Rapidly Growing Independent Refiner Frees Up Funds to Boost Technology Investment

PBF Energy is a Fortune 500 independent refiner that supplies transportation fuel, heating oil, lubricants and other petroleum products to customers throughout the United States.

The PBF Energy Challenge

Founded in 2008, PBF Energy has grown into one of North America’s largest independent oil refiners. The company’s growth began in 2010 when they acquired refineries in Delaware and New Jersey, closely followed by a 2011 acquisition in Ohio, one in Louisiana in 2015 and most recently a refinery in California in 2016. This rapid expansion can be common in the oil and gas industry, with its constant merger and acquisition (M&A) activity.

PBF Energy upgraded to SAP ECC 6.0 EhP7 enterprise-wide in 2014, then acquired a second SAP instance the following year with the addition of the Louisiana refinery. As a young and fast-growing organization, PBF relies on these applications to help the company run smoothly and make smart decisions quickly.

With PBF Energy’s SAP deployment now robust and stable, PBF Director of Applications Yael Urman wanted to explore ways of reducing annual maintenance and support costs, while ensuring continuing stability of PBF’s core SAP environment. Urman’s goal is to support existing systems and enable the implementation of new systems and technologies as the business grows organically and through additional acquisitions. “This was the perfect time to explore our options,” Urman explains. “We had just upgraded to Enhancement Pack 7, we were on the latest version of SAP, and the system was stable. We now feel we are ready to add new functionalities and systems around our core SAP system.”

“Our move to Rimini Street resulted in improved support service, while our costs have been considerably reduced.”

Yael Urman
Director of Applications
PBF Energy
The Rimini Street Solution

As Urman was researching options for SAP support, she was approached by independent support provider Rimini Street with a proposal that would provide far superior levels of service while reducing PBF’s annual support costs. Rimini Street’s proven SAP practice and expertise supporting global SAP systems for Fortune 100 and Fortune 500 companies gave PBF the confidence it needed to switch to independent support. In addition, Urman says, “We very much like that we can talk to Rimini Street about SAP-related issues and get unbiased opinions and straightforward answers with no attempts on Rimini Street’s part to make additional sales.”

Client Results

Transitioning to the Rimini Street support program was so simple that PBF Energy didn’t even need to allocate additional resources or a full-time staffer to the project. “We were able to complete the transition as part of our day-to-day schedule,” Urman says. “If an issue arose, Rimini Street offered us more than one option to solve it, we picked one and we continued. It was straightforward and easy.”

PBF Energy was able to start logging and closing out tickets immediately; this was important especially for SAP BusinessObjects Planning and Consolidation (BPC), a system with which the company has had repeated challenges. “Rimini Street engineers have years of experience delivering answers that work faster,” says Urman, adding, “We don’t have more tickets than before, but we now have a better response to the tickets we log.”

“We are growing quickly. Switching to Rimini Street has helped us move resources from ongoing SAP maintenance to investments in systems and technology.”

Yael Urman
Director of Applications
PBF Energy

For More Information

To learn more about PBF Energy or to read other client success stories, visit www.riministreet.com/clients.

Benefits

- **Improved Support Response**: PBF Energy now logs and closes tickets for its SAP deployment in significantly less time.
- **Redirected Savings Toward Core Initiatives**: PBF Energy has cut its SAP support costs in half, gaining the flexibility to streamline systems and increase investments in new applications and business analytics.
- **Gained a Support Partner**: With its core SAP systems safely supported, PBF Energy can move forward with its business strategy of continuing growth and acquisitions.

“Moving to Rimini Street was an easy decision for us — a big move with very little effort,” Urman says. By realizing Rimini Street’s guaranteed 50 percent reduction in annual support fees, PBF Energy now has more funds to streamline its ERP systems and increase its investments in business intelligence, analytics and reporting.

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