



Multives



PT. KARYA INDAH MULTIGUNA
Corrugated Carton Box Mfg



PT. MULTIBOX INDAH
CORRUGATED CARTON BOX MANUFACTURER

Multipack Paper Division improves production management with integrated ERP system

Saves time with HPE Integrity Server and
CPS/Enterprise software

Objective

Respond to business growth by moving to an integrated ERP system

Approach

Reviewed proposals from multiple software vendors

IT Matters

- Improved performance, with faster applications
- Integrated data across multiple areas of the business, with no need to re-input or re-check information

Business Matters

- Saved time due to integrated system
- Accelerated reporting, with automated information replacing reports that used to take a week to generate
- Improved flexibility and ability to respond quickly to customer requests



To respond to growth, packaging manufacturer Multipack Paper Division replaced multiple, fragmented applications with the CPS/Enterprise ERP system, running on Hewlett Packard Enterprise (HPE) hardware. The new system has saved time, accelerated reporting and improved flexibility and customer service.

Challenge

ERP for growth

Established in 1990, PT Multibox Indah (MBI), a corrugated-box manufacturer located in Banten Province, Indonesia. Through a rapid growth in 1996, 2nd Plant established under PT Karya Indah Multiguna (KIM).

In 2013, a holding company named PT Multi Makmur Investama (Multives) was established as an emerging form to unify several companies including KIM and MBI. Both companies further called MultiPack Paper Division, which becomes one of Indonesia's market leader.

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— Djohan Purwanto, operational director, Multipack Paper Division

Previously, both plants were using in-house software and a number of programmes from different developers to manage production, but continued growth led them to seek a new solution that would enable them to integrate multiple processes into one system.

“Our factory achieved an output level of over 16,000 tons per month, and we needed a system to support our operational problems,” says Djohan, operational director at Multipack Paper Division. “We researched the market, and contacted several suppliers to ask them to present how their Enterprise Resource Planning (ERP) solutions could help us.”

Solution

Integrated system

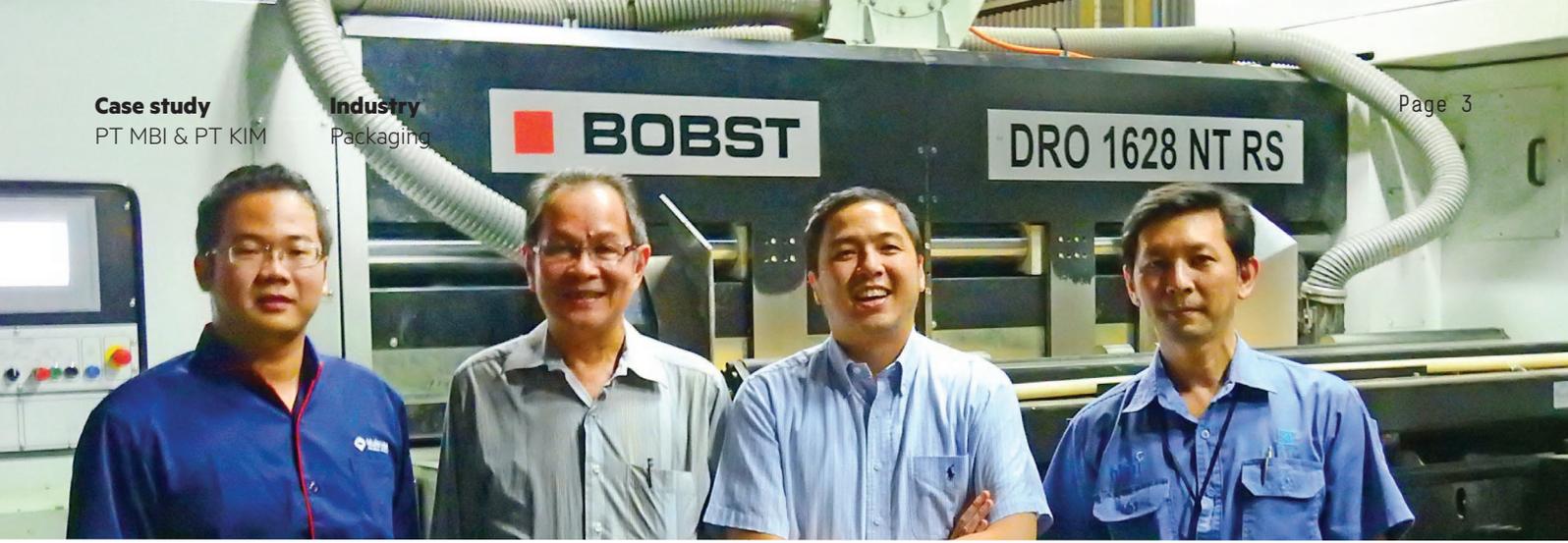
Following its review of the market, MBI & KIM chose a system based around specialised Corrugated Packaging Solution (CPS)/Enterprise software from HPE’s partner Prestige Atlantic Asia, which runs on HPE hardware at the company’s two plants.

CPS/Enterprise is integrated ERP software that Prestige Atlantic has developed for the particular requirements of the corrugated carton manufacturing industry. By focusing on the demands that are specific to this sector, CPS/Enterprise can meet the specialised needs of packaging companies such as Multipack Paper Division, and is able to provide the flexibility, responsiveness and control required to deal with changing customer demands.

“We chose CPS because other companies in our industry were already using it, and because Prestige showed us how CPS can cover many tasks, including receiving purchase orders, accounting, finance and delivery,” says Djohan. “Another important factor was that CPS is constructed of components that have a specific focus for corrugated carton packaging.”

The CPS solution now handles all major software tasks for both KIM and MBI, including management of sales, finished good stock in the warehouse, delivery orders, accounting, and finance. The software enables management to track, analyses activities and trends, and to calculate the financial impact of changes across the business. With up-to-date reports, MMI can fine tune its production schedules, control inventory precisely and drive down costs – all contributing to a more profitable operation.

Each of the two plants (KIM and MBI) has hundred users of the CPS system, with a maximum of 50 concurrent users per plant at any one time. The users are spread across multiple departments, including sales, warehouse administration, finance and dispatch.



Reliable and high performance

As well as new software, MBI & KIM also wanted to replace its ageing hardware with up-to-date systems, which would ensure a good level of performance, and the reliability needed to support 24x7 operation.

“We selected HPE hardware based on the recommendations of Prestige,” says Djohan. “HPE has good technology, including the HP-UX operating system and its tape backup hardware, plus its 24x7 support means we are not worried about any potential problems.”

At each plant, the software runs on an HPE Integrity rx2800 i4 Server, using the HP-UX 11iv3 operating system. An HPE LTO-5 Ultrium Tape Drive is used for backup, and an HPE UPS R1500VA ensures a power failure would not cause any interruption in service.

HPE took responsibility for system installation, while Prestige handled the ERP software installation and programming of custom reports for Multipack Paper Division, as well as providing a business analyst team for user training and defining user requirements.

Benefit

Integrated data improves efficiency

“The new system has enabled MBI & KIM to fully integrate its data across multiple areas of its business. This means there is no need to re-input information in different departments, such as providing delivery order data or costs to the finance team, thus saving time and reducing the potential for errors in typing. This boost in productivity means that managing MMI’s systems is now more cost-efficient for the company, and that the level of staff hours required for repetitive administrative tasks can be minimised.

“CPS/Enterprise makes it fast and accurate to compile reports,” says Djohan. “On our previous system, a user needed a week to provide management information – now we can simply automate the process of generating the reports.”

Customer at a glance

Application

CPS/Enterprise ERP system

Hardware

- HPE Integrity rx2800i4 Server
- HPE LTO-5 Ultrium Tape Drive
- HPE UPS R1500VA

Software

- HP-UX 11iv3 Operating System

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With information available to its managers more quickly, Multipack Paper Division can respond more rapidly to any unexpected changes, and can improve its flexibility in meeting customer requests.

The CPS software, and the improved reporting it provides, also helps Multipack Paper Division to improve quality. The company has been certified to the ISO9001 standard since 1999, and its plants are among the most efficient in the region.

“Our analysis and reporting is now better,” says Djohan. “Management can analyse sales profit or tonnage from the Executive Information System (EIS) module in CPS, and there is no need to print the report on paper, or re-build it in an Excel spreadsheet.

“Performance has also improved – applications open quickly and run fast,” says Djohan. “With our old system, we needed to re-index data every day, because the database had become too big for the software – now, this is no longer required.”

Reliability is essential, because Multipack Paper Division runs the system 24x7 to support its production activities. This means that any issues with CPS, or the HPE hardware it runs on, could cause an interruption in manufacturing.

According to Djohan, support from HPE has been good, helping Multipack Paper Division to keep its production running round the clock. He comments, “When we once submitted a ticket to HPE support, we were satisfied with the fast and good service they provided. The server had a problem on Sunday at 8pm, and by the next Monday morning everything was resolved by HPE support.

“HPE people, and the team at Prestige, are responsible and highly skilled,” says Djohan. “We have also found HPE fast to respond.”

For the future, MBI is planning to add a disaster recovery centre with a duplicate server, to further improve the resilience of the system and minimise the risk of downtime.

“The system has improved our administration, and reduced the need for complicated tasks to re-input or re-check data,” concludes Djohan. “Overall, the CPS solution has helped us so much.”

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