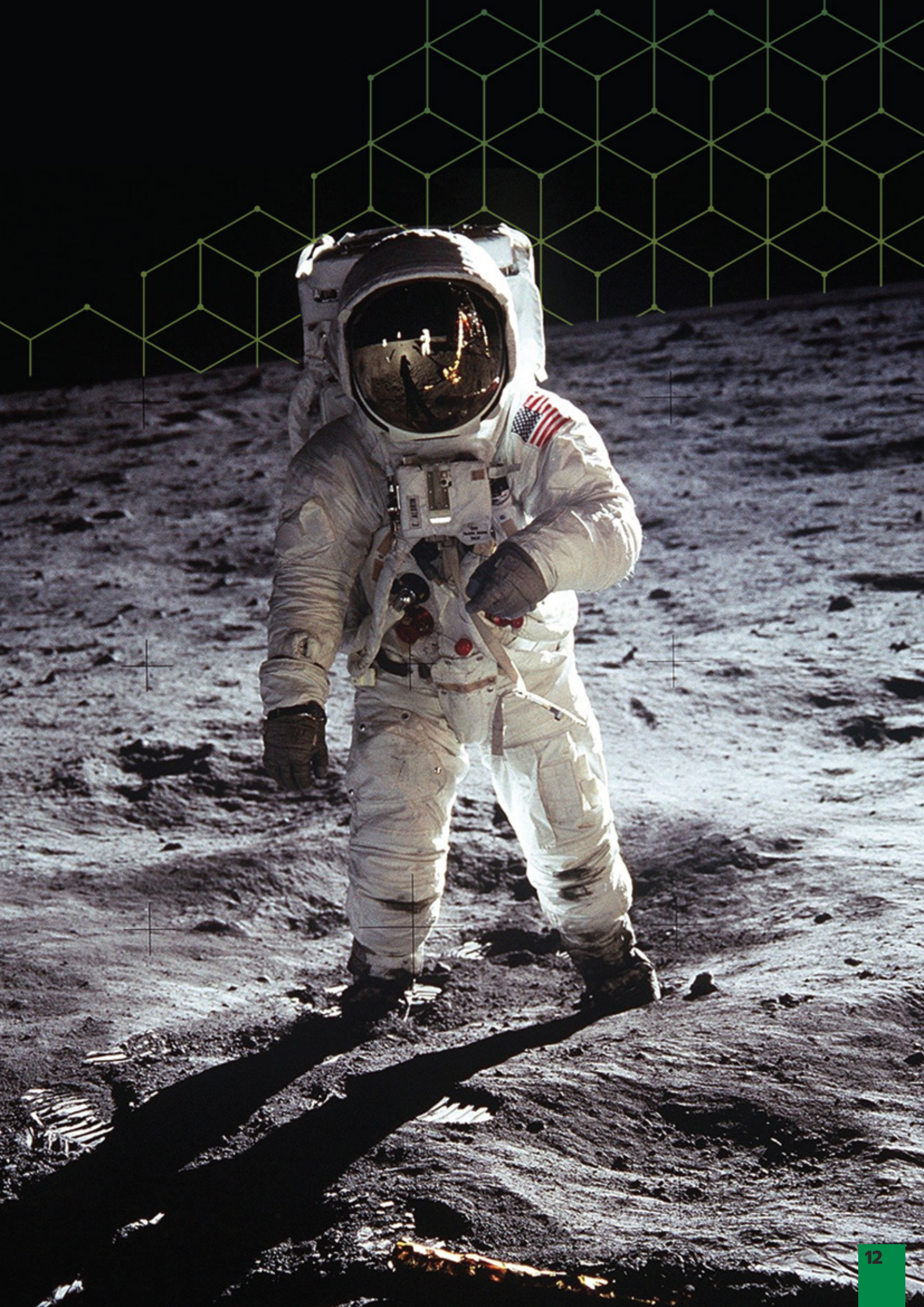
We are passionate about innovation and we believe in strategic creativity, thinking outside the box to generate dynamic solutions.

# Footprint

In keeping with our vision, we have steadily expanded our presence across enterprises both large and small, operating in multiple sectors in Sri Lanka, South Asia and Southeast Asia.









# Digital Transformation

Tech Pacific offers a wide range of SAP applications for Digital Transformation, targeting multiple facets of a business. An offering tailored through bespoke service that integrates digital technology into all areas of a business; resulting in fundamental operational changes. A digital transformation process could result in forgoing longstanding processes that companies were built upon, and moving forward with new practices to achieve improved outcomes; a change in core business that impacts how it delivers value to clients. Tech Pacific's technically sound team and partners aim to provide ceaseless and sustainable solutions to improve businesses. Tech Pacific is a designated SAP Gold Partner, performing at highest levels across the board while being aligned to SAP's competency and strategy. All SAP partners are evaluated annually on a stringent point basis, and cannot achieve gold status on business performance or size of customer base alone.

## SAP Products



- **SAP S/4HANA**
- **RISE with SAP S/4HANA**
- **SAP Business ByDesign (ByD)**
- **SAP Business One (B1)**
- **SAP Customer Experience Management Solution**
- **SAP SuccessFactors (HCM)**
- **SAP Cloud Analytics**
- **SAP Intelligent Spend Management**

**SAP** Analytics Cloud

**SAP SuccessFactors** 

**RISE WITH SAP** | Business Transformation as a Service

**SAP** <sup>®</sup>Business ByDesign **SAP S/4 HANA**

**SAP** <sup>®</sup>Business One



# Digital Infrastructure

Digital Infrastructure is essentially the foundation that enables Digital Transformation; a collection of technologies that perform as a base for Digital Technology operations of a business. Different organizations will contain a range of infrastructure including Software Systems, Internet Backbone, Broadband, Data Centers, Network Infrastructure, Cloud based platforms, Applications, APIs and more.

## We offer the following Vertiv solutions:



### Integrated Solutions

Tech Pacific offers a collection of Digital Infrastructure powered by Vertiv. Agility takes center stage in today's business arena alongside availability. Vertiv enables peak flexibility, efficiency and speed through smarter equipment, intelligent controls and integrated solutions. These are configured to business requirements and include standardized, fully integrated racks, semi-custom integrated data rooms and customized hyper scale data center sites. Tech Pacific works together with client to ensure convenient deployment and management of both individual products and complete systems. These include discrete software applications and software platform Trellis™, aimed at monitoring and managing data center and communication network environments. Tech Pacific aims to improve existing infrastructure through Vertiv; making necessary additions for progress and businesses growth.

### Our Offerings

- Smart Cabinets
- Smart Rows
- Annual Maintenance Contracts – Smart Solutions & Server Rooms
- Greenfield & Brownfield Conventional Data Centers & Server Rooms
- Monitoring & Management of existing Data Centers & Server rooms



Winner of the 'Best Partner for Smart Solutions in Emerging Markets' Award - 2016

# Applications

Tech Pacific offers a range of applications that give users access to a collection of software which facilitates document editing, graphic design, video editing, photography editing, web development among others. The range on offer includes Adobe applications along with CorelDRAW, Team Viewer, Siemens and Arcserve. Often these applications are equipped with mobile apps and optional cloud services, supporting developments across a convenient range of devices; enabling businesses to increase digital efficiency.



Adobe's Creative applications facilitate photo, video, web and application design and edit, along with vector graphics, video games, cinematic visual effects and motion graphic, immersive augmented reality experiences across devices; while Adobe's Acrobat application software offers holistic solutions to manage files in Portable Document Format (PDF).

## SIEMENS

Siemens Advanced Planning software is a strategic decision-making tool designed to aid in planning. It impacts direction of production including workforce, resources and factory capacity planning. The software considers forecast and long-term orders while supporting decision making pertaining to feasibility.







## CorelDRAW®

A Vector based design software mainly used for marketing and advertising purposes, CorelDRAW is popular in the professional space to help digitally create a diverse range of content including brochures, newsletters, logos, flexes, invitations and more.



## TeamViewer

A remote support solution that gives access to computers or mobile devices located anywhere in the world, with a user experience equivalent to being physically present. It is a comprehensive, remote access, remote control and remote support solution that works with almost every desktop and mobile platform; including Windows, macOS, Android, and iOS.



## arcserve®

Arcserve is a comprehensive storage backup solution which provides complete control and visibility from one management console in a central location, for diversely scaled enterprises across platforms and organizations.





# Curated Clientele



Over 4 million Euro SAP Licensing Revenue and Counting.

# SAP Implementation Success Stories



**SAP ERP S/4HANA (2021)**



**SAP ERP S/4HANA/ CRM/ DBM/ HCM/ Loyalty/ Analytics (2021)**



**SAP ERP S/4HANA 2020 Version Upgrade (2021)**



**SAP ERP Business ByDesign (2021)**



**SAP SuccessFactors (HCM) (2021)**



**SAP ERP Business ByDesign (2019)**



**SAP ERP Business One (2019)**

## Special Recognition

### Sri Lanka's First SAP S/4HANA Enterprise Management FPS01 Implementation

E B Creasy, C W Mackie & Lanka Special Steels are the first companies in Sri Lanka to go live with SAP S/4HANA Enterprise Management FPS01 on 05th September 2016. It was no meager feat, as it included 12 companies, 22 business verticals, 45 plants/ warehouses and a total of 159 business processes; of which 100 were common templated processes across the groups, with 95% SAP best practices in adoption. In 2018, the project won a Gold medal from the PMI chapter in Sri Lanka for this stupendous achievement, completed in a mere 06 months.



# SAP Implementation Success Stories



**SAP ERP  
Business One  
(2019)**



**SAP ERP S/4HANA/  
CRM (2019)**



**SAP ERP Suite  
on HANA/DBM  
(2019)**



**SAP ERP S/4HANA/  
Project Management  
(2018)**



**SAP ERP S/4HANA  
(2018)**



**SAP ERP ECC  
(2017)**



**SAP ERP S/4HANA  
(2016)**



**SAP ERP S/4HANA  
(2016)**



**SAP ERP S/4HANA  
(2016)**



**SAP Database  
Migration (2015)**



# Key Achievements in Our Journey with SAP



Sri Lanka's First S/4HANA 2020 Version Upgrade Customers



SAP Best Mid Market Deal of the Year On-Premise (India, Sri Lanka and Bangladesh) for Project DIMO



- Sri Lanka's First SAP Qualtrics (Customer Experience) Customer
- Sri Lanka's First Proaxia (Automotive DBM) Customer
- Sri Lanka's First Annex Cloud (Loyalty) Customer
- Sri Lanka's First Vistex (Incentives and Promotions) Customer
- Sri Lanka's First SAP Field Service Management Customer



Sri Lanka's First SAP ByD (Cloud ERP) Customer



SAP Partner of the Year / Emerging Markets (Sri Lanka & Bangladesh)



Sri Lanka's First SAP Hybris C4C (Cloud CRM) Customer



Sri Lanka's First S/4HANA ERP (1511) Customer



Sri Lanka's First SAP SuccessFactors (Cloud HCM) Customer



Sri Lankan Partner for the Highest SAP Licensing Revenue



Sri Lankan Partner for the Highest SAP Licensing Revenue



# Curated Clientele



## Smart Cabinet & AMC



## Smart Closet & AMC



## Environmental Monitoring System & AMC



## Huawei Installation, Configuration & AMC



## Smart Row Installation, Configuration & AMC



99% of our clients continue the association through annual maintenance contracts; including our first customer six years ago



# Curated Clientele





# Partners



## NEOVATIC TECHNOLOGIES PVT LIMITED

### Exclusive Partner for SAP S/4HANA Implementations

Neovatic is an innovation driven, digital solutions and technology services company that harnesses the power of digital transformation and hyper automation to provide strategic advantage, improved business processes and enhanced organizational performance with proven track record of customer success spanning across three continents. Neovatic has diverse customer base in industries such as Manufacturing, Consumer products, Professional services, Metals and Mining, Retail, Chemical, Pharma, BFSI and Health Care. Headquartered in Hyderabad, India, Neovatic is strengthened by a team of leaders with extensive global experience in domain, varied landscape of technologies and track record of delivering complex and large scale solutions. Neovatic has created a digital transformation framework based on the experience with numerous clients across multiple domains to help achieve desired business outcomes in a true transformational manner. Neovatic's Core value is "Customer First". Neovatic's success is measured based on their customer's business outcomes and they achieve this by leveraging their unique blend of IT expertise and best practices.

[www.neovatic.com](http://www.neovatic.com)



## MUKESH INFOSERVE PVT LTD

### Exclusive Partner for SAP Business ByDesign (SME Cloud ERP) Implementations

Mukesh Infoserve is a 22 year old company with more than 150+ customers in SAP across multiple verticals and geographies. They provide their customers, SAP business software solutions to seamlessly integrate all business functions to enable them to make business decisions. They help their customers save operation costs, providing amazing technology, ensuring smooth delivery at the right price.

[www.mukeshinfoserve.com](http://www.mukeshinfoserve.com)



## CLOCKWORK BUSINESS SOLUTIONS PVT LTD.

### Exclusive Partner for SAP Business One (SME ERP) Implementations

Clockwork Business Solutions Pvt. Ltd. is a Gold certified SAP partner headquartered in Bengaluru, India. Clockwork has to its credit more than 300 SAP Business One implementations, executed in India and overseas and across industry verticals. Clockwork delivers solutions/services across wide spectrum viz., ERP, Data Analytics, Web and Mobile Applications and truly acts as a value adding partner throughout the solution lifecycle. Clockwork, spearheaded by globally educated & experienced professionals and complemented by hands-on product experts, offers cutting-edge transformative solutions to client organizations.

[www.clockwork.in](http://www.clockwork.in)



## BLUEPRINT TECHNOLOGIES PVT LTD

### Exclusive Partner for SAP SuccessFactors (Cloud HCM) Implementations

Blueprint Technologies is a niche SAP services company established in 2010 to help their clients of all sizes to be successful on their digital transformation journeys. They are SAP Gold Partners for On-Premise and Cloud SAP solutions with expertise across SAP SuccessFactors, SAP Concur, SAP C/4HANA, S/4HANA, BW4/HANA, Kronos and are building cutting edge next-gen solutions leveraging SAP Intelligent Technologies like iRPA, AI, ML solutions. They have won "SAP Cloud Impact Partner of the year 2020", Finalists in SAP Pinnacle Awards 2021 (Global Award) and HR Cloud Partner of the Year. Two time winners of SAP ACE awards & Kronos Value Partner of the Year awards.

[www.bpterp.com](http://www.bpterp.com)

# Why Tech Pacific?

With over a decade of experience in delivering optimal and proven digital technology solutions, Tech Pacific remains rooted as an entity of 'people selling to people'. We work hard to be the preferred partner for businesses looking to elevate; going the extra mile to deliver through personalized service, and staying true to our core principles. Over the years we have established strong partnerships with global giants such as SAP and Vertiv who specialize in deep digital engineering. The team at Tech Pacific prioritizes customer requirements, is flexible in solution approach and opts to avoid compromise on quality; ensuring peak customer satisfaction. Tech Pacific has a proven track record across industries, is constantly evolving to do things differently and has converted into a one stop shop for all ERP solutions.



# Testimonials

## Attestations from a Handful of Valued Patrons



### Lalith Kulasinghe

**Chief Information Officer**

**Colombo Fort Group Service (Private) Limited**

Tech Pacific carried out the implementation of SAP S/4HANA ERP system for two of our companies; namely E.B Creasy Group and C.W Mackie Group, both subsidiaries of Colombo Fort Land and Building PLC. A significant change that enabled both companies to have a centralized system for business operations back in 2016. We are currently working with the same team on upgrading to the latest S/4 HANA 2020, with embedded FIORI for the next-generation workforce. Having worked with Tech Pacific for half a decade, we have witnessed their technical competencies and customer oriented business strategy first hand. This has helped establish a partnership that goes beyond business, and we have no hesitation in recommending Tech Pacific.



### Mangala Wickramasinghe

**Group Chief Information Officer**

**Diesel & Motor Engineering PLC**

As a Group, we transitioned into industries including Medical Equipment and Engineering while our existing systems and processes were primarily aligned to the Automotive industry. This was the main reason behind our need for a tier one ERP solution such as SAP, that could function across industries. We selected Tech Pacific after much consideration, and still remain grateful for the choice. They were outstanding in terms of understanding our requirement and supporting us in translating that into ERP solutions. Tech Pacific exceeded all expectations in visualising the digital transformation for the entire group.



### Gerard Suraes

**Chief Financial Officer**

**W.K.V. Hydro Technics (Pvt) Ltd**

Our association with Tech Pacific dates back to their inception in 2008. Seldom does one find a partner who brings a precise vision to life; and Tech Pacific has been consistent in this regard. They exceeded our expectations by carrying out the company's digital transformation with seamless expertise, professionalism and timely delivery. It has been a pleasant journey, and we strongly recommend Tech Pacific to any business embarking on the progressive journey of digital transformation.



### Samuel Sathiyadaran

**Information Technology**

**Consultant**

**Alliance Finance Company PLC**

Our association with Tech Pacific started back in 2016, when we required maintenance for our Blade Center RACK. Since then, Tech Pacific has carried out our maintenance with superior quality along with technical assistance offered at request. Their high standards in professionalism, quality, consistent on time delivery, and willingness to negotiate renewals is the reason behind Alliance Finance selecting Tech Pacific time and again.



### Vidunath Mathagaweera

**Assistant Manager**

**Fairfirst Insurance Ltd**

We chose Tech Pacific to be our partner on Vertiv Smart Rack Servicing and maintenance in 2018, and working with their team has been quite the experience. They have an extremely professional technical team, consisting of highly skilled workers. Their attention to detail and on-time delivery have consistently stood out, and we will continue to lean on Tech Pacific for their services.



## Contact Us



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