Rimini Street

Powering IT's Business-Driven Roadmap

A client story

Welch's
The organization behind Welch's grape juices and jellies is an agricultural cooperative owned by American family farmers — and thrifty about its technology spending.

Under pressure to squeeze more value out of IT, Dave Jackson, Welch's CIO, realized Oracle EBS software maintenance fees were consuming a disproportionate amount of his budget. Instead of defending that bloat to his CEO, he used the switch to Rimini Street support to generate significant savings — in the first year, IT savings amounted to about a quarter of the company's net income. Meanwhile, the IT team freed up budget to invest in other priorities such as improving information security.

Results included::

- Avoiding an Oracle EBS upgrade — total estimated cost more than $4 million USD
- Increasing net income by avoiding artificial upgrades or a premature move to Oracle cloud-based HCM service: ~$500,000 USD price tag
- Liberating money to invest in supply chain improvements and new product development, for example by investing in new grape processing techniques and distribution methods

Rimini Street, Inc. (RMNI) is the leader in third-party enterprise software support and strategic services to organizations around the world.

Clients choose Rimini Street to get better software support for less, creating capacity to fund innovation and execute a Business-Driven Roadmap. Rimini Street clients receive ultra-responsive support services and substantial operating cost-savings on enterprise software, maximize the ROI of existing software investments and free up budget and resource capacity to drive competitive advantage and growth.

To be competitive, agile and profitable, businesses are shifting their mindset from routine operations to expansion and innovation. CIOs understand they must also transform their operations from a reactive, technology-driven cost center to a strategic IT organization.

Despite their best efforts, however, many IT teams are still at the mercy of vendor-dictated roadmaps: mandatory upgrade cycles, forced lock-in to immature technologies and recurring costs associated with maintaining existing systems. These roadblocks leave IT teams without funding and resources to drive strategic outcomes, limiting their agility and making digital transformation unachievable.

Rimini Street understands every organization has different priorities, competitive pressures and user requirements. By choosing Rimini Street for third-party software support and services, our clients create resource capacity, accelerate innovation and execute on a Business-Driven Roadmap designed around their business first and their vendors last.

Independent Analysis Confirms Up to 90% Savings

"My team would not want to go back to traditional support now. Any one of them would tell you, "We're really happy we changed support because we're not chasing tickets, applying patches, and doing all the babysitting we used to have to do. Life is a lot better."

- Dave Jackson
CIO, Welch's

A survey of 70 Rimini Street clients validated by an independent analyst firm, Nucleus Research, found companies saved 75 percent, on average, and in some cases up to 90percent. For the 70 organizations interviewed, that represented over $85 million USD annually.

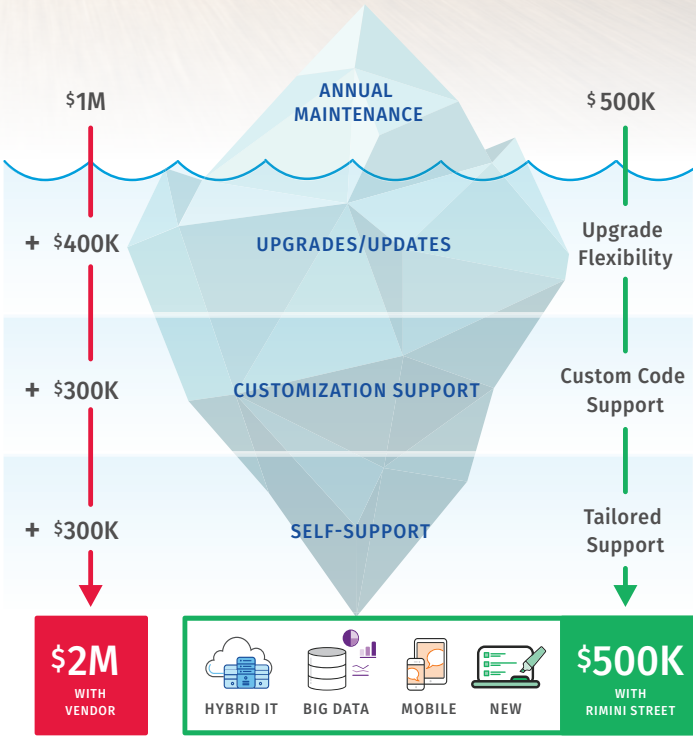
Clients save four ways:

- **Reduce annual maintenance fees**: For starters, Rimini Street clients get premium support for 50 percent of what they paid for the less-comprehensive support that comes with vendor maintenance.
- **Upgrade avoidance flexibility**: Avoiding forced upgrades, undertaken primarily to remain supported under a vendor maintenance contract, is a huge source of savings. Clients surveyed saved hundreds of thousands of dollars by not having to test and implement unnecessary upgrades.
- **Custom code support:** Based on Rimini Street historical support data, 65 percent of the time, what breaks in a mature enterprise system is not the vanilla vendor code, but rather the custom code an enterprise has added to meet its unique business requirements. Rimini Street addresses those issues at no extra charge.
- **Tailored support**: Slow and inadequate vendor support means staff members and contractors must be deployed to solve the issue independently. With Rimini Street, your primary support contact is a Level 3 engineer who provides prompt, meaningful and proactive support.

"The support improves because the scope is so wide. It includes all this custom work that you've done. We've built custom extensions that control our entire manufacturing process. ... Rimini supports our custom code, where before we had a big gap."

- Joe Cannella
CIO, Tempel Steel

Total Annual Cost of Maintenance



Create capacity to accelerate your Business-Driven Roadmap

By moving from vendor software support to Rimini Street, clients save an average of 75 percent of the total cost of support and maintenance — which can represent millions or tens of millions of dollars per year for many companies.

Other benefits of Rimini Street support include:

- Average response time of less than five minutes for critical issues, with an SLA guarantee of 15 minutes
- Support for your current release for at least 15 years
- Concierge-level service from a Primary Support Engineer who learns your technology configuration and your business up front and doesn't need to be "brought up to speed" in a crisis

Better Support for Less

Global Manufacturer

Revenue: more than $4 billion USD

SAP® Annual Maintenance Fees: $1.4 million USD

Real-world savings with Rimini Street:

- Saved $700,000 USD annually in maintenance fees
- Saved $1.2 million USD by eliminating unnecessary upgrades
- Saved $225,000 USD on support for customizations and $300,000 USD in staffing for self-maintenance

Total Annual Maintenance Savings: $2.5 million USD

Energy Company

Revenue: $11.5 billion USD

Oracle Annual Maintenance Fees: $1.9 million USD

Real-world savings with Rimini Street:

- Saved $948,000 USD annually in maintenance fees
- Saved $1.5 million USD by eliminating unnecessary upgrades
- Saved $500,000 USD on support for customizations and $350,000 USD in staffing for self-maintenance

Total Annual Maintenance Savings: $3.3 million USD

Products we support:

Oracle Products

- Oracle E-Business Suite
- JD Edwards
- PeopleSoft
- Oracle Agile PLM
- Siebel
- ATG Web Commerce
- Oracle Retail
- Oracle Database
- Oracle Fusion Middleware
- Hyperion

SAP Products

- SAP Business Suite
- SAP HANA Database
- SAP BusinessObjects
- SAP (Sybase) Databases

IBM Products

- Db2 Database

Microsoft Products

Cloud services we support:

Salesforce®

- Sales Cloud
- Service Cloud

Solutions to extend the life of your ERP investments:

- Analytics
- Mobility
- Advanced Database Security

The Rimini Street Advantage

		Rimini Street	Vendor Premier & Extended Support	Vendor Sustaining Support
Support Services	Application, repository and documentation fixes	■	■	No new fixes
	Global tax, legal and regulatory updates	■	■	No new updates
	Operational and configuration support	■	■	
	Installation and upgrade support	■	■	
	Named, regional primary support engineer with a minimum of 10 years of experience	■		
	Named global account manager	■		
	15-minute guaranteed response SLA for urgent cases	■		
	Customization/add-on support	■		
	Integrated performance support	■		
	Interoperability support	■		
	Full support of current release for at least 15 years from contract date	■		
Strategic Services	Technical, functional and application roadmap advisory services	■		
	Cloud advisory services	■		
	License advisory services	■		
	Security advisory services	■		
	Advanced technology advisory services	■		
Impact on Resources	Significantly reduce operating costs (budget, people, time)	■		

Rimini Street Essentials

Business-Driven Roadmap advice. Consult with us on your business priorities and how best to meet them. We help you evaluate upgrades, updates, and integrations.

Global tax, legal and regulatory updates. We follow an ISO 9001:2008-certified process to identify, package and deliver the updates you need for compliance with local, state, provincial and national requirements.

Strategic Security Services. Get alerts, proactive advice and practical help on how to identify and mitigate potential vulnerabilities in your enterprise software with a layered security strategy.

"Partnering with Rimini Street has extended the capability of my team. In fact, Rimini Street support engineers are so accessible that my engineers consider them to be part of our team, an actual extension of our team."

- Brice Salle
CIO, Southco

Additional Strategic Services

Advanced Technology Services
Interoperability assurance and premium technology stack support

Functional Support Services
Help extending, optimizing and enhancing your ERP system — and innovating beyond it

License Advisory Services
Minimizing compliance risk on vendor licensing through education and best practices review

Cloud Management Services
Guidance and help shifting and optimizing your infrastructure needs and costs to wherever hosted services make sense

Proactive Support Services
Active monitoring of ERP systems and database platforms to ensure viability, performance and availability

Certifications:

Rimini Street is the first third-party support provider to receive both ISO 9001:2015 and 27001:2013 certifications. Information Security Management System (ISMS) certification ensures protection, integrity and availability of client data.

QUALITY I.S. EN ISO 9001:2008 NSAI Certified

ISO 9001:2008 Certification

ISO 27001 BUREAU VERITAS Certification

ISO 27001:2013 Certification

Rimini Street

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