

## Publisher Upgrades and Funds Strategic Projects with Savings from Third-Party Support

### AT A GLANCE

#### 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.

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

**Industry:** Publishing

**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

Publishers have been faced with a sea change as more and more of their market moves online. For example, 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 third-party support for selected enterprise applications.



### Reducing Total Cost of Maintenance

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.

"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.

### Ultra-Responsive Service Levels Ensure Availability of Mission-Critical Systems

What's the difference in responsiveness between Rimini Street support and vendor support? According to the IT director and his staff, "It's 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."

"We were able to hire two additional resources for strategic projects with the savings we've realized from Rimini Street support."

*IT Director for Financial Application Services,  
Publisher*

## BENEFITS

- Exceeded targeted maintenance expense reduction
- Reinvested savings for two additional headcount and for 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
- Accelerated upgrade by several days with expert advice from Rimini Street

## WHY RIMINI STREET

- Cost Savings and Expertise – 50 percent savings in annual fees comes with impressive depth of knowledge in JD Edwards and PeopleSoft
- Quick Response – Expert Primary Support Engineer is ready to resolve issues within minutes during initial calls
- Trust and Credibility – Rimini Street PSEs consistently show that they are committed to the publishers' success

“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 for Financial Application Services,  
Publisher*

**Rimini Street**  
Redefining Enterprise Software Support™

## Expert, Personalized Service Delivers More than Just Fixes

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.”

## Interoperability and Customization Support

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.

## Upgrades Supported With Third-Party Support

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.”

The IT director brought in third-party consultants to implement the upgrade. According to the publisher’s CNC administrator, “The upgrade process has been generally smooth, but when the team hits some difficulties, I don’t hesitate to tell the consultants, ‘Let’s run this by Rimini Street.’ For instance, in the middle of the upgrade, I noticed there was a Server Manager problem – an interoperability issue – and reported it to Rimini Street. The response I got back was dead on the money – I was able to get what I needed to resolve the issue in a heartbeat. So a single prompt email from Rimini Street, and ten minutes of me doing what the email suggested, saved me from fumbling around in a book for a day or two.”

## Investing Maintenance Savings in Revenue-Enhancing IT Projects

With help from Rimini Street, this publishing firm has met and exceeded its own ambitious enterprise software maintenance cost reduction goals. 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.”

**Worldwide Headquarters**  
7251 West Lake Mead Blvd.  
Suite 300  
Las Vegas, Nevada 89128  
Toll Free 888.870.9692  
Main 702.839.9671  
Fax 702.973.7491  
Email [info@riministreet.com](mailto:info@riministreet.com)  
[www.riministreet.com](http://www.riministreet.com)

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