

AT A GLANCE

Client Profile:

Southco is a design manufacturer of fasteners, hinges and latching systems for industrial applications. Through innovation and strategic acquisitions, the company has built an unmatched portfolio of access hardware solutions. Southco's offerings include over 25,000 standard catalog products and more than 50,000 custom products that have been created to meet its customers' design needs. In order to meet the ever-changing needs of its customers, Southco has built and invested in a strong global footprint of technical sales, marketing, engineering and manufacturing operations throughout the world.

Headquarters: Concordville, PA

Geography: Global

Industry: Manufacturing

Revenue: Privately held

Applications: SAP ECC 6.0

Hardware/Operating System: HP/Unix



Southco Improves Business Agility with Significant Savings from Third-Party Support

For 15 years, Southco managed its business on a non-integrated legacy ERP platform and determined it required a common system to support its quickly growing global business. Southco chose SAP because it was a fully featured, established, integrated business system with multilingual capabilities and a global reach.

While SAP applications have met Southco's business process requirements, business needs required a less costly support model. Brice Salle, Southco's chief information officer, considered a self-support model, but realized the importance of having additional expertise available for his mission-critical applications as his team focused on additional SAP rollouts.



Rimini Street Expertise and Positive References Validate Service

Finally, Salle explored third-party support options and discovered Rimini Street. What ultimately tipped the balance in favor of Rimini Street, according to Salle, was the endorsement of the CIO of another SAP licensee that had become a Rimini Street client: "That really changed my mind," says Salle. "He had already taken the decision I was about to, and was very pleased with the service he'd seen to that point. It was also clear to me, from speaking with Rimini Street's engineers and managers, that they had the depth and breadth of SAP expertise from the ground up."

Realizing Significant Savings in Annual Support Costs

Rimini Street support guarantees 50 percent savings over vendor support, and Southco has been able to exceed its support fee reduction goals while increasing the utility of IT resources.

"When I think of the things that set Rimini Street support apart from the field, two key words always spring to mind: responsiveness and action."

Brice Salle
Chief Information Officer, Southco

BENEFITS

- **Mission-critical savings.** Southco has exceeded its cost reduction goals through significant reduction in support fees.
- **Personalized, expert service.** Rimini Street provides meaningful consultative dialogue with an experienced Level 3 engineer dedicated to go above and beyond to achieve client success.
- **Ultra-responsive service.** Southco realizes global 24/7/365 coverage with 30-minute-or-less response.
- **Comprehensive skill level.** Southco's Rimini Street Primary Support Engineer quickly cleared through large backlog of open issues.

WHY RIMINI STREET

- **Superior value.** With Rimini Street, Southco has reduced its annual support fees by half.
- **Positive references.** In its due diligence prior to selecting Rimini Street, Southco was impressed by the enthusiastic endorsement of existing Rimini Street clients.
- **Proven solution.** Rimini Street has over 450 clients in all industries; overall customer satisfaction is 99 percent.

Enjoying Ultra-Responsive, Focused, Personalized Service

“Southco’s experience with Rimini Street support is characterized by improved responsiveness and flexibility of support,” according to Southco COE manager Patrick Larsson. With Rimini Street, all issues go through a single named, senior Primary Support Engineer assigned to the client and available 24/7/365 with a guaranteed 30-minute response time. Says Larsson: “With Rimini Street, we get much faster turnaround to resolve tickets beyond our control — and the Rimini Street engineer always understands the process we’re talking about as well as our specific IT environment.”

Larsson also cites the ability of Southco’s Rimini Street Primary Support Engineer to quickly assemble the necessary expert resources to address issues requiring deep SAP knowledge, using appropriate communications technology such as conference call or a shared WebEx session.

Next-Generation Support Program’s Deep SAP Expertise Improves Southco’s Focus on Core Business

Southco CIO Salle declares, “I’m actually surprised, and favorably impressed, by the level of detailed knowledge and the depth of SAP expertise displayed by Rimini Street’s engineers.” Salle cites a number of examples:

- **Effective onboarding.** Starting up with Rimini Street was quick, thorough and efficient.
- **Speedy action.** Once Southco was up and running, its Rimini Street Primary Support Engineer quickly cleared through a large backlog of open vendor support issues, increasing Southco’s confidence in the system’s stability and integrity.
- **Trusted advisor role.** Southco appreciates Rimini Street’s willingness to field questions of a general “how to” nature — even strategic questions about system configuration and related issues.
- **Interoperability support.** Salle says, “If an operating system or database change occurs in our environment, Rimini Street acts as an extension of our own team to help get us the appropriate fixes from the vendors.”

Salle sums up: “SAP gives me all the functionality I need to support my business. And with Rimini Street, I’m protecting the substantial investment we’ve made in SAP. With my software maintenance costs going down, I’ll be able to leverage those savings on innovative applications around our core ERP processes.”

“Partnering with Rimini Street has extended the capability of my team. In fact, Rimini Street support engineers are so accessible that my engineers consider them to be part of our team, an actual extension of our team.”

Brice Salle
Chief Information Officer, Southco

Rimini Street
Redefining Enterprise Software Support™

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
www.riministreet.com

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