

Client Success Story

National Distributor Achieves Strategic Flexibility with PeopleSoft 8.9

American Solutions for Business

Client Profile: American Solutions for Business, founded in 1981, is an employee-owned distributor of print and promotional products, office supplies and e-commerce and marketing solutions.

Industry: Media

Geography: Glenwood, Minnesota

Revenue: \$211.4 million USD

Employees: 805

Applications: PeopleSoft 8.9 Financials, Order to Cash

Technology Platform: MS SQL Server 2008 R2, OS Windows 7



"With Rimini Street's help, we have safely archived our licensed PeopleSoft 9.1 software and can upgrade on our own timeline. That gives us strategic flexibility."

Mike Pfeiffer
Vice President Technology
American Solutions for Business

American Solutions for Business (ASB) is a national distributor of print and promotional materials. The company's motto is "If you can dream it, we can deliver it."

The ASB Challenge

Printing and distributing promotional material is very competitive so pricing it right is critical, making PeopleSoft Order to Cash the workhorse of the organization. However, with no beneficial business reason to upgrade to the next release of PeopleSoft 9.1, coupled with disappointing service levels from the vendor, the costs of continuing to pay annual maintenance fees were weighing heavily on Mike Pfeiffer, VP of Technology at ASB. "We analyzed what we were paying and what we were getting, and the service levels weren't up to par with what we needed from the standpoints of issue turnaround and accuracy."

Pfeiffer's team evaluated its options as it deliberated whether to continue paying costly maintenance fees to the vendor and undertake a costly upgrade, or maintain its flexibility on a stable PeopleSoft 8.9 platform and utilize independent support. With no immediate business reason to upgrade, saving significant budget became a key decision point. However, having the option to upgrade should business needs change was a strategic and necessary part of planning for the future.

The Rimini Street Solution

Eric Gorghuber, IT Senior Director, Business Solutions at ASB, is a 20-year veteran of working with PeopleSoft products. He had learned from his network of PeopleSoft users about Rimini Street and the support services it provided, especially for customizations. Gorghuber relates that "I was always wary reaching out to our vendor in the past as I knew the first question would be, 'Have you modified it?'; in which case they couldn't help me." The standard agreement with Rimini Street ensures that any customizations to ERP applications are fully supported, with no hidden charges for consulting—it's all part of a comprehensive support program.

ASB made the decision to stay with PeopleSoft 8.9 and transition to independent support from Rimini Street. But first it wanted to make sure that it could upgrade to

Benefits

- **Stabilized on Workhorse PeopleSoft 8.9 Release:** Avoided needless, expensive ERP upgrades while maintaining readiness for a future PeopleTools upgrade.
- **Twice the Support for Half the Cost:** Receives support for customizations in addition to core functionality, with a dedicated support engineer, at half the cost of previous maintenance fees.
- **Experience a Higher Level of Support:** Rimini Street acts more like a partner than a vendor, supplying advice for future upgrades, in addition to immediate support with technical issues.

“With Rimini Street we get the whole package: ultra-responsive service at a reasonable price, the ability to upgrade when it makes sense for us, and premium support features like strategic advisory services. Rimini Street has changed the way we think about support.”

Mike Pfeiffer

Vice President Technology
American Solutions for Business

For More Information

To read more about American Solutions for Business or to read other client success stories, visit www.riministreet.com/clients.

PeopleTools 8.52 and eventually to PeopleSoft 9.1 when it needed to, having already paid for both versions through its existing maintenance contracts. “Rimini Street offers excellent guidance and documentation (as part of the onboarding process) on how to ensure that we were current with all of our downloads and the software was all properly archived for future use,” says Pfeiffer.

Client Results

Pfeiffer observes, “With the Rimini Street model, the cost is a nice win for the budget, since they reduced our support costs by half and we don’t need to invest time and resources into an upgrade now. But that alone is not enough. Rimini Street has to be able to back up the cost savings with service improvement. We saw an immediate increase in response, faster resolution cycles and more accurate information. So we ended up getting twice the care for half the cost.”

Gorghuber agrees: “From Day One it was a relief to work with Rimini Street, knowing that I could submit the smallest question and our Primary Support Engineer (PSE) would come up with a solution or immediately begin researching it. They are much more than a helpdesk. We’ve opened over 32 cases across all priority levels, with a few Priority 1s, and had good responses for every one of them. With the previous support vendor, we were accustomed to not even hearing back with any resolution at all if it wasn’t considered a high production support incident.”

With plans to upgrade to PeopleTools 8.52 to take advantage of some key technology enhancements, Pfeiffer and Gorghuber count on Rimini Street to provide detailed planning and implementation support. As Pfeiffer says, “It’s nice to have a Primary Support Engineer who you can reach directly—someone that knows your account so you don’t have to jump through hoops just to log a case.”

For his part, Gorghuber notes that, “With Rimini Street, there are cases that we open just to obtain their expert technical guidance on possible upgrade test system issues. In essence we are using them as a technical extension partner, as opposed to just a Priority One support unit. In fact, I plan to engage Rimini Street with some more strategic planning around our PeopleTools upgrade path.”

Worldwide Headquarters

3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA Phone: 702.839.9671 Toll-Free 888.870.9692
riministreet.com [linkedin.com/company/rimini-street](https://www.linkedin.com/company/rimini-street) twitter.com/riministreet

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