

Client Success Story

World-Class School District Saves \$8.9M, Retains Jobs, Avoids Expensive ERP Upgrade



Rochester City School District

Client Profile: The Rochester City School District has a rich history of excellence in urban education. Its schools provide a quality education for approximately 32,000 students in pre-K through grade 12, as well as 10,000 adults.

Industry: Education

Geography: Headquartered in Rochester, New York

Applications: PeopleSoft Financials 8.9, PeopleSoft HRMS 9.1 (including eApplications), PeopleSoft EPM 9.1, PeopleSoft Portal 9.1

Technology Platform: Sun Blade Systems/Sun Systems/Oracle



"I view Rimini Street as an extension of my staff. Sure, they fix our issues. But they're also there whenever we want to bounce ideas off of them; they consult with us about how we're doing things. For my team, Rimini Street is an always-available source of industry best practices"

Ramana Adibhatla
Manager, Business
Enterprise Applications
Rochester City School District

"Every child is a work of art. Create a masterpiece." The mission of the Rochester City School District is to provide a quality education that ensures its students graduate with the skills to be successful in the global economy.

The Rochester City School District Challenge

Like public and private sector organizations across the country, Rochester City School District has faced a challenging economic climate over the past few years. For the District's Manager of Business Enterprise Applications Ramana Adibhatla, the pain was all too real: a 15 percent reduction in his IT budget. "We'd known it was coming for some time, but it still hurt," says Adibhatla. "However, our research showed that third-party support was a definite possibility for saving on ongoing IT maintenance costs."

In addition to independent support and Oracle annual support, Adibhatla investigated two other companies offering PeopleSoft maintenance and support, consulted with Gartner and did what he describes as "a lot of reference checking" with existing Rimini Street clients, including a major local manufacturer and two school districts. The District's decision to move to Rimini Street was driven by Adibhatla on the IT side — and by Director of Procurement and Supply Gary Smith.

The Rimini Street Solution

As a result of replacing vendor support with independent support from Rimini Street, Rochester City School District is saving more than \$500,000 in annual maintenance costs; the District projects a 10-year return on investment of 70.6 percent, for a cumulative total cost of maintenance savings of \$8.9 million.

A "flawless" onboarding experience kicked off a great working relationship. Rimini Street's ISO 9001:2008-certified onboarding process is designed to establish working relationship guidelines; facilitate the technical transition from vendor support to Rimini Street; confirm and implement the appropriate technical support infrastructure; and scope and obtain all vendor support and release downloads to which the client is entitled.

Benefits

- **Mission-critical savings:** Saved \$534,000 in annual maintenance costs, with a projected 10-year ROI of 70.6 percent
- **Retained headcount** with savings
- **Avoided expensive forced upgrades** and driving more value out of current production release of PeopleSoft

"I'd tell any CIO, CFO or CEO: you owe it to your organization to look at third-party support for your enterprise application systems. To us, it's a proven fact: Rimini Street offers great savings, along with enhanced support."

Annamarie Lehner

Chief Information Officer
Rochester City School District

For More Information

To read more about Rochester City School District or to read other client success stories, visit www.riministreet.com/clients.

According to Adibhatla, "The District's onboarding with Rimini Street went perfectly. Ten out of ten points on that. Rimini Street was tops, setting the meetings, following through, engaging our DBAs fully. In the transition from vendor support, we didn't miss a single beat." After a successful three-month parallel path with both Rimini Street support and Oracle support, the District was fully converted to Rimini Street in July, 2011.

Client Results

Over the years the District has grown into its PeopleSoft systems. When it first licensed PeopleSoft in 1999, the District used PeopleSoft as a basic, functional application. Since then, the District has heavily customized PeopleSoft to satisfy the business demands of the K-12 industry. "We're using more and more of PeopleSoft's true capabilities," says Smith. "We're now starting to use it more as a Mercedes-Benz rather than a Chevrolet."

Vendor annual support does not cover customized code; Rimini Street Support does. Over time, this will become an increasingly valuable money-saver for the District: Ramana estimates that, to date, some 20 percent of issues submitted to (and fixed by) Rimini Street have involved customized code. "But as time goes by, the proportion of issues relating to modifications we have made to the system will become quite heavy."

Adibhatla and his team call Rimini Street not just for bug fixes but for operational advice and consultation on industry best practices. For example, "I tell our people to call Rimini Street to get another opinion or idea, some feedback on whether the way we are working on a particular problem is right or not." For example, when Smith's procurement group needed a new electronic invoice system, Adibhatla's team called Rimini Street, which provided expertise and a number of sample invoice formats.

Adibhatla plans to run his PeopleSoft 8.9 and 9.1 releases into the foreseeable future, while accruing substantial savings on annual maintenance fees. He is not planning any significant PeopleSoft upgrades for at least the next 4–5 years. And Oracle Fusion Applications? Adibhatla has "only an academic interest. We've spent a lot of time, effort and money to get where we are today, and we want to leverage what we have right now."

The savings he has achieved has enabled Adibhatla to retain critical engineering headcount. Smith explains: "About 90-95 percent of the District's departments had to cut staffing because of the across-the-board 15 percent budget reduction. The IT department, however, because of engaging in its contract with Rimini Street, was able to save several jobs that would otherwise have had to be eliminated."

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