

AT A GLANCE

**Client Profile:**

SFN Group (NYSE:SFN) is a strategic workforce solutions company that provides professional services and general staffing to help businesses more effectively source, deploy and manage people and the work they do. As an industry pioneer, SFN Group has sourced, screened and placed millions of individuals in temporary, temp-to-hire and full-time jobs for more than 60 years.

With nearly 600 locations in the United States and Canada, SFN delivers strategic workforce solutions that improve business performance. From outsourcing to technology to professional services to staffing, SFN delivers the best combination of people, performance and service to improve the way work gets done.

**Industry:** Staffing and professional services

**Revenue:** \$2.1 billion

**Employees:** 160,000

**Applications:** PeopleSoft HCM 8.3 SP1 including Staffing Front Office and eRecruit, FSCM 8.4 and EPM 8.8

**Operating System:** AIX

**Database:** DB2



“Switching to Rimini Street from vendor support has been a completely transparent process. It’s been a highly positive experience in the sense that IT is not affected, the business is not affected, and end users are not affected. And this is definitely a case where no impact is good impact.”

*Paul Tymchuk*  
VP Information Technology, SFN Group

## SFN Group Takes Control of Upgrade Strategy with Rimini Street

“As a human resources company, the most important things we do are to pay and to bill,” declares SFN Group VP of Information Technology Paul Tymchuk. “And that’s paramount to why we implemented a full suite of 27 PeopleSoft modules – and why keeping PeopleSoft running flawlessly 24/7 is just about the most important thing in the company.”

SFN has been live on PeopleSoft since 2003. Tymchuk’s IT group has heavily customized the system with industry-specific functionality and performance enhancements, particularly in the billing, staffing front office, HR, payroll, and time and labor areas. Because PeopleSoft serves as SFN’s recruiting system, it is also the company’s revenue-generating system, the place where recruiters source candidates and create work assignments. SFN pays 45,000 employees per week, which translates into 160,000 W-2s per year. As Tymchuk says, “PeopleSoft is our bread and butter.”



### Frustration with High Cost of Vendor Support and Pressure to Upgrade

To deal with the economic downturn, SFN has done more with less by eliminating redundant systems – for example, consolidating its Canadian operations on PeopleSoft. Steep vendor annual maintenance fees were also a recurring frustration, and Tymchuk’s negotiations with Oracle for a reduction in support costs proved fruitless. “The vendor’s response to us was always, ‘You need to upgrade.’ But we didn’t think the latest version of the software was worth it – upgrading SFN’s PeopleSoft applications would cost an estimated \$15 million, take 12–18 months, and represent an enormous and unacceptable business disruption.”

With vendor support growing prohibitively expensive, SFN assessed two other options: self-support (or “go blind,” as Tymchuk puts it) and third-party support. Tymchuk says, “We didn’t feel comfortable self-supporting, because PeopleSoft is the lifeblood of this company: without payroll and billing, we have no company. You can’t go without insurance.” Research into third-party support providers quickly led to Rimini Street, and SFN signed on as a Rimini Street client in 2009.

Tymchuk says bluntly, “Upgrades are not only mega-expensive, they’re mega-disruptive.” By moving to third-party support with Rimini Street, SFN is mitigating upgrade risks by keeping its future options open, neutralizing vendor lock-in strategies, and avoiding the business liabilities of upgrading to unproven platforms.

## BENEFITS

- Saved 50 percent on support costs, enabling retention of critical IT headcount
- Received timely, accurate and complete tax, legal and regulatory updates tailored to specific implementation; reduced time to apply updates by 50 percent
- Obtained personalized, expert support from named Primary Support Engineer and assigned Account Manager dedicated to client success
- Experienced 24/7/365 support for mission-critical PeopleSoft environment which is more than 40 percent customized

## WHY RIMINI STREET

- **Proven Solution** – Rimini Street has over 450 clients in all industries, with overall customer satisfaction ratings of 99 percent
- **Innovative Support Program** – Responsive service from knowledgeable experts and Account Managers dedicated to client success
- **Support for Customizations** – Covered at no additional charge, unlike typical vendor support
- **Reduced Risk of Vendor Lock-In** – Avoid steep forced upgrade costs and evaluate new platforms according to your time line, not the vendor's

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*Paul Tymchuk*  
VP Information Technology, SFN Group

**Rimini Street**  
Redefining Enterprise Software Support™

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## Proven Tax, Legal and Regulatory Updates

To pay its 45,000 employees every week and create 160,000 W-2s at year-end, SFN needs confidence that its PeopleSoft Payroll system is continuously maintained with the latest critical tax, legal and regulatory updates. SFN Senior Manager of Application Development Merrill Tritt observes, “Rimini Street's tax, legal and regulatory updates are accurate, complete, and delivered in a timely fashion. We have never had a single issue with anything delivered in a Rimini Street update.”

Tritt noticed that Rimini Street's regular tax updates were smaller than the vendor's. That's because each update Rimini Street delivers is tailored for each client's specific implementation, giving the client only the updates they need. Because of this, says Tritt, Rimini Street's updates are “about 50 percent less time-consuming to apply.”

## Assigned Account Manager Extends Value of Rimini Street's Product and Support Deliverables

Every Rimini Street client is assigned an Account Manager whose job is to oversee all aspects of support and the client relationship, ensuring that clients maximize their savings opportunity with Rimini Street support and are 100 percent satisfied with their Rimini Street services. Tritt notes, “Our account manager ensures that SFN's needs are visible at the highest level of Rimini Street management. She complements the role of our Rimini Street Primary Support Engineer by being able to bring in outside resources beyond just the technical support organization. It's absolutely essential for us that we have a touch person we can escalate business or technical issues to at any time.”

The 24/7 accessibility of SFN's Rimini Street Account Manager came in handy when SFN's front office, financials and HCM/payroll systems developed an issue causing response times to sporadically get slower and slower until eventually the user's request would time out. After gradually worsening over a period of weeks, the problem finally became intolerable, and on a Saturday night after opening a service ticket, Tritt called SFN's Rimini Street Account Manager, who immediately escalated the issue. Initially skeptical that a third-party support provider could help troubleshoot SFN's highly customized environment, Tritt recalls, “I had emails from Rimini Street support technicians that same evening. They jumped right on it, started analyzing the problem, and set up a teleconference meeting for the next day – a Sunday – at 11 a.m.” The problem was resolved shortly thereafter. After this confidence-building experience, Tritt and his team say they won't hesitate to reach out to Rimini Street for critical, timely expertise at the first sign of trouble.

## Taking Control of Upgrade Strategy and Avoiding Vendor Lock-In

Tymchuk is planning to assess his next upgrade options in 2013. His plan is to take a portion of the savings from Rimini Street support, assess all the available options that meet his requirements, and select his upgrade step. This could be SFN's current PeopleSoft system, but may instead be a new option such as SaaS, for example. “By taking control of our upgrade strategy, SFN Group is able to save millions of dollars in annual support fees and forced upgrade costs,” Tymchuk says. “SFN Group is reducing the risk of vendor lock-in, by retaining the flexibility (and funding) to select the best application upgrade road map for our business – on our own time line, when we are ready.”