

Client Success Story

# Retailer Expands Third-Party Support Footprint, Saves More, Invests in Hybrid IT

## LifeWay Christian Resources

**Client Profile:** LifeWay Christian Resources is a nonprofit organization that publishes biblical books, learning resources, audio, and video and sells church supplies. It owns and operates more than 170 Christian stores across the United States.

**Industry:** Retail/Media

**Geography:** Headquartered in Nashville, Tennessee

**Products Supported:** PeopleSoft HCM 8.9, Oracle E-Business Suite 12.1.3 including US 1099 updates, Oracle Database 11.2, Oracle Internet Application Server 12.1.3



*"Because we've had, and continue to have, such a positive support experience through Rimini Street for our PeopleSoft HCM software, the decision to add Oracle EBS support was much easier."*

**David Jamieson**

Financial Applications Manager  
LifeWay Christian Resources

LifeWay Christian Resources offers both online and in-store sales channels, reinvesting income above its operating expenses into mission work around the world.

### The LifeWay Challenge

As a nonprofit organization, LifeWay Christian Resources continuously works to provide high-quality resources and materials while controlling operational costs. Maintenance fees for applications considered critical to the ongoing operations of the company, such as PeopleSoft, represented a significant portion of the company's IT spend and a good opportunity to achieve cost savings.

Though dependent on tax and regulatory updates, LifeWay seldom found the support it received from Oracle to be useful in resolving issues. "The level of service degraded significantly in terms of what Oracle would do to help," explains David Jamieson, financial applications manager for LifeWay. "We had really come to the point that we very rarely opened a support ticket."

This meant LifeWay was essentially operating within a self-support model, Jamieson says. Still, the company remained on Oracle support and maintenance contracts in order to receive tax and regulatory updates. As LifeWay continued to customize its software to fit its specific business needs, Jamieson says the business value received from Oracle compared unfavorably to the maintenance cost, which continued to increase annually.

"Though we were aware of the option of third-party support, LifeWay did not take the decision to leave Oracle's support lightly."

### The Rimini Street Solution

As LifeWay began evaluating third-party support, the business case became clearer, Jamieson says. "The bottom line is you pay a lot less and you get significantly more — you don't usually have decisions that are this easy," he adds.

Ultimately, LifeWay chose Rimini Street to provide third-party support for its PeopleSoft HCM application, keeping its Oracle E-Business Suite (EBS) support

## Benefits

- **Redeployed cost savings to hybrid IT:** Support cost savings from switching to third-party support have enabled LifeWay to invest in new SaaS applications to better support its business.
- **Avoided future unnecessary upgrades:** By archiving its fully licensed versions of software, LifeWay can run its existing Oracle software for years to come and upgrade when it makes business sense.
- **Improved operational efficiency:** LifeWay's team enjoys personal, comprehensive support, freeing up time for other projects.
- **Received state-specific tax, legal and regulatory updates:** With Rimini Street, LifeWay now only receives relevant tax, legal and regulatory update patches without any additional charge.

*“Over time, you think you have no choice but to upgrade. But if you realize you can stay on your current release with third-party support, it's a compelling business option. IT is able to continue bringing value to the business, instead of working on unnecessary upgrades.”*

### David Jamieson

Financial Applications Manager  
LifeWay Christian Resources

## For More Information

To learn more about LifeWay Christian Resources or to read other client success stories, visit [www.riministreet.com/clients](http://www.riministreet.com/clients).

with Oracle. The company immediately saved 50 percent of its annual support and maintenance bill for PeopleSoft and began receiving only the state-specific tax, legal and regulatory updates applicable to its customized system, without incurring any additional costs.

“The onboarding process was easy,” Jamieson says. “The best benefit is the direct line of contact you get through Rimini Street — the Primary Support Engineer model. Having somebody you can go to directly, even when the issue could be with a customization or an interconnected system, gives us a lot of confidence that we can focus on our day jobs without worrying about keeping our systems running.”

While using Rimini Street for its PeopleSoft HCM support, Jamieson says, “We reached the point where an upgrade for Oracle EBS became necessary in order to continue receiving normal support from Oracle.”

“We upgraded EBS because we felt it was what we had to do just to get the support we needed from Oracle, but there was no meaningful business value or functionality driving the decision,” Jamieson explains. “The upgrade to R12 came at significant cost, including the opportunity cost of allocating significant internal resources toward the upgrade. The decision to move EBS to third-party support with Rimini Street allowed the possibility of avoiding the forced upgrade march in the future.”

## Client Results

Since the first move to third-party support for its HCM application, LifeWay has reinvested savings into hybrid IT, adding cloud solutions to its technology stack to improve its applicant tracking system and augment new employee onboarding systems.

“Moving to third-party support freed up dollars that let us do something other than just keep the lights on,” Jamieson reports. “It gave our HR teams a new way to serve the business.”

After facing the EBS upgrade driven by Oracle's schedule, LifeWay's business units now appreciate the ability to stay on existing software releases for as long as is needed, Jamieson reports. “Before we moved our solutions to third-party support, we downloaded HCM 9.1 and EBS 12.2, which gives us the possibility of upgrading in the future. But honestly, at this point, we don't see a reason to upgrade either application. We no longer feel the need to upgrade for the sake of maintaining Oracle support because we receive full support from Rimini Street, regardless of the age of release or any custom code.”

“We have confidence in the support we are receiving and appreciate that the service Rimini Street provides is broader — including our customizations. It is helpful that we don't have to step back to vanilla code every time in order to get an answer,” Jamieson explains. “Plus, the decisions to upgrade or add new software are really back in the hands of our business leaders, and they appreciate that a lot.”

## Worldwide Headquarters

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