MUDA

Intrapac (Singapore) Pte Ltd

Objective
Replace standalone software products with integrated ERP system, to improve control, boost efficiency and accelerate responses

Approach
Chose solution from HPE partner Prestige Atlantic, and followed Prestige's recommendations on which HPE server to select

IT Matters
• Increased response speed with fast HPE server, including SSD disk

• Simplified management by hosting server in external data centre

Business Matters
• Reduced time required for data entry and information handling by 40 per cent, delivering substantial cost savings

• Improved communication with partners, suppliers and customers by introducing electronic file transfer

• Helped decision-making with access to live online data

• Simplified production of reports

Intrapac improves management and reporting with ERP

Reliable, fast HPE server for integrated solution

Intrapac Group selected an integrated ERP solution from Prestige Atlantic, which runs on a high performance HPE server. The ERP system has enabled Intrapac to move to electronic file transfer, to save staff time, and to improve management reporting and customer service.

Challenge

Integrated ERP
Based in Singapore, the Intrapac Group consists of eight businesses that are all active in the waste resource recovery, paper distribution, stationery and bookstore retail business.

Running these busy companies is a demanding task. Previously, the group was using a number of standalone software products to manage the different businesses, including Sage accounting software, and Microsoft® Excel spreadsheets.

Case study
Intrapac
Singapore (PTE)

Industry
Distributor

Page 2

> "Everyone relies on the data on the server, and because they all see the same information at the same time, they can easily work together, and there are fewer mistakes."
>
> — Teoh Hai Thow, director, Intrapac

When Intrapac decided to upgrade to a full Enterprise Resource Planning (ERP) solution, it wanted to find a single product, which would be specifically designed for the needs of its industry.

"We wanted a total integrated software solution," says Teoh Hai Thow, director at Intrapac. "By having everything integrated, we aimed to improve control and efficiency, and to speed up responses."

Solution

Customised software
To meet these requirements, Intrapac chose a solution from HPE partner Prestige Atlantic. The solution is based around Prestige's Retail Expert ERP software, which provides a full set of features to manage distribution and retail for paper and stationery businesses. The software provides an enterprise distribution solution built out of multiple modules.

Retail Expert is used across the Intrapac Group, including at four main companies: Pacific Bookstores, the largest school bookshop operator in Singapore; EE Sin Paper Products, a distributor of stationery products and Intrapac Singapore, a paper distributor.

Additionally, KL Resources uses E-Green Vx ERP software from Prestige Atlantic, which is designed to manage inventory management for recyclers, and provides real-time connectivity of all outlets into a centralised system for accounting and management reporting.

"When we spoke to Prestige, we understood they were writing customised software from scratch that meets the needs of the Singapore business environment – so we knew it would match our requirements in our industry niche," says Teoh.

Long-term investment
To run the Prestige Atlantic software, Intrapac uses an HPE server, with backup provided by an HPE DAT 160 Tape Drive.

"We chose an HPE server because I have always used HPE equipment from day one in the business, and we have never had any major problems – and HPE has always been very fast to resolve any issues that we do have," says Teoh.

While it has been using the Prestige software for around eight years, Intrapac has upgraded its HPE server during this time. Most recently, it moved to an HP Integrity rx2800 i4 Server with 16GB memory and a fast Solid State Disk (SSD), which provides the high performance required for all of the group companies, and enabled it to cope with the group's growth by acquisition.

"We wanted a centralised, more powerful system that could provide a long-term solution for five to seven years," says Teoh. "Prestige recommended this server, which gives us the performance to cope with 150 to 180 users across the group – of whom 70 may be using the system at any one time."

Case study
Intrapac
Singapore (PTE)

Industry
Distributor

Page 3

"The rx2800 gives us a faster response speed, with an SSD hard disk and more memory than the previous server," says Teoh.

Intrapac's server runs on CX2 Data Center, Cyberjaya Malaysia, Teoh comments, "With the data centre, everything is taken care of: maintenance, internet connection, power and security."

Benefit

Time savings
"With the Prestige software and HPE server, Intrapac saves time for its staff because there is less need for manual data entry and information handling – Teoh estimates the overall saving in time is around 40 per cent, leading to substantial cost savings.

"There is no need for data entry, or for staff to key in invoices or purchase orders," says Teoh. "Everything is electronic, so our people can be more focused on planning, inventory analysis, product development or marketing."

The group uses electronic invoices, and the Prestige ERP software communicates automatically with systems at suppliers and customers, for example it has automated the process of creating and sending a purchase order.

"We initiated the idea of this kind of file transfer, and now our customers and suppliers have adopted it and invested in IT, because they realise it's good for them and good for us," says Teoh. "Our industry is quite traditional, so we are pushing other companies to adopt these systems."

Fast data access
With the HPE/Prestige system, Intrapac now has live online data that can be accessed by its staff and customers. Intrapac's management don't need to stay in the office, and can access reports and information on the server via a web-based interface, from wherever they are.

"Remote access helps our people's time management," says Teoh. "Everyone relies on the data on the server, and because they all see the same information at the same time, they can easily work together, and there are fewer mistakes.

"Information is available in the system quickly, which helps us in business decision-making, because we have on-time data," says Teoh. "It also helps our customers, because they can see live data and can know if there is stock of an item."

Customer at a glance

Application
Retail Expert ERP
E-Green Vx ERP

Hardware
- HP Integrity rx2800 i4 Server
- HPE DAT 160 Tape Drive

Software
- HPE-UX 11iv3

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"For reporting, previously we had to use Excel or other software to generate reports offline," says Teoh. "Now, we just press a button on the system to create reports, saving us time, or a user can set it up to automatically email them a report every day – and at the end of the month, we can close our accounts within a day."

Reliable solution

Intrapac needs the solution to be highly available, as it is used by its staff at most times either day or night, as well as by customers ordering online via its websites.

"The system is reliable, meeting the needs of our users who are online 15 to 20 hours a day, and we have had no major issues in the 10 years we have used HPE servers," says Teoh. "We have support with a four-hour response time if there is ever an issue – we message Prestige and they are quick to respond."

HPE and Prestige both provide a high level of service to Intrapac, with Prestige providing first-line support in the event of any issues. Teoh explains, "I go to Prestige first, and they send a technician out if needed – we feel confident to work with Prestige, and they have a good relationship with HPE."

In future, Intrapac plans to eventually replace its current HPE server with a cluster server from HPE to ensure high availability, and to move to full 24x7 operation.

"Overall, the solution is reliable and efficient, and has driven down our costs by saving on the time required," concludes Teoh. "Everything is truly integrated."

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