

AT A GLANCE

**Client Profile:**

This dental insurance firm has been providing dental benefits to members since 1966. It serves approximately eight million members across seven states.

**Industry:** Financial services

**Applications:** PeopleSoft HCM 8.8 and FSCM 8.4

**Operating System:** HP-UX

**Database:** Oracle

## Dental Insurer Relies on Rimini Street to Extend Life of Highly Customized PeopleSoft Applications

In dentist offices across the country, preventive care is the preferred approach to proper dental hygiene. Preventive care is likewise the sound approach to a dental insurer's IT department, to ensure the availability of essential business applications.

For this dental insurance company, enterprise software automates key finance and human resource processes for an organization of more than 1,000 employees. The company provides dental benefits to approximately 8 million members. In 2008 alone, it paid out nearly \$2 billion in dental care claims.



The company selected PeopleSoft in 1994 for its Financials, Human Resources and Payroll applications, and has added many customizations to better serve its needs.

### Achieving Low-Cost Support and Quality Service

Even as the insurance company deepened its roots with PeopleSoft, it was concerned about the rising cost of support. In 2007, the technology group began investigating third-party support options. According to the manager who oversees the PeopleSoft HR and payroll modules, the company understood that product upgrades aren't always critical to enterprise software support.

"We have extensively customized our implementation over the years, so that was not a problem for us," he explained. "We really couldn't justify the upgrade costs and preferred to extend the life of our current software release."

### Rimini Street Demonstrates Support Expertise Immediately

In its search for an alternative to vendor support, the company learned about Rimini Street and eventually chose its third-party support program. With Rimini Street, it noticed an immediate difference in the quality and responsiveness of support. "When I place a support request with Rimini Street, I receive a prompt return call from our Primary Support Engineer (PSE)," said the IT manager. "This call answers specific questions about my issue and we quickly arrange a follow-up call if needed to solve the problem."

The first call he placed into Rimini Street was a critical payroll-related question that needed a prompt response. "We started making changes to our user directory," he explained, "and those changes disrupted our PeopleSoft environment. Rimini Street responded immediately, well within the 30-minute window, and we resolved the issue. That was a great start and Rimini Street has consistently treated every issue like a priority one request."

"Even on cases that I don't expect to be resolved right away, Rimini Street PSEs surprise me. They respond quickly and will work on the problem until it is resolved. That's a tremendous asset to us."

*Manager, PeopleSoft HR and Payroll Applications, Dental Insurer*

## BENEFITS

- Realized valuable cost savings and better service compared to previous support
- Received immediate, accurate software fixes from an expert Primary Support Engineer within guaranteed 30-minute response time, 24/7/365
- Stabilized and helped extend the life of current, stable PeopleSoft release
- Guided and supported custom 401(k) program
- Provided valuable interoperability support for new tools and servers

## WHY RIMINI STREET

- **Cost Savings and Expertise** – 50 percent savings in annual fees comes with impressive PeopleSoft expertise
- **Quick Response** – Expert Primary Support Engineer is ready to resolve solutions during initial call
- **Support for Customizations** – Includes support for a new 401(k) program with two-tiered match, at no additional cost
- **Trust and Credibility** – Rimini Street PSEs consistently show that they are committed to the dental insurer's success

“Interoperability support is another value-added service from Rimini Street that you can't get from the vendor.”

*Manager, PeopleSoft HR and Payroll Applications, Dental Insurer*

**Rimini Street**  
Redefining Enterprise Software Support™

## Fast Response and Dedication to Fix Any Issue

On another occasion, the company tested Rimini Street's expertise after several NT server domain changes disrupted the PeopleSoft environment. The IT manager called first thing Monday morning and his PSE immediately began investigating the issue.

The quick turnaround surprised him. “When I logged the case, I didn't expect to solve it right away,” he admitted. “The fact that Rimini Street not only responds quickly but will work on a problem until it's resolved is a tremendous asset to us.”

## Rimini Street Team Supports Custom 401k Program

This commitment to problem solving was tested again when the IT manager informed his PSE that the company would be offering a 401(k) program with a two-tiered match. “We brainstormed on an approach to support the program in PeopleSoft,” he said. “Our PSE reached out to other Rimini Street engineers and, after two days, they produced screen prints for me that illustrated exactly what we needed to do to get the system to work.”

“This was not a workaround,” he continued. “These engineers learned how to configure our system specifically for our 401(k) program, and now provide vital support for it. Shortly after the system was up and running, we discovered a rounding error when running calculations. Our PSE quickly identified and fixed the problem.”

## Interoperability Support Assists Technical Team

Rimini Street's support for many customizations, including a new Java/Oracle-based claims processing system that interfaces with PeopleSoft's billing system, has been invaluable. “We rewrote an outdated mainframe-based system using Java technology,” the IT manager said. “We were on a version of Oracle that the vendor would not support and system performance was becoming a problem.”

In response, the company is upgrading to the latest version of Oracle while retaining its current version of PeopleSoft. It is also moving to next-generation VMware servers, upgrading its Unix boxes and integrating new infrastructure tools such as WebLogic. “Rimini Street engineers were an instrumental part of our technical team that got this working,” said the IT manager. “Interoperability support is another value-added service from Rimini Street that you can't get from the vendor.”

## Tax and Regulatory Updates Easily Applied

In addition to supporting the technical team, Rimini Street ensures that the company has current and accurate tax and regulatory information for its highly customized Check and Advice print program. “When we used to receive updates from PeopleSoft, the updates were not applied to the program,” the IT manager said. “We had to do all that work. When I get these updates from Rimini Street, they appear in our heavily modified program. Tailoring these updates to our environment saves us a lot of time.”

## Rimini Street Expertise Positions Dental Insurer for Success

There had been concern within the company about the effectiveness of third-party software support, but the experience with Rimini Street has won over the skeptics. “When you recognize the limited value of product upgrades and the genuine advantages of world-class support, the choice for a third-party support option is clear-cut,” said the IT manager. “We are extremely pleased with the quality and responsiveness of Rimini Street support and consider them a trusted business partner dedicated to our success.”

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