

A Roadmap for Results



Pacific Textiles' journey to digital

Business challenges

Pacific Textiles is a Hong Kong-based manufacturer of customized knitted fabrics in the textiles industry. Like many Asian companies, it grew from a small business managed by founders. As the company transitioned to professional management, it needed to adopt a data-driven, decision-making culture to scale and remain competitive in an evolving industry.

The company had three main objectives: Transform management through digitalization; optimize business processes in order to improve product quality and process efficiency; and ensure IT compliance to minimize cybersecurity risk.

Gartner solution

Gartner provided the knowledge base, digital security framework and execution guidance to address the company's mission critical priorities while saving top management time and energy.

With access to Gartner experts, research and tools, Pacific Textiles was able to digitalize information through an ERP system, automate manufacturing processes with new technology, and craft a ready-to-execute cybersecurity roadmap. Gartner also assisted with building business cases and reaching executive consensus.

Business impact

Digitalization enabled company management to communicate between departments. Through increased transparency, the team can make better, faster decisions. With a strong digital foundation and accompanying culture shift, Pacific Textiles is delivering higher-quality products with shorter turnaround times.

Gartner helped the company take a holistic approach to governance and risk management procedures. As a result of Gartner support, the CIO at Pacific Textiles and his team are positioned to become active partners to other business teams, to understand and help optimize their businesses.

For further information, visit [gartner.com](https://www.gartner.com).

“Based on Gartner advice, I’m able to have a report to show our board of directors, with a roadmap on how we will address all these security issues. Gartner helped us properly address IT governance and saved us a lot of energy in doing it.”

Hubert Tsang, CIO, Pacific Textiles

Snapshot

Challenge

- Transform management
- Optimize business processes
- Minimize cybersecurity risk

Solution

- Implement an ERP system
- Automate manufacturing
- Craft a cybersecurity roadmap
- Set up cross-functional Information Security Committee

Impact

- Facilitated interdepartmental collaboration
- Raised quality and speed of production
- Proved value of cybersecurity initiatives to top executives

How Gartner delivered value

- Engagement with Gartner experts and research
- Contextualized guidance and on-site conference learning
- Digital security framework and maturity assessment
- Peer best practices and case studies