



SAP Customers Funding New Growth and Innovation

How 11 Rimini Street Clients Regained Control of Their IT Roadmaps Using Independent, Third-Party Support

Rimini Street[®]

What if you could . . .

Save up to 90% on total maintenance and support costs for SAP software with improved service quality and responsiveness?

Save 50% on annual support fees for SAP software with award-winning support including support for custom code?

Free up IT capacity by supporting your licensed SAP release up to 15 years without forced upgrades or continuous updates just to maintain full support?

Accelerate growth now, improve the speed and quality of IT's response to business needs, and stop paying to wait for unknown future value?

Many CIOs today are seeking new ways to fund business growth without reducing programs, services, or staff. A proven and innovative strategy is to address one of the largest annual spends: maintenance and support for ERP software.

"Each year, support costs for legacy software increase, while the benefits gained from that support decrease."¹

Rimini Street independent, third-party support reduces the cost of total maintenance and support for SAP software up to 90%, freeing up IT capacity to accelerate growth and help drive competitive advantage.

¹ Gartner Predicts 2020: Negotiate Software and Cloud Contracts to Manage Marketplace Growth and Reduce Legacy Costs, published 18 December 2019—ID G00463732



Why Rimini Street is the Smart Path Forward for SAP Customers



MASSIVE SAVINGS

Up to 90% savings on total maintenance and support costs for SAP, including 50% off annual support fees



ENHANCED SUPPORT

Custom code support, and the industry's fastest Legislature-to-Live™ tax, legal, and regulatory updates, plus better support SLAs



INCREASED VALUE FROM CURRENT SAP RELEASE

Continue using the stable and customized ECC 6.0 or older releases for 15+ years from the time you switch without forced vendor-driven updates to maintain full support



ACCELERATED NEW GROWTH

Liberate resources to deploy software that can drive growth and competitive advantage, whether through SAP or third-party applications

Join thousands of SAP customers taking Rimini Street

Many SAP customers today share the same concerns—they are facing a looming mainstream maintenance deadline for their current SAP release, a forced push to S/4HANA, and high support costs that provide diminishing value as SAP seemingly invests less and less in SAP Business Suite and more in S/4HANA.

Many companies with stable, customized SAP Business Suite and older releases see little value and high costs to migrate to S/4HANA now. Investing limited budget in high-value IT projects that deliver growth and competitive advantage is a bigger priority than an upgrade of ERP software.

SAP customers are also caught in an expensive cycle of paying SAP nearly 22% of annual licensing fees per year in maintenance until 2027 and an additional two percentage points until 2030.²

Instead, thousands of SAP customers have chosen to switch to Rimini Street, saving 50-90% on total maintenance and support, avoiding future forced upgrades or updates, and improving overall service quality. This liberates IT budget and resources to help drive growth and innovation.

² <https://news.sap.com/2020/02/sap-s4hana-maintenance-2040-clarity-choice-sap-business-suite-7/>

This e-book features SAP customers who are taking Rimini Street as their smart path forward. They have all avoided forced upgrades to maintain full support and saved 50% on annual maintenance fees, shifting funds and resources to innovation. Regain control of your SAP and IT roadmap strategies with Rimini Street.





SAP customers who regained control of their IT roadmaps to save, improve support, and drive innovation.

Rimini Street helps companies running SAP extend the useful life of their investments with enhanced service quality; tax, legal, and regulatory updates; and full customization support. The 50-90% total savings in maintenance and support, plus the liberation of IT teams, helps fund and resource critical new innovation, address business needs, and support cloud strategies.

Rimini Street Client	Software Supported	Vendor Support Challenges	Business and IT Team Benefits with Rimini Street
CF INDUSTRIES	<ul style="list-style-type: none"> SAP ECC 6.0 EHP4 SAP Business Warehouse Microsoft SQL Server 	Looking to reduce high SAP maintenance and enhancement costs. Wanted a dedicated support team that understands the company's IT framework and business needs.	Saved more than \$25 million in total support costs, a 79% reduction. Avoided ERP upgrades. Gained leverage with SAP through Rimini Street support for transition to S/4HANA cloud.
COVENTYA	<ul style="list-style-type: none"> SAP 	Facing the challenges of standardizing all global operations onto a single SAP instance and dramatically reducing expenses.	Executed SAP global rollout; saved 50% on support fees with premium service; reallocated savings and resources to high impact projects.
IMARKETKOREA	<ul style="list-style-type: none"> SAP ECC 6.0 	Facing a previously planned end of mainstream maintenance for SAP ECC 6.0, wanted to reduce reliance on SAP and decrease support costs.	Secured support for current ERP for at least 15 years; avoided upgrade; saved 50% on annual support fees and invested in digital transformation.
INCITEC PIVOT LIMITED	<ul style="list-style-type: none"> SAP ECC 6.0 EHP6 SAP BusinessObjects SAP Solution Manager 	Wanted to optimize costs and maximize ROI of support for SAP.	Saving 50% on annual support fees with premium service. Funding strategic projects with savings from Rimini Street support for SAP.
JONES PACKAGING	<ul style="list-style-type: none"> SAP R/3 4.6c Microsoft SQL Server 2000 	Considering an upgrade from SAP R/3 to SAP ECC 6.0 as a defensive move to avoid system obsolescence.	Received support for current SAP R/3 system for 15 years; estimated total savings (annual support savings plus upgrade avoidance): \$700,000 over five years.
KUMAGAI GUMI	<ul style="list-style-type: none"> SAP R/3 4.7 Windows, NEC 	Facing an unnecessary upgrade; wanted to significantly reduce software support fees and reliance on SAP.	Received support for current SAP system for 15 years; saved 50% on annual support fees; now have time to create IT roadmap for next-generation ERP.



Rimini Street Client	Software Supported	Vendor Support Challenges	Business and IT Team Benefits with Rimini Street
METROPOLITAN WATER RECLAMATION DISTRICT OF GREATER CHICAGO (MWRD)	<ul style="list-style-type: none"> ▪ SAP Business Suite 7/SAP ECC 6.0 ▪ Business Warehouse ▪ NWDI ▪ BusinessObjects 	Within the context of an IT department transformation, wanted to reduce SAP support fees and discontinue SAP support.	Reduced annual support fees by 50%; savings were invested in improvements across the company to help transform IT team skills and customer service.
MISSION LINEN	<ul style="list-style-type: none"> ▪ SAP R/3 4.6c 	Seeking lower support costs and improved service after expiration of SAP maintenance contract.	Reduced TCO by \$600,000 annually by virtualizing SAP R/3 in its own data center and switching to Rimini Street support. Gained premium service with all TLR updates.
PROTON	<ul style="list-style-type: none"> ▪ SAP ECC 6.0 	Facing direct cost challenge to reduce overall operating expenses by 30%.	Saved 50% on annual support and avoided expensive upgrade to S/4HANA. IT savings helped fund a plant expansion.
RSA INSURANCE GROUP	<ul style="list-style-type: none"> ▪ SAP ECC 6.0 EHP4 ▪ SAP R/3 ▪ SAP Payroll ▪ Oracle Database 11.2, 8.0, 8.1 	Needed to protect investment in existing technology and reduce TCO while ensuring uptime and business continuity of entire SAP landscape.	Improved profitability and reduced TCO; extended life of ECC 6.0 including support for customizations.
SEOUL SEMICONDUCTOR	<ul style="list-style-type: none"> ▪ SAP ECC 6.0 ▪ HANA Database 	Facing end of vendor mainstream maintenance contract, wanted to continue use of ECC 6.0 EHP7 to manage enterprise resources while reducing support costs and reliance on SAP for support.	Secured ERP maintenance and support for existing system, reducing costs and avoiding upgrade. Savings allowed IT staff to focus on more critical initiatives.



CF Industries

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

CF Industries was spending \$30 million annually on IT and wanted to look for ways to reduce ongoing operations and enhancement costs.

CF Industries moved to Rimini Street in 2016 to reduce the costs of support operations for its SAP environment and get a dedicated support team that understands the company's IT framework and business needs.

With the move, the firm has slashed total annual maintenance costs by 79% compared to the price of SAP application maintenance and support. This equates to more than \$25 million in total savings over seven years. Among the gains: a 50% reduction in annual SAP maintenance fees and the ability to avoid five major software upgrades over the next decade.

CF Industries needed to advance from an aging SAP ERP framework to a more agile and flexible platform that could handle digital requirements. The company believed that S/4HANA (Public) Cloud would provide a fresh start and a platform for growth. If it is successful, CF Industries plans to expand its S/4HANA Cloud footprint into logistics and plant maintenance.

CLIENT FACTS:

- Transformed itself from a member-owned cooperative to a global manufacturer and distributor of nitrogen fertilizer and other nitrogen products
- Serves agricultural and industrial customers through its best-in-class distribution system

 **HEADQUARTERS:** Deerfield, IL

 **REVENUE:** \$3.4 Billion

 **INDUSTRY:** Manufacturing and Distribution

 **EMPLOYEES:** 2,900

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6.0, EHP4
- SAP Business Warehouse
- Microsoft SQL Server

SAP STRATEGY:

- Continue to run existing ECC 6.0 platform while successfully subscribing to S/4HANA Cloud with Rimini Street support
- Be treated as a new customer by SAP

CONSIDERATIONS:

- Significantly reduce support costs for SAP solutions by 79% with Rimini Street
- Free up 3.5 full-time-employees for new IT projects
- Gain significant leverage using Rimini Street support to subscribe to S/4HANA Cloud

“

This serves as at least a three-year bridge, during which time we can evaluate things and select the right path.”

— Tom Grooms, CIO
CF Industries



\$25 Million Projected 7-Year Savings with Rimini Street

“

We could take the money we saved and reinvest it in new systems — while receiving a higher level of support.”

— Tom Grooms, CIO
CF Industries



Coventya

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Alain Saguez became Coventya’s group IT director in 2019, accepting the challenge to standardize IT processes across Coventya’s multinational environment while also transforming the global IT team.

To do so, Saguez had to balance a global approach with addressing local conditions in regional markets. Prior to Saguez’s arrival, each regional IT function worked autonomously. Said Saguez, “We were running SAP at headquarters, but we also had five different ERP systems in operation around the world. For a company of our size, this was absurd.”

Saguez began the process of standardizing all operations onto a single SAP instance, choosing Rimini Street for independent, third-party support for SAP and enterprise software solutions. “Moving away from SAP support immediately reduced our annual SAP-related costs by more than 50% and simultaneously enabled us to enhance the service levels we could offer the company,” Saguez explained. “This quickly started to change people’s opinions about the viability of SAP as our long-term ERP platform.”

Said Saguez, “A year ago, regions were making decisions completely independent of one another. Now, we evaluate changes from a global vantage point to make sure everything aligns with Coventya’s overall objectives. What seemed unthinkable 12 months ago is really happening.”

The savings and resource reallocations from the SAP global rollout have given Saguez’s team the capacity to complete several focused, high-impact projects. Added Saguez, “We regularly source new suppliers and it’s very rare to find a good fit the first time. Working with Rimini Street has been a delightful surprise — the partnership is performing just as well as I imagined it would.”

CLIENT FACTS:

- Coventya is an eco-conscious manufacturer of specialty chemicals for the surface finishing industry.
- Coventya serves OEM manufacturers in a variety of industries, distributing products across 60 countries and five continents.



HEADQUARTERS:

Villeneuve-la-Garenne, France



REVENUE: \$180 Million



INDUSTRY: Manufacturing



EMPLOYEES: 800

APPLICATIONS AND TECHNOLOGY:

- SAP

SAP STRATEGY:

- Standardize all global operations onto a single SAP instance
- Reduce costs dramatically and elevate service levels significantly to facilitate global rollout

CONSIDERATIONS:

- Standardize SAP maintenance support processes and business rules globally, aligned with strategy
- Reallocate savings and resources to high impact projects



Before we even signed the contract, I had confidence in Rimini Street’s promise because of the company’s clear commitment to our success.”

— Alain Saguez, Group IT Director
Coventya



Savings and Service Excellence



Without quality service levels, however much money you save is irrelevant.”

— Alain Saguez, Group IT Director
Coventya



iMarketKorea

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

iMarketKorea uses SAP ECC 6.0 to run its operations, reliably supplying products to thousands of corporate customers across the country. iMarketKorea also operates e-Marketplace, an e-commerce site that processes tens of thousands of orders in real time on a daily basis.

Ahead of SAP’s previously planned end of mainstream maintenance date for SAP ECC 6.0, iMarketKorea first began to evaluate both the upgrade path pushed by SAP and the continued high SAP application maintenance and support costs, then began researching alternative strategies to reduce its reliance on SAP and decrease support costs.

iMarketKorea discovered that by moving to Rimini Street for independent, third-party support for SAP and enterprise software solutions, it could avoid forced SAP upgrades to retain full support, run its stable and robust ERP ECC 6.0 system for at least 15 more years, and gain improved support quality from specialized engineers, providing more immediate and professional issue resolutions.

Said Young-wook Jo, team manager at iMarketKorea, “We chose Rimini Street as the best alternative to reduce SAP annual maintenance costs, allowing us to reinvest in digital transformation planning and optimizing internal resource utilization.”

CLIENT FACTS:

- iMarketKorea is Korea’s leading B2B e-commerce company.
- iMarketKorea attributes its success to strategic purchasing skills, advanced IT technology, and top talent and service.

 **HEADQUARTERS:** Seoul, South Korea

 **REVENUE:**
2 Trillion 93,524.2 Billion Korean Won

 **INDUSTRY:** Product Wholesaler

 **EMPLOYEES:** 443

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6.0

SAP STRATEGY:

- Secure ERP maintenance and support for existing system
- Save 50% on annual support fees and gain superior service

CONSIDERATIONS:

- Avoid ERP upgrade
- Invest savings in digital transformation
- Accelerate IT infrastructure migration to the cloud

“

With the support of Rimini Street, iMarketKorea will be able to support and maintain our SAP ERP system for years to come, while at the same time accelerating our IT infrastructure migration to the cloud, which is part of our long-term plan.”

— Young-wook Jo, Team Manager
iMarketKorea



Building Our Own IT Roadmaps

“

In a market environment where competition is fierce, iMarketKorea is breaking away from vendor-driven requirements in order to build our own IT roadmaps and digital transformation.”

— Young-wook Jo, Team Manager
iMarketKorea



Incitec Pivot Limited

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Incitec Pivot has relied on its SAP applications for more than 20 years and became the first Australian company using SAP to move off vendor support and onto Rimini Street. Incitec Pivot's CIO Martin Janssen described the move to optimize costs and maximize ROI as, "It's not being cheap. It's getting the best value — that's why we're with Rimini Street."

Although SAP is Incitec Pivot's core system, Janssen and his team have invested in new systems and solutions including CRM, e-commerce, HCM, and logistics to augment their ECC platform. Doing so has allowed them to continue to innovate and stay ahead of the competition. All strategic projects, Janssen noted, were "funded through the savings we've achieved through Rimini Street."

More recently, the company has begun to explore additional ERP options and has purchased S/4HANA licenses from SAP while continuing to use Rimini Street support for SAP. It intends to begin a controlled and incremental rollout and evaluation of S/4HANA to determine fit and a business case while remaining committed to its existing ECC applications.

Incitec Pivot will run the two ERP systems in parallel for the immediate future until the S/4HANA roadmap and strategy becomes clearer.

CLIENT FACTS:

- Incitec Pivot Limited is an international company that manufactures, markets, and distributes a range of industrial chemicals, fertilizers, and explosives.
- Incitec Pivot Limited is a global leader in the resources and agriculture sectors with an unrelenting focus on Zero Harm.



HEADQUARTERS:

Southbank, Victoria, Australia



REVENUE: \$1.2 Billion



INDUSTRY: Chemical Manufacturing



EMPLOYEES: 5,064

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6.0 EHP6
- SAP BusinessObjects
- SAP Solution Manager

SAP STRATEGY:

- Maintain existing ECC 6.0 applications as primary system of record
- Roll out S/4HANA gradually as product continues to evolve

CONSIDERATIONS:

- Reduce ECC 6.0 application support costs
- Reinvest savings in new solutions
- Take incremental approach to S/4HANA

“

SAP is our most important system; it has been for 20 years. So keeping that system running well, keeping it healthy is really important.

— Martin Janssen, CIO
Incitec Pivot Limited



\$9.3 Million Projected 7-Year Savings with Rimini Street

“

It's not being cheap. It's getting the best value — that's why we're with Rimini Street.

— Martin Janssen, CIO
Incitec Pivot Limited



Jones Packaging Inc.

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Jones Packaging Inc. runs a customized version of SAP R/3-4.6c to help deliver a wide variety of solutions to its customers. Even though the software meets business needs, the company began to explore upgrading as a defensive move, due to concerns over technological obsolescence for the 32-bit environment. Upgrading would require a significant capital investment in new hardware and software.

Jones CFO Rick Jankura spoke to Rimini Street about his concerns. Rimini Street recommended moving the 32-bit system into a virtualized environment that could be managed more easily for years to come. Rimini Street could support Jones' existing environment, including support for all customizations, and Jones could get its tax, legal, and regulatory updates at no additional charge. Because Rimini Street guaranteed 15 years of support for Jones' current SAP version from the time it switched, there is also no pressure — only strategic flexibility — to upgrade to SAP ECC 6.0 if the business requires it in the future.

By moving to Rimini Street independent, third-party support for SAP, Jones avoided an unnecessary SAP upgrade, eliminating business risk and achieving significant operational cost savings estimated to be \$700,000 over five years. Jones also gained the ability to invest the savings in strategic initiatives such as hiring to fill knowledge gaps, updating its network infrastructure, adding process automations, and deploying new applications.

CLIENT FACTS:

- Jones Packaging Inc. provides printing and packaging solutions throughout North America and Europe for the pharmaceutical, confectionery, food, beverage, and personal care markets.
- Jones Packaging Inc. delivers client-specific packaging solutions across the following business units: Cartons and Labels, Packaging Services, and Pharmacy and Medication Adherence.



HEADQUARTERS: Ontario, Canada



REVENUE: ~\$220 Million



INDUSTRY: Manufacturing



EMPLOYEES: 600

APPLICATIONS AND TECHNOLOGY:

- SAP R/3 4.6c
- Microsoft SQL Server 2000

SAP STRATEGY:

- Consider upgrading from SAP R/3 to SAP ECC 6.0 to avoid system obsolescence
- Make the smartest, most cost-effective decision regarding a potential upgrade

CONSIDERATIONS:

- Invest savings in strategic hiring and new applications
- Gain strategic flexibility to upgrade to SAP ECC 6.0 in the future if the business requires it
- Receive customized, complimentary tax, legal, and regulatory updates

“

I was concerned about having to invest meaningful time and money to upgrade our SAP platform, since there was no real benefit for our business operations, or measurable return on investment.”

— Rick Jankura, Chief Financial Officer
Jones Packaging Inc.



Projected \$700,000 5-Year Savings with Rimini Street

“

The Rimini Street team helped show us a path to freeing up capital so we could enhance our existing platform's functionality and performance instead of executing costly and large-scale upgrades.”

— Rick Jankura, Chief Financial Officer
Jones Packaging Inc.



Kumagai Gumi Co., Ltd.

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Even global construction companies that design and build skyscrapers and undersea tunnels find that vendor ERP maintenance and support of their systems are an excessive drain on their operating budgets. When the SAP R/3 system that Kumagai Gumi Co., Ltd. had relied on for decades was due for yet another upgrade that they believed offered few benefits, the organization looked at reducing the application maintenance and support fees it was paying to SAP.

By moving to Rimini Street for independent, third-party support for SAP and enterprise software solutions, Kumagai Gumi receives support for its extensively customized system, along with resolution of any technology stack interoperability conflicts and all tax, legal, and regulatory (TL&R) updates. Kumagai Gumi expects that by using Rimini Street support, its current SAP R/3 system will deliver another 10 to 15 years of service.

This is good news for Isao Shigihara, manager of the IT Planning Group in the Corporate Planning Department. The system, he says, “works without any issues” and is “more than adequately equipped with functionality.” The technology expertise of Rimini Street engineers also allows the company to focus funds on growing its global construction business rather than maintaining its software infrastructure.

Support from Rimini Street has saved 50% on annual software support fees and tens of thousands of dollars in expenses through upgrade avoidance. The organization now has the time it needs to create a comprehensive IT roadmap while exploring next-generation ERP options.

CLIENT FACTS:

- Kumagai Gumi Co., Ltd. is Japan’s leading general construction company.
- Globally recognized Kumagai Gumi Co., Ltd. projects include the Kanden tunnel from the movie *The Sands of Kurobe*, the Shinjuku Nomura Building, and the skyscraper Taipei 101 in Taiwan.

 **HEADQUARTERS:** Shinjuku, Tokyo

 **REVENUE:** US\$2.3 Billion

 **INDUSTRY:** Construction

 **EMPLOYEES:** 2,167

APPLICATIONS AND TECHNOLOGY:

- SAP R/3 4.7
- Windows, NEC

SAP STRATEGY:

- Extend the life of current ERP system
- Significantly reduce software support fees and reliance on SAP

CONSIDERATIONS:

- Improve support service response time, expertise, and issue resolution
- Support all customizations and maintain TLR compliance
- Free up funds for strategic initiatives

“

Rimini Street has saved us money that we are reinvesting in strategic initiatives that will grow our core business.”

— Isao Shigihara, Manager,
IT Planning Group
Corporate Planning Department
Kumagai Gumi Co., Ltd.



Deferring Unnecessary Upgrades

“

Using Rimini Street’s support services means that we can continue to use our current version of SAP as it is for the next 15 years, making it possible to defer unnecessary version upgrades.”

— Isao Shigihara, Manager,
IT Planning Group
Corporate Planning Department
Kumagai Gumi Co., Ltd.



MWRD

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Tasked with revitalizing an aging and deeply entrenched environment, John Sudduth, director of information technology at MWRD, took inventory of MWRD’s entire IT infrastructure and executed a skills assessment of his team. IT support had scored around 60% in an internal customer satisfaction survey and, said Sudduth, “I was confident we could do better!”

Sudduth’s research revealed that SAP application maintenance and support consumed more than a quarter of MWRD’s multimillion-dollar software maintenance budget and that vendor support responsiveness was not strong. Said Sudduth, “It quickly became apparent that we couldn’t get what we needed from SAP support.”

MWRD switched to Rimini Street for independent, third-party support for SAP Business Suite, saving 50% on annual support fees and relieving MWRD of its huge annual financial commitment to SAP. Added Sudduth, “With SAP announcing end-of-support for our version of the application, we wanted to partner with a company that was willing to take the time to understand our specific issues and collaboratively figure out the optimal path forward.”

Sudduth invested a portion of the support savings into a cloud-based information technology service management (ITSM) application to formalize the design, delivery, and monitoring of MWRD’s complete portfolio of IT services. Said Sudduth, “I’m delighted to state that we’ve jumped our satisfaction scores by well over 30 percentage points.” And, according to Sudduth, the progress that the organization has made with Rimini Street has “helped position MWRD as a role model for the utilities industry.”

CLIENT FACTS:

- Created in 1889, the Metropolitan Water Reclamation District of Greater Chicago (MWRD) serves approximately 10.35 million people in the Chicago area with residential and commercial wastewater treatment and stormwater management.
- MWRD’s service area encompasses 882.1 square miles, including Chicago and 128 suburban communities throughout Cook County.

 **HEADQUARTERS:** Chicago, IL

 **REVENUE:** \$1.1 Billion

 **INDUSTRY:** Energy and Utilities

 **EMPLOYEES:** ~2,000

APPLICATIONS AND TECHNOLOGY:

- SAP Business Suite 7/SAP ECC 6.0
- Business Warehouse
- NWDI
- BusinessObjects

SAP STRATEGY:

- Save on support for SAP
- Improve external software support service, response, and expertise
- Improve internal customer satisfaction scores for IT service

CONSIDERATIONS:

- Invest support savings into IT service management (ITSM) system
- Address multiyear project backlog

“

One of the key components to realizing the vision was identifying a services provider that had a great track record of providing quality support and was willing to help take on the challenge of revitalizing MWRD’s environment. Rimini Street was that partner.”

— John Sudduth, Director of Information Technology
MWRD



Revitalizing People, Process, and Technology

“

I view Rimini Street as a great partner — a thought-partner — that knows how to listen before suggesting possible solutions. Our Rimini Street account team has been phenomenal.”

— John Sudduth, Director of Information Technology
MWRD



Mission Linen Supply

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Mission Linen Supply needed financial relief in operating its multistate textile rental and laundry service with a hosted SAP R/3 system. Paying for hosting plus SAP application maintenance and support put significant stress on the IT budget, as did a seemingly never-ending cycle of hardware and software updates in the hosting data center.

Upon the expiration of its SAP maintenance agreement, the company decided to run the software in its own custom-built data center and virtualize its SAP system to isolate it from further hardware changes. Mission Linen Supply moved to Rimini Street for independent, third-party support for SAP and enterprise software solutions. In doing so, it can run its stable and effective SAP R/3 system for at least another decade while saving 50% on annual support fees.

“Cost was definitely a driver in our migration to independent support,” said Mission Linen Supply’s IT director Dave Pattison. “Rimini Street had deep SAP expertise and came to us with a much lower cost structure than the software vendor.”

By switching to Rimini Street support and by virtualizing SAP R/3 in its own data center, Mission Linen Supply has reduced its TCO by \$600,000 annually. It stays current with tax, legal, and regulatory updates tailored to its specific needs by Rimini Street and has eliminated having to constantly monitor and modify software stack configurations to keep pace with hardware changes in the hosted data center.

CLIENT FACTS:

- Mission Linen Supply is one of the largest privately held companies in the textile rental and laundry industry, providing linens, uniforms, and related products to businesses in California, Arizona, Texas, New Mexico, and Oregon.
- Mission Linen Supply’s business also includes the service and sale of apparel, mats, and janitorial products. Industries served include food and beverage, healthcare, lodging, and gaming.

 **HEADQUARTERS:** Santa Barbara, CA

 **REVENUE:** \$138.3 Million

 **INDUSTRY:**
Business and Professional Services

 **EMPLOYEES:** 3,000

APPLICATIONS AND TECHNOLOGY:

- SAP R/3 4.6c

SAP STRATEGY:

- Save on support for SAP
- Virtualize the SAP system to isolate it from further hardware changes

CONSIDERATIONS:

- Reduce TCO
- Stay current with tax, legal, and regulatory updates



Keeping our SAP system updated with constant hardware and related changes and updates from multiple vendors was always a pain — and expensive. Now, we can easily upgrade the hardware without making any changes to the virtual machine running our ERP processes, so it doesn’t limit us.”

— Dave Pattison, IT Director
Mission Linen Supply



\$600,000 Annual Savings



Proton

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

While the latest models from Malaysian automaker Proton have delivered impressive sales growth, Proton was facing challenging economic conditions and needed all departments to help reduce overall operating expenses by 30%.

For the IT department, this meant exploring ways to minimize maintenance fees from technology providers. Proton primarily uses SAP, integrated with Siebel, for operations ranging from manufacturing to sales distribution to after-sales. After a competitive review that included SAP, Proton selected Rimini Street for independent, third-party support for SAP and enterprise software solutions.

The IT team appreciates having a dedicated Primary Support Engineer (PSE) who knows its support history and background, reports Proton's Marhalisa Matari, senior manager, IT application management, group information technology. And unlike its experience with SAP application maintenance and support queries, Rimini Street support queries are addressed promptly with equal levels of attention, regardless of the request.

The Rimini Street team adeptly picked up Proton's business processes and systems and learned its environment during onboarding. This gave Matari added confidence in the Rimini Street team's ability to handle Proton's support issues quickly, competently, and effectively.

Proton now has the freedom to make upgrades, e.g., to S/4HANA, when it's ready instead of having to abide by provider-imposed timelines. And with the 50% software support savings from Rimini Street, Proton was able to increase production volume by expanding manufacturing capacity.

CLIENT FACTS:

- Established in 1983, Proton is Malaysia's first national car company.
- Proton makes the country's first national car, the Proton Saga, and the Proton X70, the top premium and executive SUV in the country.



HEADQUARTERS: Malaysia



REVENUE: RM4.2 Billion



INDUSTRY: Automotive



EMPLOYEES: 10,000

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6.0

SAP STRATEGY:

- Extend useful life of current SAP software investment
- Save 50% on annual support fees

CONSIDERATIONS:

- Avoid expensive upgrade
- Enhance service quality from expert engineers

“

The turnaround time from when my team logs a ticket to when we receive the response from Rimini Street is fantastic. My team members do not even have time to go and make a cup of coffee, that is how fast Rimini Street gets back to its customers.”

— Senior Manager, IT Application Management, Group Information Technology
Proton



Gained ERP Upgrade Flexibility

“

One of the reasons we went with Rimini Street's solution is so that we don't have to feel pressured to upgrade to SAP HANA if the organization is not ready to make the investment and we will still have the necessary support required.”

— Senior Manager, IT Application Management, Group Information Technology
Proton



RSA Insurance Group

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

RSA, a leading multinational quoted insurance group, undertook a broad review of IT software platforms including investigating support options for its SAP applications. Procurement specialist Sandra Phillips, RSA commercial manager, and her team partnered with IT to find a solution.

RSA UK ruled out upgrading its R/3 and ECC 6.0 instances, not committing to future upgrades. The existing technology was robust, and Phillips wanted to protect RSA's investment. The goal for the organization was to reduce TCO, ensure uptime and business continuity, and mitigate risk for its entire SAP landscape.

The team looked for providers able to support its broad goals. RSA selected Rimini Street for third-party support for SAP and enterprise software solutions, with Phillips articulating the benefits of switching to independent support, which far outweighed the perceived risks. "Procurement plays a larger role these days, really acting as a partner and influencer to help IT choose the best and most cost-effective solutions for the organization," said Phillips. RSA stakeholders agreed that Rimini Street could deliver equivalent, if not superior, support services at a significantly reduced price.

Rimini Street now supports RSA's customizations and delivers tailored tax, legal, and regulatory updates in addition to SAP security patches. RSA retains the freedom to return to SAP in the future if an enhanced version offers business benefit. And significant TCO savings contribute to improved profitability and ability to invest in wider business initiatives.

Added Phillips, "Rimini Street helped us identify services that we were paying for without actually needing or using them, such as upgrade rights. We partnered with the support provider that delivers the most value to our company, rather than limiting ourselves to vendor support."

CLIENT FACTS:

- RSA Insurance Group is a British multinational general insurance company headquartered in London.
- RSA has major operations in the United Kingdom, Scandinavia, and Canada.

 **HEADQUARTERS:** London, U.K.

 **REVENUE:** £6.3 Billion

 **INDUSTRY:** Financial Services

 **EMPLOYEES:** 13,000

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6.0 EHP4
- SAP R/3
- SAP Payroll

SAP STRATEGY:

- Achieve cost savings on enterprise software support
- Extend life of well-functioning ECC 6.0 instance

CONSIDERATIONS:

- Reduce TCO for savings to support vital business initiatives
- Support all customizations; tailor all tax, legal, and regulatory (TL&R) updates for RSA

“

From the day we moved to Rimini Street, we have found the engineers responsive, incidents are handled well, and their resolutions are fit for purpose.”

— Commercial Manager
RSA Insurance Group



Improved Profitability with Rimini Street Support

“

As part of our ongoing program to reduce TCO, we wanted to reduce our SAP costs, as we had no short-to-medium-term plans to upgrade to the latest version or indeed to S/4HANA. The savings we've achieved with independent support have contributed to improved profitability. Rimini Street has been a game-changer for us.”

— Commercial Manager
RSA Insurance Group



Seoul Semiconductor

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Seoul Semiconductor uses SAP ECC 6.0 EHP7 to manage its corporate enterprise resources and run a warehouse management system (WMS) for its LED product improvements. Nearing the end of the previously planned vendor mainstream maintenance contract for SAP ECC 6.0, Seoul Semiconductor wanted to reduce its annual software support costs and its reliance on SAP application maintenance and support.

“Based on the overall IT budget, annual maintenance and associated costs for the SAP environment were quite high. Services were very limited compared to the costs paid, ROI was low, and there were fewer choices that could be selected as options,” explains Myung-Gi Hong, VP of management innovation headquarters for Seoul Semiconductor.

Seoul Semiconductor evaluated independent maintenance service companies and was impressed by Rimini Street because of its reputation as a reliable and trustworthy company for thousands of clients around the world and because of Seoul Semiconductor’s desire to collaborate directly with professional engineers and get faster resolutions than the company had experienced with vendor support.

By choosing Rimini Street independent, third-party support for SAP, the company reduced its annual software maintenance fees by 50% and has a stable, robust ERP ECC 6.0 system that will be fully supported 15 years from the time it switched. Seoul Semiconductor now fully controls its IT roadmap, has improved internal workforce system management capabilities, and has redeployed budget into innovation projects.

CLIENT FACTS:

- Seoul Semiconductor is a leading global manufacturer of light-emitting diodes (LEDs).
- The company holds approximately 14,000 patents and offers products for the automotive, general illumination, specialty lighting, and backlighting markets.

 **HEADQUARTERS:** Ansan, South Korea

 **REVENUE:** 1.2 Trillion KRW

 **INDUSTRY:** Manufacturing

 **EMPLOYEES:** 3,000

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6.0
- HANA Database

SAP STRATEGY:

- Maintain existing SAP instance without being forced to upgrade
- Reduce costs associated with annual support

CONSIDERATIONS:

- Improve support services compared to prior vendor
- Allow internal IT staff to focus on more important initiatives through long-term support of ECC 6.0

“

Annual maintenance and associated costs for SAP for reliable operation of the SAP ERP environment were quite high. Services were very limited compared to the costs paid, ROI was low, and there were fewer choices that could be selected as options. Consequently, we decided to switch to Rimini Street.”

— VP of Management Innovation
Headquarters
Seoul Semiconductor



Secured Support for Existing ERP

“

With Rimini Street support, Seoul Semiconductor can now maintain its current ERP system independent of SAP’s maintenance and support schedule—as well as resolve problems as soon as they happen. This has been quite an innovative change.”

— VP of Management Innovation
Headquarters
Seoul Semiconductor

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About Rimini Street

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products and a Salesforce® partner. The company offers premium, ultra-responsive and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation and achieve better business outcomes. Global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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