

DLK CASE STUDY

The City of Cape Town partners with DLK to maintain, support and evolve their SAP platform.



SAP Management for the City of Cape Town

CLIENT: THE CITY OF CAPE TOWN



The Brief

The City of Cape Town uses SAP to run its entire back-office, including logistics, human resources and finance. SAP has been instrumental in changing the way the COCT interacts with its citizens, and deploys its services. The plan is to constantly evolve and improve service delivery, using SAP as the core system.

The City requires strong, highly skilled partners to manage their SAP systems, and to provide thought leadership to the process of evolution and benefit realisation.



The Solution

DLK has built a trusted partner relationship with the ERP Solution Support unit, over many years. We continue to deliver a managed service in planning, implementing and managing the City's SAP environment. As the environment evolves and expands, DLK has played a key role in providing skills and thought leadership. We have built a highly skilled team who are deployed on-site, and work alongside the client.



DLK Reflection

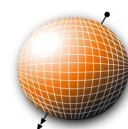
It has been a journey of great memories, being there at the start in 2002. Being part of the current and ever evolving ecosystem of Digital Transformation for Citizen Centric Online Services is extremely fulfilling. As a Capetonian, I get to reap the benefits of the City's citizen-centric approach. I continue to be excited to be a part of the innovative technology solutions being made available to the citizens of Cape Town.



We are pleased with the manner in which DLK has conducted business with us, being one of our Service Providers since 2002. Their candidates also conform to the demands put on them for those positions in which they were placed.

The high quality output of work done by resources from DLK is evidence of their attention to detail which is critical in our environment. We are pleased that they adhere to a high code of ethics and give us the assurance to continue conducting business with them.

The City of Cape Town



DLKGROUP
A CULTURE OF EXCELLENCE