Client Success Story

$1 Billion Publisher Upgrades JD Edwards, Funds IT Projects, Increases Headcount

Global Publisher

Client Profile: This global firm is a leading publisher and distributor of children's books, and a leader in educational technology and children's media.

Industry: Publishing

Geography: U.S.-based with operations around the globe

Revenue: More than $1 billion

JD Edwards Applications: EnterpriseOne 8.12, OneWorld Xe, World 7.3

PeopleSoft Applications: HCM/Payroll 8.9, CRM 8.9 & 9.0, Portal 9.0

Hardware/Operating System: AS/400, Linux

> "We were able to hire two additional resources for strategic projects with the savings we've realized from Rimini Street support."
>
> **IT Director**
> *Financial Application Services*
> *Global Publisher*

Publishers have been faced with a sea of changes as more and more of their market moves online. This firm used a creative solution that enables it to do more for less.

The Publisher Challenge

Educational publishers increasingly sell directly to parents via the web rather than solely to schools and teachers through traditional channels. Like other companies, this publishing firm has had to economize during a worldwide recession: for instance, finding ways to do more with less by consolidating its overall application architecture and moving to independent support for selected enterprise applications.

The publisher's IT director for financial application services gives his JD Edwards financial system of record high marks. The company originally converted to JD Edwards General Ledger and Accounts Payable from an aging McCormack & Dodge system. "At the time, JD Edwards was the financial module to go to," says the IT director. "It's been stable. JD Edwards is a very good product. It has a nice look and feel to it; it enables seamless integration with other applications; and it's given us a lot more visibility into the data." Over the past two years the publisher has also implemented JD Edwards Procurement, Fixed Assets and Job Costing.

The Rimini Street Solution

"As the economy tanked," the IT director continues, "one of the things we wanted to look at was, 'What is our maintenance cost across the enterprise?'" The company set a goal of reducing its total cost of maintenance, and because it was largely an Oracle shop, it tried to negotiate with Oracle for reduced annual maintenance fees. When Oracle balked, the publisher examined its portfolio of Oracle applications, determined that its JD Edwards financial applications were highly stable and likely to remain so, and engaged Rimini Street to support those applications. As the quality of Rimini Street support became evident, the publisher continued to move additional modules to Rimini Street support, such as its PeopleSoft CRM and portal applications.

Benefits

– Exceeded targeted maintenance expense reduction

– Reinvested savings in two additional headcount and new projects such as enhanced job costing, e-commerce initiatives and Web 2.0 applications

– Received interoperability support on integration points for JD Edwards interfaces to five instances of disparate systems

– Received support for heavily customized application environment

"Rimini Street folks are client-friendly, client-oriented. They know what they're talking about and don't waver. They're solid. They exude confidence and inspire confidence."

IT Director
Financial Application Services
Global Publisher

For More Information

To read more about this Publisher or to read other client success stories, visit www.riministreet.com/clients.

Client Results

According to the IT director and his staff, "The difference in responsiveness between Rimini Street and vendor support is night and day. Rimini Street's response time is extraordinary. I'll send our Rimini Street Primary Support Engineer a note and within minutes I'll get an email telling me he's lining up the necessary resources to work on the issue. Very quickly, he's assigned the right people, they're contacting me and they're engaged."

The publisher's CNC administrator comments on Rimini Street's high-touch approach to enterprise software support: "Under vendor support, I would get the runaround for weeks at a time and ended up solving the majority of the problems myself. Working with Rimini Street is very different. I have nothing but praise for the Rimini Street engineers I've been working with, and I'm developing a strong relationship with them. The information I'm acquiring is excellent. Sure, they fix what's broken; but in addition, they give me real understanding of the root causes."

Rimini Street provides ongoing support for interoperability issues — for example, supporting integration points between the publisher's JD Edwards interfaces and its disparate PeopleSoft, Hyperion Enterprise, Oracle E-Business Suite, Kronos and homegrown systems. Rimini Street engineers help ensure that all systems work together seamlessly.

The publisher's JD Edwards environment is heavily modified to support its uniquely tailored business processes. According to the IT director, the software vendor's support policy on customizations was, "If you changed it, you're on your own." In contrast, Rimini Street contributes key knowledge and analytical skills when, for instance, upgrades cause customized processes to break.

Case in point: while on Rimini Street Support, the IT director's team recently upgraded from JD Edwards EnterpriseOne Tools 8.96 to 8.98, and three of its customized JD Edwards applications stopped working as a result. The problem was given to Rimini Street engineers, who promptly solved it. The IT director says, "We really appreciate the way your folks just say, 'OK, so you customized it — no problem, just give me your specs and we'll dig in and figure this thing out.' Rimini Street has no fear of getting in and supporting customized code."

This publishing firm has met and exceeded its own ambitious enterprise software maintenance cost reduction goals, in part by moving to independent support. Reports the IT director: "We've reinvested the savings in additional headcount, as well as in new projects such as enhanced job costing, e-commerce, and Web 2.0 applications."

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