

Success Case File • Case No. 808061

Client Info	Ms. Y • Vietnam Project Engineering Co. (5-Star Hotel Spotlight) Date: Nov 2022
Client Background	The client contacted us in November 2022, requiring anti-glare trimless downlight housing kits. Their company mainly supplies mid-to-high-end hotel projects in Southeast Asia, and is a professional lighting engineering company based in Vietnam.
Client Requirements	Project: lighting for a 5-star hotel, requiring high-quality housing kits compatible with Tridonic drivers and Citizen COB light sources. Total quantity: approximately 6,681 sets. The engineering company has limited experience with finished product assembly and needs technical support.
Our Solution	Given that the client is an engineering company with limited assembly experience, we provide housing kits along with full assembly guidance — including written instructions, photo tutorials, video demonstrations, and voice call support — offering comprehensive technical assistance. Solution Details: Considering the project nature and high import tariffs in Vietnam, the first two batches were shipped as housing kits (components) for local assembly by the client, reducing tariff costs. Later, due to tight delivery schedules, we directly supplied a small quantity of finished lights to ensure on-time project delivery. Cooperation has continued since November 2022, with the project successfully completed and repeat orders ongoing.
★ Key Points (What We Delivered)	1: Stable ongoing cooperation since November 2022. From samples, drawings to configuration, we respond quickly to client needs, helping them win hotel project lighting orders. 2: During project execution — urgent orders, last-minute quantity increases, assembly technical challenges — we provide full support to deliver fast solutions. 3: Flexible matching to diverse client needs, saving time and effort while meeting expectations, helping clients win project after project.
Client Testimonial	<i>From quotation preparation, project bidding, sample confirmation, bulk assembly, to finished product restocking — the client has maintained close collaboration with us, solving problems quickly and ensuring smooth project delivery.</i> <i>Client's words: "This is our joint effort."</i> <i>The client highly values our response speed and professional support, and we have become long-term partners.</i>
Key Takeaways	Grow and work together with clients. In the LED downlight housing kit sector, fast response, professional support, and cost-effectiveness help clients' projects progress smoothly, laying a solid foundation for larger projects in the future. What engineering company clients value most: technical support capability, flexibility, and delivery speed.