Client Success Story

Multi-Billion Dollar Retailer Funds SAP Expansion with HCM Support Savings

$10B+ U.S. Retailer

Client Profile: This retailer operates warehouse clubs and gas stations in the United States, providing all types of goods — from electronics to groceries to home and office products.

Industry: Retail

Geography: Based in the eastern United States with distribution centers and clubs across the East Coast.

Employees: 20,000+

Revenue: $10 billion+ USD

Applications: PeopleSoft Enterprise Human Resources, Payroll Interface, Payroll Interface Connector for ADP Connection, UPK Human Resources, Benefits Administration, HCM Expansion, Hyperion.

Database: Oracle 11.2.04

"We get answers so quickly we don't even think about how it was before."

PeopleSoft HR Lead
$10B+ U.S. Retailer

Impressive cost savings. Ultra-responsive support. Knowledgeable experts 24/7/365. Support for customizations. That's a lot to be happy about.

The Client's Challenge

This multi-billion dollar U.S. retailer has been a PeopleSoft customer since the early 2000's, steadily upgrading its system until reaching PeopleSoft 9. The company was bought by investors and privatized; it licensed SAP financials, merchandising and logistics the same year. As the retailer's PeopleSoft HR Lead puts it, "An enormous amount of time and energy is being put into transforming our SAP landscape, and we don't plan to upgrade our HR system while all that is going on."

Oracle's support program had become increasingly irrelevant to the retailer's PeopleSoft implementation because it did not apply support patches and was not on a supported PeopleTools release. "We compete with companies like Costco, Walmart and Redman's. We're always looking for ways to save a little bit of money. And we were looking into other places to get our support besides Oracle for our PeopleSoft application."

The Rimini Street Solution

The retailer switched to Rimini Street Support, and now has flexibility in developing its strategic HCM roadmap. The PeopleSoft HR Lead for the company notes, "If we upgrade to 9.2, we'd be looking to Rimini Street to answer some of the questions we have with 9.2."

The company is also exploring options with Workday and ADP. In the meantime, the significant savings it has achieved by switching to Rimini Street for PeopleSoft support is being reinvested into its massive SAP initiative.

Benefits

– **Cost Savings:** The retailer is reinvesting its cost savings into expanding its SAP landscape.

– **Superior Support Experience:** The retailer receives ultra-responsive support for day-to-day break/fix cases, as well as help with issues such as virtualization and applications like ADP PayForce.

– **Strategic Flexibility:** The retailer has reduced its total cost of ownership for PeopleSoft while keeping its strategic HCM application roadmap options open.

"Any way we could save money and get better service at the same time just made good business sense. So we switched to Rimini Street. And we've been happy. Very happy."

PeopleSoft HR Lead
$10B+ U.S. Retailer

For More Information

To read other client success stories, visit www.riministreet.com/clients.

Client Results

The PeopleSoft HR Lead reflects: "The biggest driver for our switch to Rimini Street was cost. But we have a totally different relationship with Rimini Street than we ever had with Oracle, and there's no way to put a price tag on that." Rimini Street goes beyond simple break/fix support, offering an end-to-end premium support experience. The retailer's experience includes:

– Hiccup-free onboarding

– Ultra-responsive support

– Knowledgeable engineers answer the phone

– No re-explaining the issue. Rimini Street knows the retailer personally and understands its environment.

– Support for customizations at no extra charge

– Help with ADP PayForce. "We use ADP PayForce for payroll. When we have issues with that, Oracle couldn't help us at all. But we always get support from Rimini Street when we have a problem with PayForce."

– Help with virtualization. "On our UNIX service, internal resources migrated data from one AIX server to another AIX server. Our development and test server move to the new data center was not as smooth as we had hoped. Rimini Street was invaluable in helping us identify the issues and recover our environment to the old servers while we work on a plan to attempt the move in the future. We could not have done this in the short period of time we had without Rimini Street's help. We expect their help will be needed when we attempt the move again."

"I would advise other IT leaders, first, to be very careful of the reputation of the companies they're considering," the PeopleSoft HR Lead says. "Make sure they have a good, proven track record. Second, you also want to know that the company is growing, or at least stable. So find out how that company is doing financially. Because if the company is shrinking, then your support is going to shrink with it.

"And finally, you want to make sure the provider you are considering can support companies your size. I guess we think about how big Oracle is and how small we are, and that Rimini Street doesn't think of us as small. Whereas Oracle figures they can live without us — we're just one of a million. But Rimini Street doesn't treat us that way."

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