

## Case study

# PT Pancamitra Packindo increases output with ERP system



## Manufacturer boosts efficiency and profits with CPS/Enterprise and HP Integrity Server

### Industry

Packaging

### Objective

Integrate and automate the management of production systems

### Approach

Reviewed solutions, and chose HP hardware based on recommendation of Prestige Atlantic

### IT matters

- Replaced three separate systems and manual processes, with a single integrated software solution
- Ensured reliable, 24x7 operation, with minimal downtime

### Business matters

- Increased production throughput by over 50 per cent
- Boosted profits due to higher output
- Reduced wastage due to more accurate reporting
- Saved money, because less production staff time is required
- Improved responsiveness and customer loyalty



**“The solution has helped us streamline our processes and reduce workload, the production of packaging is now more efficient and significantly faster.”**

– Franco Agung, IT manager, PT Pancamitra Packindo



**PT. PANCAMITRA PACKINDO**  
Corrugated Carton Box Manufacturer

### A fully integrated solution

PT Pancamitra Packindo, a Jakarta based corrugated box manufacturer, has increased throughput by 50 per cent as well as reducing costs thanks to an integrated, end-to-end CPS/Enterprise ERP system, running on HP Integrity Server.



## Challenge

### Production management

Based in Jakarta, PT Pancamitra Packindo specialises in packaging products and services. Since it was founded in 1991, the company has grown to become a major producer of corrugated cardboard boxes and other packaging.

Until recently, PT Pancamitra Packindo's system to manage production required manual processes, with only a low level of computerisation, and was not integrated with other departments. As a result, the company found it difficult to cope with the demands of its customers and to grow its business.

Faced by a competitive market and constant pressure to reduce costs, the company looked for a fully integrated management system that would handle its production. Having reviewed the available options in the market, PT Pancamitra Packindo chose a system based around the CPS (Corrugated Packaging Solution)/Enterprise software from HP's partner Prestige Atlantic Asia, which runs on HP hardware at the company's Jakarta factory.

"We were looking for a supplier that provided consistent quality, and the ability to respond quickly," says Franco Agung, IT manager at PT Pancamitra Packindo. "HP and Prestige met these requirements, and offered us the best after sales support available."

The company defined the requirements of what it needed in the new infrastructure and reviewed proposals from several companies, including IBM, before choosing a solution from HP.

## Solution

### Specialised software

CPS/Enterprise is an integrated enterprise resource planning (ERP) software that Prestige Atlantic has specifically developed for corrugated carton manufacturing. This specialism means that CPS/Enterprise can meet the particular needs of the packaging industry, and provide the flexibility, responsiveness and control required to handle fast-changing customer demands.

"We chose CPS/Enterprise because it is comprehensive software that helps us a lot, particularly with our production processes," says Agung. "CPS/Enterprise is a very good product, and it enables us to do some processes that we weren't able to do before – for example, our accounting processes and production systems are now fully integrated, when before they were separate."

As a full end-to-end solution, the CPS system enables PT Pancamitra Packindo to manage and track each order throughout its factory. This includes handling the estimation, quotation, order, planning, manufacturing, inventory, logistics, and quality control, as well as the accounting and financial aspects.

To run the CPS software, HP has supplied an HP Integrity rx2800 i4 Server, which uses the HP-UX 11iV3 operating system. Backup is provided by an HP Storage DAT 160 Tape Drive, while an HP UPS R1500VA ensures continuous operation in the event of a power failure.



“We chose HP because it was the system recommended by Prestige Atlantic to run CPS/Enterprise,” says Agung. “I was happy to go with their recommendation, and happy to choose HP-UX, which is very stable.”

HP installed the hardware, while the software was implemented by Prestige Atlantic. Support is provided by Prestige Atlantic, while PT Pancamitra Packindo can also simply call HP if they need support and assistance with any hardware issues.

“The service from HP is very good – they help us a lot,” says Agung. “HP’s people are knowledgeable and well-qualified, and they know the system very well.”

## Benefits

### Output boosted

Due to the CPS/Enterprise solution, PT Pancamitra Packindo has been able to speed up its overall operation, and to manufacture more boxes in a day, simply by managing production better. With no extra staff or machinery costs, this has enabled the company to boost its operating profits.

“The solution has helped us streamline our processes and reduce workload, the production of packaging is now more efficient and significantly faster,” says Agung. “We can also get reports more quickly as they are automated, where before we had to manually gather information and then put it in to the computer before we could generate the reports.”

“This all saves time for our people, so due to CPS/Enterprise we can now process more than 150 customer orders in a day, where previously it was 100 – that’s an increase of more than 50 per cent,” says Agung. “Because we can process more orders, this leads to higher profits than before.”

“We are a custom manufacturer, so customers ask us to make boxes to order,” explains Agung. “With the CPS system we simply have to put in dimensions and then we can get going straight away – we don’t have to check out files, or look for floppy disks.”

These time savings have reduced the requirement for manual jobs, which has boosted efficiency for PT Pancamitra Packindo, and helped it to make the most of its people’s time.

“Now, we can do better planning than before, and our staff can finish a job more quickly,” says Agung. “This means that we need fewer people doing this kind of processing work, and staff can be assigned to other tasks.”

“Due to CPS/Enterprise, and its ability to help us process more orders with speed and accuracy, we have been able to improve customer loyalty – they trust us more than before,” says Agung.

## Customer solution at a glance

### Applications

CPS/Enterprise ERP system

### Hardware

- HP Integrity rx2800i4 Server
- HP Storage DAT 160 Tape Drive
- HP UPS R1500VA

### Software

- HP-UX 11iv3 Operating System

### Reliable system

PT Pancamitra Packindo runs a 24/7 round-the-clock production line, with three shifts, so reliable operation is essential. Agung comments, “The HP system has to be up and running so we can make our product – if it is not working, we have to stop the production process.”

In the first year of operation, the system has proven to be highly reliable. PT Pancamitra Packindo has experienced only one minor downtime incident, as Agung explains, “We had some minor issues, and I contacted HP via email. They called me back, and came and fixed the problem – we were up and running within three hours.”

“Due to CPS/Enterprise, and its ability to help us process more orders with speed and accuracy, we have been able to improve customer loyalty.”

– Franco Agung, IT manager, PT Pancamitra Packindo

“The system provides more accurate reports than we had before, and it is flexible enough to let us customise these reports to meet our needs,” says Agung. “As we no longer have to input information manually, there are fewer errors in the reports – which means we have less wastage, and therefore save money.”

Overall, the CPS/Enterprise system has helped PT Pancamitra Packindo to reduce costs, including lower labour costs due to time savings. It will also help the company manage future growth in its production, and respond to competition in the market.

“Previously, we had three separate software programs,” concludes Agung. “Now, with CPS/Enterprise, we have just one system – it is complete and fully integrated. I would definitely recommend CPS/Enterprise and the HP hardware to anyone.”

Learn more at [hp.com/us/en/servers](http://hp.com/us/en/servers)

### Our solution partner



**Prestige Atlantic Asia**  
Empowering Your Business

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



Share with colleagues



Rate this document

