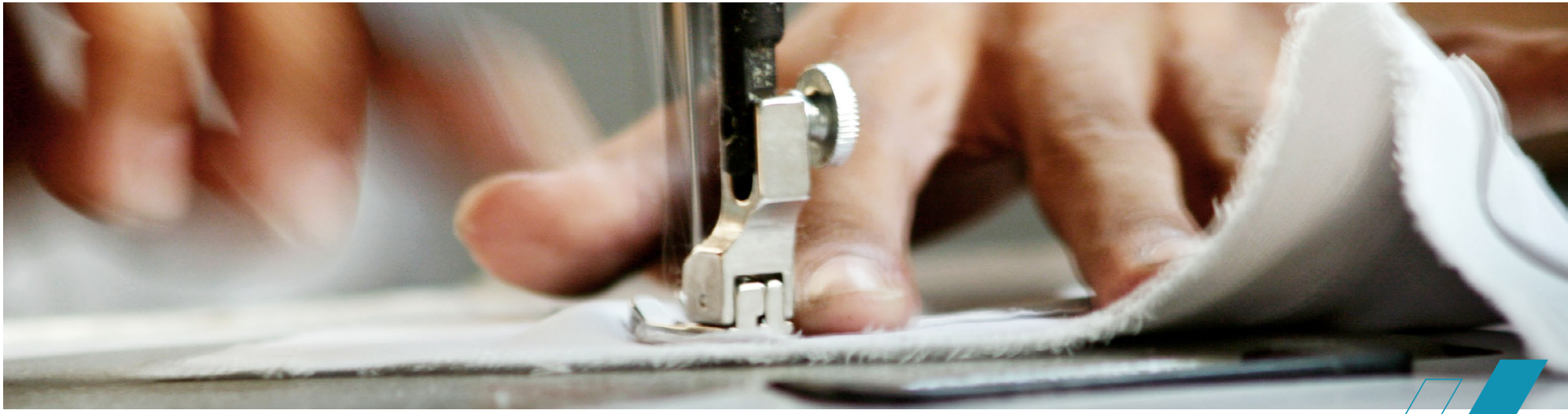
PT PAN BROTHERS TBK

Rimini Street

Global apparel manufacturer strengthens SAP stability and data reliability to support factory operations, faster decision-making and its Industry 4.0 roadmap with Rimini Street.



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FAST ISSUE RESOLUTION:
DIRECT ACCESS TO SAP EXPERTISE AND PRACTICAL, ROOT-CAUSE RESOLUTIONS

STRONGER SYSTEM STABILITY:
INCREASED VISIBILITY HELPS THE IT TEAM IDENTIFY RISKS AND TAKE PREVENTIVE ACTIONPROJECTS

PT PAN BROTHERS Tbk

COMPANY OVERVIEW:
PT PAN BROTHERS TBK IS ONE OF INDONESIA’S LARGEST AND MOST ESTABLISHED GARMENT AND APPAREL MANUFACTURING COMPANIES. FOUNDED IN 1980 AND HEADQUARTERED IN TANGERANG, BANTEN, THE COMPANY OPERATES MULTIPLE PRODUCTION FACILITIES ACROSS JAVA, PRODUCING HIGH-COMPLEXITY TECHNICAL AND LIFESTYLE CLOTHING FOR OVER 30 MAJOR INTERNATIONAL BRANDS WORLDWIDE.

VERTICAL/COUNTRY:
MANUFACTURING, INDONESIA

SOFTWARE:
SAP S/4HANA, SAP HANA

RIMINI STREET SOLUTIONS:
RIMINI SUPPORT™
RIMINI WATCH™

"Our industry runs on very thin margins, and having good data helps us make better decisions. Rimini Street ensures that our data is being properly secured and processed, delivering analytics that allow us to make faster, more confident decisions."

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PT Pan Brothers Tbk Builds a Reliable Foundation for Industry 4.0 with Rimini Support™ for SAP

Founded in 1980 and listed on the Indonesia Stock Exchange since 1990, PT Pan Brothers Tbk is one of Indonesia's leading apparel manufacturers, producing garments for some of the world's most recognized fashion and outdoor brands. "We produce medium- to high-complexity apparel items for brands like Adidas, North Face, Uniqlo, Arc'teryx, L.L. Bean and many others," Anne Patricia Sutanto, Vice CEO at PT Pan Brothers Tbk, explained.

With eight production facilities across Banten and Central Java and an annual production capacity of more than 111 million pieces, its operations span multiple production facilities and brings together finance, production planning, procurement, warehousing, shipping and other critical functions.

In apparel manufacturing, operational precision matters at every stage. Materials, production schedules, inventory, labeling, shipping requirements and financial data must remain coordinated across departments, facilities and markets. For PT Pan Brothers Tbk, building a more connected manufacturing operation meant establishing a reliable digital backbone capable of supporting that complexity.

SAP became central to this strategy by bringing data from across the business onto a common platform.

"We went to SAP because our old ERP system didn't have FICO and because we wanted to integrate all of our data so all departments are using one database," Everit Frisiandi, IT Deputy General Manager, PT Pan Brothers Tbk, said.

Today, the company relies on S/4HANA and SAP HANA Database as the digital backbone for finance, production planning, procurement, warehouse, shipping and other critical business operations. The information within the system helps teams across the company coordinate decisions and maintain visibility into a complex global manufacturing and distribution network.

"The data accumulated in HANA is vital. It's where decisions are made by marketing, merchandising, production planning, shipping and accounting divisions," Sutanto said.

Connecting trusted data to Industry 4.0 innovation

For PT Pan Brothers Tbk, digitalization isn't just a technology initiative. It is part of its broader Industry 4.0 strategy designed to improve decision-making, strengthen productivity, support sustainability goals and continue evolving as a modern global apparel producer.

The company sees reliable, well-structured data as an essential building block for that vision. Before it can expand its use of automation, analytics or AI, it needs confidence in the systems and information supporting its manufacturing processes.

"Our vision for innovation at PT Pan Brothers Tbk supports our goal of being the number one apparel producer, not just in Indonesia, but in the world. We view digitalization as an important component in improving and optimizing everything we do in our factory," Emilio Setiadarma, Factory Development Manager at PT Pan Brothers Tbk, said.

This makes the stability of the company's SAP environment strategically important. Reliable core systems help PT Pan Brothers Tbk connect information across business functions, maintain continuity on the production floor and create a stronger data foundation for future innovation.

Setiadarma added, "We have aspirations to take on a lot of AI projects, and these projects only succeed if we have a proper and well-respected data infrastructure. In the short term, we believe SAP is core for that."

Finding support to match the speed of the business

As the PT Pan Brothers Tbk operations expanded and grew more complex, resolving SAP issues quickly became increasingly important. Delays or unresolved configuration problems could affect business processes, consume internal resources and divert attention from the company's larger digitalization priorities.

The company needed more than general guidance. Its IT team wanted access to experienced SAP professionals who could understand its environment, investigate underlying causes and provide clear direction for resolving issues.

"The issues were less about the platform and more about adapting it to the complexities of our business processes. We needed help fine-tuning the integration of that into our system," Sutanto acknowledged.

According to PT Pan Brothers Tbk, previous support interactions did not always produce the practical answers the team needed. Even after engaging additional advisors and consultants, some issues remained unresolved.

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Frisiandi explained, “SAP was a bit difficult to contact. If we had certain issues, they wanted us to pay more for help.”

When the company brought one such issue to Rimini Street, the experience was different.

With Rimini Support™, expert engineers reviewed the relevant parameters and configuration, identified the underlying problem and gave the PT Pan Brothers Tbk team specific guidance on what to adjust. That support resolved the issue and reduced the number of days required to perform monthly financial close activities.

“Rimini Street looked at the parameters, they looked at the configuration, and they told us exactly what we needed to adjust to fix the issue. Now, it’s solved. It’s reduced the number of days needed to perform the monthly closing,” Frisiandi said.

For a manufacturer operating within tight timelines and margins, faster access to relevant expertise helps protect operational continuity while allowing internal teams to focus on higher-value priorities.

“My team told me that Rimini Street’s team is much faster and can actually answer the questions that SAP support left unanswered. That’s when we made the decision to partner with Rimini Street for responsive support and SAP expertise,” Sutanto said.

Moving from reactive support to proactive system stability

Manufacturing reliability requires more than responding quickly after an issue occurs. PT Pan Brothers Tbk also wanted greater visibility into the health of its SAP environment so that the IT team could identify potential risks earlier.

The company uses Rimini Watch™ application monitoring and health-check services to track critical system indicators, including CPU and memory status.

“Rimini Watch shows us the status of our DIS, our CPU and our memory. With that information, we can do the preventative actions needed to avoid a major problem,” Frisiandi noted.

By monitoring these indicators and providing an early warning system, Rimini Watch helps the team stay ahead of potential issues before they become major business disruptions. This proactive approach supports a more stable environment for the business processes that depend on SAP, from finance and production planning to warehousing and shipping. It also helps protect the dependable flow of data needed for analytics, digitalization and factory modernization.

Addressing regulatory changes

The PT Pan Brothers Tbk digital foundation is also helping the company prepare for evolving customer, market and regulatory requirements.

In 2027, the European Union (EU) will begin enforcing Digital Product Passports as part of its Ecodesign for Sustainable Products Regulation. This means that every product exported to the EU must carry a compliant Digital Product Passport that identifies where it was made, its full supply chain, the materials used and its environmental impact. Manufacturers will be expected to meet these requirements or potentially be blocked from the EU market.

However, PT Pan Brothers Tbk is not worried: "With our digitalization efforts and database strategy, we can be sure that each garment produced has all of the correct information. By having a partner like Rimini Street, we are prepared for the digital passport, and if those regulations deepen, we trust that Rimini Street can help us ensure that we aren't left behind and that we're actually ahead of the competition," Sutanto explained.

Preparing manufacturing data for what comes next

With Rimini Street supporting and monitoring its SAP environment, PT Pan Brothers Tbk can continue improving the systems that underpin its operations while advancing digitalization at a pace aligned with its business priorities. The company gains access to responsive engineers who not only help resolve issues but also share knowledge with the internal team.

"Support quality from Rimini Street is excellent. The Rimini Street team is really helpful in providing us with solutions and advice. If an issue comes up, Rimini Street helps us and then teaches us how to handle it," Frisiandi said.

PT Pan Brothers Tbk consistently rates its Rimini Street support experience 5 out of 5 on service satisfaction surveys. Frisiandi also emphasized the patience of Rimini Street engineers in addressing language barriers and preventing them from affecting service quality.

With a more stable SAP environment, stronger system visibility and access to experienced support, PT Pan Brothers Tbk can protect the operational backbone it relies on today while preparing its factories for what comes next.

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By partnering with Rimini Street, PT Pan Brothers Tbk:

- Resolved SAP issues faster with expert, responsive support. Rimini Street helped PT Pan Brothers Tbk move from vague answers to practical resolutions, giving the internal team the guidance needed to address issues more efficiently.
- Improved the monthly financial close process. With Rimini Street's support, PT Pan Brothers Tbk resolved a FICO-related close issue that had previously taken days to complete.
- Strengthened the stability of its digital manufacturing backbone. Reliable SAP environment helps PT Pan Brothers Tbk integrate manufacturing systems, support warehouse and MES capabilities and build a trusted foundation for digitalization.
- Increased visibility into system health with Rimini Watch™. The IT team can monitor server status, memory, CPU and other indicators to identify risks and take preventive action.
- Improved confidence in business data. More reliable systems support the analytics and information used for operational decision-making.
- Created a stronger foundation for Industry 4.0. Trusted data and stable core systems help PT Pan Brothers Tbk pursue digitalization, automation and AI initiatives with greater confidence.
- Protected roadmap flexibility. The company can continue optimizing its existing SAP environment while introducing new capabilities according to its operational priorities.

"By having Rimini Street as our partner, we're able to enhance our flexibility and agility while strengthening our business processes and operations to ensure that we're always on top of what we are good at," Sutanto concluded.

To learn more about PT Pan Brothers Tbk or to read other client stories, visit riministreet.com/clients

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