

Travel Services Leader Gains Stability and Cost Savings to Improve Global Market Operations

AT A GLANCE

Client Profile:

JALPAK International America (JPIA) is one of the largest travel agents in North America, offering a full range of travel arrangements for customers looking to visit Asia and Europe, as well as North and South America. For over 40 years, JPIA has provided memorable trips to its clients with customer service that exceeds the industry's highest standards.

Industry: Travel services

Applications: JD Edwards World Software A7.3 Cum 11

Operating System: OS/400, V5R3 M5

Database: DB2

JALPAK International America, Inc. (JPIA) is the premier travel arrangement company between Asia and the rest of the world. For the past 40 years, the company has followed its core customer philosophy: "We shall bring happiness to people through creating memorable travel opportunities and fulfilling dreams."

JPIA's first office opened in Tokyo in 1969 with a small but dedicated staff. At its height, the company expanded to more than 500 employees working in more than 40 offices around the world, including the United States and Europe.

In 1994, JPIA began looking for an enterprise software solution that could address the needs of customer care and financial oversight. As an international company, JPIA needed a solution that supported its global capabilities, including the ability to work with multiple currencies. Based upon its criteria, JD Edwards World was the perfect choice.

Robust International Capabilities Came with a High Price for Support

The JPIA staff relies on World to assist them with dozens of operational procedures. "World is great for us, because it has multiuser and multicurrency functions," said JPIA's Manager of Accounting Ron Higa. "It is intuitive, straightforward and flexible. I can also download record-level data easily into Excel and analyze data a number of ways."

The installation has been a success, but the support that JPIA was receiving first from JD Edwards, then PeopleSoft, then Oracle was too expensive. In 2007, JPIA opted out of the software vendor's support system.

Rimini Street Offers Significant Savings and Innovative Support Services

After a comprehensive search of third-party support options, the JPIA staff discovered Rimini Street. Higa was impressed with the many innovative services that Rimini Street offered as part of a standard support program that offered remarkable cost savings.

First he learned that JPIA would be assigned a Primary Support Engineer (PSE) with practical expertise in JD Edwards. Key to the Rimini Street support program, the PSE provides a high level of personal service, guaranteeing a 30-minute response time after an initial call.

In addition, Rimini Street would support any JPIA customizations, offer advice and guidance on performance tuning, and provide support for interoperability. These services are all part of the standard Rimini Street support program, at no extra charge.

Rimini Street demonstrated its responsiveness within the first week of engagement. "Rimini Street accelerated the transition and began supporting us immediately," Higa said. "We felt that we were getting more value and better service."



"Upon transitioning to Rimini Street we immediately felt that we were getting more value and better service."

*Ron Higa
Accounting Manager*

BENEFITS

- Avoided upgrade expense on stable JDE implementation while saving 50 percent on annual support costs
- Received prompt and deep technical expertise from a Primary Support Engineer available 24/7/365
- Obtained quick and accurate fixes for longstanding issues soon after a smooth transition
- Received customization support that provided a mission-critical interface for accounts receivable

WHY RIMINI STREET

- **Cost Savings** – Provides the best support value by saving 50 percent on annual support costs
- **Ultra-Responsive Support** – Receives immediate and accurate fixes from an expert with 30-minute response time
- **Long-Term Support Commitment** – Secure in the knowledge that Rimini Street will support release for 10 years or more
- **Trust and Credibility** – Rimini Street team has years of experience supporting hundreds of organizations

“Because we have the Rimini Street insurance policy, we know our system is going to be operational 100 percent of the time. We save money and enjoy peace of mind.”

Ron Higa
Accounting Manager

Support Engineers Resolve Fatal Issue and Recover 99.9% of Data

Early on, JPIA called on its Rimini Street PSE to investigate an issue after a crash. “We had already restored much of our data, but there were remaining functional issues with JD Edwards,” Higa said. “Some of our query functions were not working properly. We had only been with Rimini Street for several weeks, but the PSE returned our call almost immediately and began to research the problem.”

Ultimately, it was not just a query or functional problem within the ERP. “After isolating the issue and analyzing the data, the PSE discovered that our system had corrupted data,” Higa said. “He alerted us to the issue and fixed it so that we didn’t lose any information. What really impressed us, though, was that he took the time to ensure that our system was running at 100 percent rather than push the testing back to us.”

Rimini Street Keeps 15-Year-Old System Running Efficiently

Beyond a system crash and recovery, Rimini Street’s support engineers have kept a 15-year-old system stable and efficient, allowing JPIA to continue operating its World system for many more years. This extends to a custom travel package developed by JPIA engineers and interfaced to JD Edwards. “It holds critical information such as passenger itineraries and expenses for all clients who have booked with us,” Higa explained. “The application automatically transfers this data to JD Edwards in order to pay our vendors.”

While the application has been stable for the accounting department, there have been occasional issues. “We were having a problem at our Hawaii office where an accounts receivable report was not generating,” Higa said. “We used the report to discover what items our customers still needed to pay.”

Because the issue was part of a JPIA customization, vendor support would not normally be available. JPIA would have to hire a consultant to help resolve the issue, come up with its own solution, or work around the problem. Fortunately, Rimini Street was available to provide the needed support. “Our PSE looked at our data and routine, identified the issue and created a solution for us that has resolved the problem completely,” Higa said. “Now we have a better understanding of accounts receivable in our Hawaii office and can consistently provide detailed statements to our customers.”

Support Stability Equals Savings for JPIA

Thanks to Rimini Street’s commitment, JPIA can continue to maximize the investment in its JD Edwards World installation and customizations for the next 10 years or more.

The ability to eliminate forced product upgrades is a major advantage of Rimini Street support. It extends the cost savings that JALPAK realizes from a third-party support program that provides 50 percent savings over vendor support.

“We are very happy with this ERP solution and we’ve customized it for exactly what we need,” Higa said. “With no real value in a new product release, why should we upgrade? There’s no need to incur that additional expense and stress of having to change our workflow. Plus, with the Rimini Street insurance policy, we know our system will be operational 100 percent of the time. We save money and enjoy peace of mind.”

Rimini Street
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