

AT A GLANCE

Client Profile:

This cutting-edge hospital is a two-campus facility with 550 beds. The hospital has a long history of IT innovation, beginning in 1965 when hospital staff worked with a leading aerospace company to develop the first software ever used in the practice of clinical medical care. Today the hospital offers state-of-the-art technology and highly skilled staff dedicated to the comfort and well-being of its patients.

Industry: Healthcare

Revenue: \$1.2 billion

Employees: 2,300

Applications: PeopleSoft 9.0 HCM, General Ledger, Payables, Payroll, Materials

Operating System: Windows XP

Database: SQL

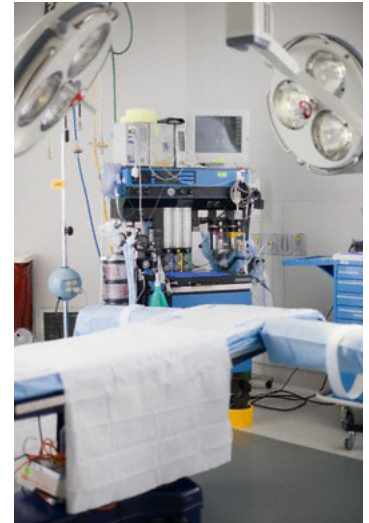
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CIO, Hospital

Hospital Uses Third-Party Support Savings to Fund Patient Care Initiatives and IT Innovation

“This is a culture that is very excited about information technology because of our rich IT heritage,” says the hospital’s chief information officer. “And as the years have gone by, we’ve continued to develop at a pretty advanced pace.”

A Rimini Street client since 2009, the hospital uses PeopleSoft applications to support its back-office operations. As part of its strategic IT planning, the hospital determined that current PeopleSoft releases were extremely stable and mature, and could easily continue to support business operations for years to come. However, annual maintenance fees for the PeopleSoft system were expensive and did not provide good value in return for the fees. The hospital was determined to reduce its IT budget without sacrificing critical support services. By selecting Rimini Street, The hospital has been able to reduce annual support costs, enjoy guaranteed 30-minute response times with 24/7/365 coverage, and receive vital tax, legal and regulatory updates.



“Rimini Street impressed us with the value of their support program and their demonstrated experience with other healthcare clients,” said the hospital’s CIO. “Healthcare is undercapitalized and we have to make tough decisions yet still provide patients with the best care, quickly. The service and responsiveness received from Rimini Street have been excellent and the savings that we’ve gained have been reallocated to medical equipment, enhanced analytics, business intelligence and electronic medical record systems – all improving patient care.”

Economic Downturn Puts Focus on Support Value

The CIO has nothing but praise for his PeopleSoft applications: “I like Oracle. I think it’s got a great product. The solution’s very robust. Clearly, it’s a world-class leader, a fine piece of software. But while we’re happy with the software, we were challenged with the cost of the support.”

That challenge has been intensified by the economic crisis. Lower birth rates, uncertainty over healthcare coverage and reimbursements, and changing healthcare purchasing behavior have mandated expense reductions – without compromise to resources and the quality of care. The CIO says, “As a healthcare

BENEFITS

- Improved support value with high-touch responsiveness to critical and non-critical issues, and 50 percent cost savings over vendor support
- Funded innovation by reinvesting cost savings into electronic medical record and analytics technologies
- Extended the life of current PeopleSoft release, with Rimini Street able to provide customization support and timely tax, legal and regulatory updates

WHY RIMINI STREET

- Enthusiastic Client References – Rimini Street value proposition validated by demonstrated success with existing long-term healthcare and government clients
- Support Value – Able to maximize PeopleSoft investment with no forced upgrades while reducing annual support costs
- Quick Access to Deep PeopleSoft Expertise – Client is assigned a named, regionally based, senior Primary Support Engineer, backed by a team of specialists and experts on-call as needed
- Ultra-Responsive Service – Less time spent chasing vendor support staff translates to real savings

“There haven’t been any surprises. And that’s a good thing. Rimini Street was represented to me as a very effective, lower-cost, better support model. And I would say that’s exactly what it is. We get outstanding service, professional people, responsive attention and less cost. That’s a good deal.”

CIO, Hospital

Rimini Street
Redefining Enterprise Software Support™

provider, you’re faced with the incredible pressure of finding ways to be more cost-effective, so you can make clinical devices and technologies available for your patients. That’s why our board was willing to support switching our software support to Rimini Street: they know that the money we save simply by reducing our maintenance cost turns around and gets deployed into a range of initiatives – medical devices, more clinical information technology, making sure our buildings are safe and our equipment is as contemporary as we can afford it.”

Fifty Percent Savings with Rimini Street — “Too Good to Be True”?

When the CIO heard that Rimini Street guarantees a savings of 50 percent over vendor annual maintenance fees, along with the most responsive support services in the industry, he says, “It sounded too good to be true.” For his entire career, the CIO had lived under the traditional model that you get your support only from the vendor that built the software product, on the vendor’s terms.

Skeptical, the CIO and his team began to go through the process of verifying that Rimini Street Support is in fact as good a value proposition as it sounds. The CIO contacted Rimini Street clients for references – “A couple of them, I already actually knew and could trust, and they’d had good experiences” – and began a dialog with the technical teams of existing Rimini Street clients.

“Once I put my technical staff on the phone with the technical staff of existing Rimini Street clients and heard the dialogue, I knew I was in safe territory,” the CIO recalls. “I kept digging and the more I dug the more I liked. The thing that threw me over the edge was Rimini Street’s demonstrated success with healthcare and government clients, and the fact that I could talk to some long-term clients. This was a very reference-based decision, and I’ll take that over marketing literature or anything else any day.”

Ultra-Responsive Service Keeps Mission-Critical Systems Healthy

Since switching to Rimini Street support, the hospital has gone through a financial year-end, acquired another hospital and experienced “all of the normal hoops and gyrations” involved in running an enterprise system, says the CIO. “By now, my team has gone through instances of all shapes and sizes – the kind that you have with any kind of software product – and tells me that they’re very, very pleased with Rimini Street. When you need to call and you need good service, you need it. Rimini Street has been highly responsive, highly reliable, highly professional and highly knowledgeable – and when you compare that to the price we’re paying, it seems like a very high-value equation and business model.”

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