

AT A GLANCE

Client Profile:

Incorporated in 1855, Flint, Michigan is located in the industrial heartland of America and has been a fixture in the U.S. automotive industry for decades. Originally the headquarters for Buick and home to many General Motors factories, Flint is now the fourth largest city in Michigan with a population of approximately 131,000 people.

Industry: Public Sector

Applications: PeopleSoft HRMS 7.5.1

Hardware Platform: IBM RS/6000

Operating System: IBM AIX

Database: Oracle



“Rimini Street keeps our 11-year-old PeopleSoft release running smoothly, perfectly up-to-date and compliant. The savings in annual support fees and upgrade avoidance have been huge for our IT budget.”

*Tom O'Brien
IT Manager*

City of Flint Funds New Services by Cutting Software Costs

The City of Flint, Michigan has a rich industrial history and plays a leading role in the manufacturing belt of the United States. Deeply connected to the automotive industry, Flint is the birthplace of General Motors and the United Auto Workers.

Today, Flint faces challenging financial times as it transitions from industrial manufacturing to more diversified service-based industries, a challenge that has been exacerbated by tough economic times. Like many other municipalities, city administrators have had to find ways to maintain services while budgets continue to shrink.



Current Software is Stable and Meets Needs — Focus on Cost Savings

City of Flint IT Manager Tom O'Brien faced increased pressure from his management to lower support costs and relieve a tight Information Technology Services budget. “We were spending so much money on support for our PeopleSoft HRMS 7.5.1 implementation without getting what we felt was equal value, that it just didn't make sense for us to continue with support from Oracle,” O'Brien explained.

“One option was to upgrade the software, but that was too expensive and resource-intensive for the City,” said O'Brien. “Plus we weren't even using all the features and functions in our current release, so we didn't see value in spending more money on a costly upgrade. We wanted to run our current stable release and upgrade when it made sense for our IT strategy and budget.”

Affordable Alternative Comes with Responsive Service

Rather than continuing with expensive Oracle support or upgrading to HRMS 8.3, O'Brien began to investigate alternatives and found Rimini Street through a trusted referral. While O'Brien was initially attracted to Rimini Street by the opportunity to save 50 percent in annual support fees, he quickly discovered the value of Rimini Street engineers' deep expertise in PeopleSoft applications and technologies.

Eager to use its new support option, Flint's IT staff called Rimini Street to resolve an issue preventing the printing of W2s for all city employees, a mission-critical situation. “It was astonishing how fast we got an answer,” recalled O'Brien. “It would take hours or days to get a response from Oracle and longer to get an answer. Our Primary Support Engineer from Rimini Street was on it right away and the W2s were printed the same day, much to the relief of our Payroll Manager.”

Support for Flint's Customizations at No Additional Cost

O'Brien has been equally impressed with Rimini Street's full support for Flint's customizations, along with interoperability support and performance tuning. This all comes as part of the standard support program at no additional cost.

BENEFITS

- Saved hundreds of thousands of dollars by avoiding costly upgrades and through significantly reduced support fees
- Extended the value and lifespan of Flint's stable Peoplesoft 7.5 release, maximizing the return on investment
- Received a guaranteed 30-minute response time that keeps mission-critical systems up and running with limited downtime
- Realized significant cost savings resulting in surplus budget directed to other projects that benefit the citizens of Flint

WHY RIMINI STREET

- **Trust and Credibility** – Rimini Street team has years of experience supporting hundreds of organizations
- **Cost Savings** – 50 percent savings in annual support fees
- **Support for Customizations** – Support for Flint's heavily customized software at no additional cost
- **Tax and Regulatory Expertise** – Rimini Street has delivered more than 25,000 high-quality updates to its clients
- **Long-term Support Commitment** – Secure in the knowledge that Rimini Street will support releases for 10 years or more

“Software maintenance is an insurance policy we can't afford to live without and Rimini Street is an insurance policy we can easily afford.”

*Tom O'Brien
IT Manager*

“We knew that any other support or upgrade solution would jeopardize our customizations, which are critical to us,” O'Brien said. “Rimini Street took the time to learn our specific environment and can tailor support to our unique needs. When we have an issue, we don't have to spend hours explaining our system profile and infrastructure or waiting for validation of the issue in a non-customized environment. Rimini Street quickly assesses every issue we bring to them within a 30-minute response time 24x7, and provides just the fixes we need.”

Maintaining Tax and Regulatory Compliance Is Mandatory

The need to maintain legal and regulatory compliance is critical, especially for the public sector. Constantly changing employment and reporting rules require timely and accurate tax and regulatory updates. Rimini Street fields one of the most experienced tax and regulatory teams with a track record of delivering more than 25,000 high-quality updates. “Rimini Street not only delivers the first-rate tax and regulatory updates we need, their delivery timeline is typically a week ahead of the vendor's own update schedule,” said O'Brien. “This extra time helps ensure our system is updated and tested in plenty of time, especially at year-end.”

Extending Product Lifespan Maximizes Return on Investment

By keeping the PeopleSoft HRMS 7.5.1 implementation stable, compliant and current, Rimini Street's tax and regulatory updates and support services have saved the City of Flint hundreds of thousands of dollars in support costs and software upgrades.

“Besides saving over 50 percent on our annual support costs, we have avoided several costly upgrades required under the vendor's program to remain eligible for active support,” explained O'Brien. “Rimini Street has kept our stable release compliant to changing regulatory standards, which has significantly extended its lifespan and greatly improved the return on our PeopleSoft investment. Even though our current release is 11 years old, it more than supports all our functional needs, and we are confident we can run it for at least another five years with support from Rimini Street.”

Teaming to Better Serve the Citizens of Flint

“We see Rimini Street as an extension of our staff,” O'Brien said. “We're able to keep our system running with less than two full-time people. Unlike Oracle, Rimini Street gives us just the fixes we need, not bundles of unnecessary fixes that stretch our resources.”

O'Brien is confident Flint made the right decision to go with Rimini Street. “The software vendor called and tried to get the support contract back,” he remembered. “But we couldn't be happier with our support from Rimini Street. With the savings and value we get from them, we can tackle new projects such as electronic notifications and online job applications. These projects are boosting internal efficiencies and streamlining the employment process for our citizens.”

Rimini Street
Redefining Enterprise Software Support™

Worldwide Headquarters
7251 West Lake Mead Blvd.
Suite 300
Las Vegas, Nevada 89128
Toll Free 888.870.9692
Main 702.839.9671
Fax 702.973.7491
Email info@riministreet.com
www.riministreet.com

© 2012. Rimini Street, Inc.
All rights reserved. Rimini Street and the Rimini Street logo are registered trademarks of Rimini Street, Inc. All other brand and product names are trademarks or registered trademarks of their respective holders. LT-US-012012