



Improve Your Data Accuracy with Bold Reports®



Background

For over 30 years, HeiTech Padu Bhd has provided government agencies and commercial sectors with innovative ICT solutions. From data transfers to infrastructure planning, HeiTech gives clients the tools to simplify their operations and boost productivity.

Challenges

HeiTech's data lacked consistency, which made it difficult for the team to monitor operations in real time. According to Sharul Nizam, a member of the HeiTech team, "We were using disconnected tools like Excel, Crystal Reports, and SSRS. Our data was inconsistent, report changes took 2- to 4 weeks, and real-time visibility was impossible."

This impacted HeiTech's ability to make data-driven decisions and maintain client trust. "It led to delayed billing, inaccurate profitability tracking on government contracts, and loss of client trust," Sharul said. "There wasn't a single source of truth for management." HeiTech needed a reporting tool it could count on, so Sharul began searching for a solution. That's when they discovered Bold Reports.

Solution

HeiTech used Bold Reports to centralize their real-time data, enabling the team to produce reliable reports faster than ever before. "It's a unified platform with real-time connectivity to Oracle, SQL Server, and PostgreSQL," Sharul said. "Now, report development takes hours instead of weeks, and everyone sees the same accurate data."

When asked what features they found to be the most impactful, Sharul said, "The SSRS and Crystal migration wizard, pixel-perfect paginated reports, shared datasets and report parts, row-level security with Active Directory (AD), JavaScript embedding, and scheduled PDF delivery."

And readily available support from Bold Reports' parent company, Syncfusion, the team fully transitioned to Bold Reports within weeks. "It was a six-week, on-premises rollout," Sharul said. "The dedicated Syncfusion team member for Singapore provided weekly workshops, and support consistently responded in less than 4 hours."



Impact

Using Bold Reports, HeiTech significantly improved its reporting and billing reconciliation process. “Our report development time was reduced by over 85% and our billing reconciliation dropped from ten to two days,” Sharul said. “We recovered RM420,000 and eliminated RM180,000 per year in third-party licenses.”

PULL QUOTE

“Bold Reports is enterprise-grade. The migration tools actually work. The licensing is fair, and the support is outstanding. I highly recommend it for any organization using Microsoft or Oracle stacks.”

—Sharul Nizam, HeiTech Padu Bhd

