

## Agansa Primatama achieves seamless global integration with Google Apps

### Organisation

Established in 1994, PT. Agansa Primatama (Agansa) is one of Indonesia's most well-established companies in the textile industry. The company focuses on supplying machinery, accessories and spare parts for spinning, weaving and knitting purposes. Agansa also represents some of the world's leading textile engineering and machinery manufacturers from Europe, Japan as well as the United States.

The company's 350 employees are divided into two different divisions – distribution and manufacturing and customer services. Agansa's head office is located in Bandung, with operations supported by two other offices in Jakarta and Solo. The company also has presence in Singapore and Thailand.

### Challenge

Constant connectivity is a key business imperative, especially for an international enterprise such as Agansa that services partners and clients across the globe. Before switching to Google Apps, the company experienced a lot of problems when sending and receiving emails via their previous email server vendor. The third-party provided server was also unstable, leading to disruptions to work processes. This proved to be a challenge for Agansa as their communication with partners and clients from different time zones was impacted. It was essential that Agansa's email solution remained operational-ready at all times.

As with any global organisation, Agansa experienced a huge transformation in their employees' working style. With the rising popularity of the "Bring Your Own Device" trend paving inroads for a mobile workforce, employees want to remain connected and have the choice of working remotely from their smart devices. Agansa's employees from the IT and audit departments were required to travel regularly to different locations for training, servicing and audit checks. However, they found the travelling to be disruptive as they were unable to work remotely due to the lack of mobility options. This also impacted productivity as employees had to put in extra hours to clear the huge amount of backlog that accumulated while they were away.

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—Hardi Halim Liem, Owner and head of Agansa's IT department

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### Solution

Owner and head of Agansa's IT department, Hardi Halim Liem discovered Google Apps through word-of-mouth and embarked on his own research, including purchasing a book on Google to learn more about the solutions.



### At a Glance

#### What they wanted to do:

- Stable email connectivity
- Better mobility for employees who constantly travel

#### What they did:

- Utilised Google Calendar to achieve greater visibility over employee's tasks and responsibilities
- Easily create and access corporate documents via Google Drive

#### What they achieved:

- Increase in productivity and efficiency levels by 70%
  - Cost-savings of 10-15%
  - Mobility of staff increases by 50%
  - Department managers are now able to track and monitor service performances via Calendar
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## About Google Apps

Google Apps is a cloud-based productivity suite that helps you and your team connect and get work done from anywhere on any device. Google Apps includes Gmail, Google Calendar (shared calendaring), Google Drive (online content storage and sharing), and Google Docs, Sheets & Slides (document creation and collaboration).

For more information, visit  
[www.google.co.id/a](http://www.google.co.id/a)

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"There were many features on Google Apps that I found useful for daily use. I studied the features before introducing Google Apps to my employees," said Hardi, who noted that Google Apps offered more features than any other provider. Working with Google Apps' reseller, SADA System in Surabaya, Agansa's employees underwent basic training to learn the functions of Google Apps.

## Result

After using Google Apps for almost a year, Hardi has seen productivity gains of 70%. In particular, Google Drive and Gmail have driven efficiency amongst employees. Google Calendar proved to be a huge hit with managers as this allowed them to track and monitor their team's work tasks and schedules.

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The integration also allowed employees to create corporate documents and share them via Google Drive. These documents are easily accessible from anywhere, and are especially useful for employees who travel frequently.

"The improved mobility my employees enjoy has increased their productivity by approximately 50%. They can reply to emails and work on documents en-route to their next destination. With Google Apps, we are confident that we will always have access to our work files and emails," said Hardi.

Better workplace processes and improved integration are not the only benefits Agansa has seen. Google Apps' cloud server has proven itself to be more cost-efficient as compared to a traditional server. The IT department is able to carry out most IT related administration remotely and no longer need to rely on their third-party server, leading to cost savings of 10-15%.

"Google Apps has improved the way we do business internationally. We are now able to confidently and seamlessly work with our global partners and customers. Internally, we have also witnessed benefits particularly in integrating processes and operational cost savings," concluded Hardi.

