

Oracle EBS Customers Funding New Growth and Innovation

How **8** Rimini Street Clients
Took Back Control of Their ERP
Roadmaps Using Independent,
Third-Party Support

Rimini Street[®]

What if you could . . .

Save 50-90% per year on total maintenance and support for your Oracle EBS software while improving service quality and responsiveness?

Free up IT capacity by supporting your existing EBS release (including customizations) up to 15 years without forced upgrades or continuous updates?

Accelerate growth now, improving the speed and quality of IT's response to today's business needs and stop paying to wait for unknown value?

Many CEOs today are seeking new ways to fund business growth without reducing programs or people in the organization.

A proven and innovative strategy¹ is to address one of their largest annual spends: maintenance and support for Oracle EBS.

Rimini Street independent, third-party support reduces the cost of total maintenance and support for Oracle up to 90%, while freeing up your IT capacity to accelerate growth now, helping reduce the risk of falling behind the competition.

¹Gartner Predicts 2020: Negotiate Software and Cloud Contracts to Manage Marketplace Growth and Reduce Legacy Costs, published 18 December 2019 - ID Goo463732



Why Rimini Street is the Smart Path Forward for Oracle EBS Customers



MASSIVE SAVINGS

Up to 90% savings on total maintenance and support costs for Oracle EBS



AVOID FORCED UPGRADE

Run your existing EBS release for up to 15 years with full support, extending useful life



ENHANCED SUPPORT

Custom code support, industry's fastest Legislature-to-live TM TL&R updates, and better support SLAs



ACCELERATED INNOVATION

Free up your funds and staff to deploy more Oracle or third-party software, growing the business and team skills

Join thousands of Oracle customers taking Rimini Street

Many Oracle EBS customers today share the same concern: they are caught in an expensive cycle of paying Oracle nearly 22% per year in maintenance, essentially repurchasing their existing software every five years and receiving less new value from Oracle than they did in the past.

What has greatly impacted many EBS customers is Oracle not including EBS 12.3 in its roadmaps² and instead simply extending full support for the latest release through 2030. This has forced many EBS customers to first upgrade to 12.2 to keep Oracle premier support and then to apply continuous updates every year through at least 2030, which could potentially cost \$20 million. Keeping up with Oracle's maintenance and support timeline and fees can consume the critical funds and resources you may need to grow your business, and in turn force painful tradeoffs that involve curtailing programs or reducing headcount in other functional areas.

Thousands of Oracle customers have chosen instead to switch to Rimini Street for [support for Oracle EBS](#), saving 50-90% on total maintenance and support, avoiding future forced upgrades or updates, and improving overall service quality. The result frees up IT budget and resources to drive growth now.



This document highlights just a few examples of Oracle customers taking Rimini Street as their smart path forward. All of them avoided forced upgrades and saved 50% on their annual maintenance fees, shifting funds and other resources to innovation. We hope these examples help you understand how other organizations like yours are taking back control of their EBS and IT roadmap strategies with Rimini Street.

²<https://www.version1.com/e-business-suite-oracle-cloud-ooow/>



Oracle EBS customers who avoided forced upgrades and fueled innovation with Rimini Street [support for Oracle EBS](#)

Rimini Street helps clients running Oracle EBS to extend the useful life of their investment, enhance quality of service—including tax, legal, and regulatory updates—and receive full customization support. The 50-90% total savings in maintenance and support for Oracle EBS as well as liberation of IT teams helps fund and provision critical innovation and grow the business as well as support client cloud strategies.

Client	EBS Releases	Vendor Support Challenges	Business and IT Team Benefits
NCH	12.1.3, 11.5.10.2	Facing forced upgrade to keep full support, while receiving no support for customized code.	Completed global EBS roll-out and upgraded later when ready. Received full customization support and saved \$2.5 million annually to fund security and cloud initiatives.
ESCO	12.1.3	Facing forced upgrade while support resolution taking too long and receiving no customization support.	More comprehensive support, including customizations and tailored TL&R updates. Deployed new Oracle EBS modules, IOT, mobile apps, and third-party SaaS solutions.
SAVERS	12.1.3	Facing forced upgrade while receiving no customization support. Paying mostly for TL&R updates. Struggling to fund multiple strategic initiatives.	Received tailored TL&R updates and full customization support. Funded modernization of 320 stores across 3 countries, as well as third-party SaaS and IaaS solutions.
ATKINS	11.5.10	Facing forced upgrade but did not need new functionality. Business moving to cloud.	Received full customization support and funded move to third-party cloud SaaS. Saw even more engagement from Oracle.
LIFEWAY CHRISTIAN RESOURCES	12.1.3	Facing forced upgrade, but rarely using Oracle for support other than paying for TL&R updates.	Tailored TL&R updates and full customization support. Deployed new application tracking system onboarding. Archived next EBS release to upgrade if and when needed.
BRANDSAFWAY	11.5.10	Facing forced upgrade but still completing global roll-out. Receiving no customization support.	Completed global EBS roll-out with tailored TL&R updates and custom code support. IT teams developed new e-commerce and BI solutions. Added Salesforce.com and are using Rimini Street AMS for Salesforce®.
TEMPEL STEEL	11.5.10	Facing forced upgrade, receiving no customization support while trying to capture new markets.	Full customization support and tailored TL&R updates. Funded electronic data interchange (EDI) and third-party SaaS.
WELCH'S	11.5.10, Payroll	Facing forced upgrade, but not seeing enough value in maintenance. No business case for Oracle's cloud software support.	IT teams spend less time tracking tickets and instead focus on business initiatives. More relevant TL&R for payroll. Archived next two releases of EBS to upgrade if and when needed.



NCH

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

For NCH, the move to Rimini was mainly about risk triggered by the Oracle EBS 11 “End of Support” announcement. NCH had just launched its EBS 11.5.10 global roll-out when Oracle announced end of full support for that release.

That is when NCH started exploring a Business-Driven Roadmap option that would allow it to continue, supported, on its EBS 11.5 platform. NCH talked to leading industry analyst Gartner and learned about the Rimini Street option. NCH has a very active and complex environment—a global Oracle presence across North America, Europe and Asia. NCH runs three instances of Oracle EBS 11i and R12, with more than 15 million lines of custom code, scores of custom interfaces with sales tools, transportation, banks, third-party logistics providers, and other systems.

The biggest benefit NCH realized was not having to upgrade for a minimum of 15 years and being able to receive robust, excellent support for its applications and fund innovation the business needed:

- Accelerated its Oracle roll-out to 20+ countries
- Funded security improvements and remediation, including GDPR, to improve its security position
- Upgraded its NCH Retail Division to R12 under Rimini Street Support
- Migrated ERP to cloud IaaS and SaaS to improve performance and reduce capital investments
- Developed proprietary sales tools integrated with Oracle, unique in each region

CLIENT FACTS:

- NCH is a global leader in industrial, commercial, and institutional maintenance products and services, and is one of the largest companies in the world to sell such products via direct channels.
- Avoided costly forced upgrade, fueled innovation and business growth.

“NCH has been a client of Rimini Street since 2013 and has been able to invest annual support savings to build additional capability for the NCH business, driving modernization efforts and improving our sales, service, and operational capabilities. Rimini Street gives us the opportunity to make investments that are business-led and make sense for NCH, without the disruption or cost of software vendor-prescribed upgrades”
— CIO, NCH



HEADQUARTERS: Irving, TX



REVENUE: \$1 Billion



INDUSTRY: Manufacturer



EMPLOYEES: 8,500

APPLICATIONS AND TECHNOLOGY:

- EBS 12.1.3; EBS 11.5.10.2
- Oracle Database 11.1.5.0
- WebLogic Suite 10.3.5

ORACLE EBS STRATEGY:

- Extend useful life of current EBS software investment
- Accelerate global roll-out and upgrade at a later date

CONSIDERATIONS:

- Reduced support costs for SAP solutions by 79% with Rimini Street
- Freed up 3.5 full-time-employees for new IT projects
- Gained significant leverage using Rimini Street support to subscribe to S/4HANA Cloud

\$2.5 million annual savings

Avoiding a forced EBS upgrade until the business was ready, while funding innovation and leveraging the cloud solutions of its choice.



ESCO Corporation

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

When global commodity and industrial growth began to drop a few years ago, ESCO Corporation started to reevaluate its operational spend to better fit global activity.

“At the same time our industry took a turn, we were having issues with Oracle support, including some Severity-one issues that had languished for 30 to 45 days without resolution. I have been in the Oracle ERP space for more than 20 years, and we were not getting the level of customer service we needed. And because ESCO was heavily customized, we had to jump through too many hoops to work around our customizations when we logged service requests with Oracle.” – VP of IT, ESCO

That’s when ESCO talked to leading industry analyst Gartner and learned about the Rimini Street option. Through moving to Rimini Street, ESCO was able to avoid a forced upgrade, improve support quality, and fund and resource deployment of new Oracle software as well as cloud solutions.

- Tailored, consistent tax, legal, and regulatory updates
- Full customization support without justification required when logging service requests
- Improved quality of service with Primary Support Engineer and weekly calls with support teams
- Talent refocused on new opportunities, for example—training teams on new Salesforce.com, IOT, and digital catalogues customers use to manage critical assets
- Oracle transportation, trade management, profitability and cost management implemented, as well as certain ERP modules migrated to Oracle SaaS and Workday

CLIENT FACTS:

- ESCO Corporation is a privately held manufacturer of heavy equipment wear parts, such as tooth and bucket systems for excavators in the mining and construction industries.
- Avoided costly forced upgrade to manage economic downturn and fuel growth.

“The savings and quality of support from Rimini Street have enabled us to refocus our talent on new opportunities. We have also reallocated resources to work on a digital catalogue, new IoT-enabled solutions, and mobile apps, which are part of our ESCOiQ™ portfolio that our customers use to manage their critical assets and improve product availability and efficiency.”

— VP of IT, ESCO



HEADQUARTERS: Portland, OR



REVENUE: \$1 Billion



INDUSTRY: Manufacturer



EMPLOYEES: 4,700

APPLICATIONS AND TECHNOLOGY:

- EBS 12.1.3; Oracle Database 12.1.0.2
- Agile 9.3.5.2; IAS 12.0; SOA Suite 12.1.1

ORACLE EBS STRATEGY:

- Extend useful life of current EBS software investment
- Deploy more EBS modules and expand into cloud SaaS

CONSIDERATIONS:

- Avoid expensive forced upgrade
- Receive full support for EBS including customizations
- Improve quality of support response and TL&R updates
- Fund and provision more EBS modules as well as cloud SaaS

30-40 Days

Time period during which previous Oracle support left some Severity 1 issues without resolution



Savers

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Savers was facing a forced upgrade of its E-Business Suite applications just to maintain premier support, yet customizations of its Oracle ERP applications received zero support. The retailer realized it was paying Oracle support for mostly tax, legal, and regulatory updates which it could receive free of charge from Rimini Street, while saving 50% on annual maintenance and support for its Oracle platform.

At the same time, Savers had multiple strategic initiatives needing funds and resources, including:

- Modernizing global stores for today's new millennial buyer
- Improving customer experience and quality of supply
- Competing with eBay and other peer-to-peer channels

By moving to Rimini Street, Savers was able to avoid a forced upgrade and in turn fund modernization of its 320 stores across three countries, as well as increase labor efficiencies. Beyond this, Savers was able to fund and resource several new strategic IT initiatives including its transition to cloud using a hybrid strategy across its data center and public cloud SaaS and IaaS. Savers transitioned:

- Oracle Payroll to Ceridian SaaS, leveraging Rimini Street tax, legal, and regulatory updates
- Finance and operations from Oracle to Microsoft Dynamics on Azure
- CRM/Data Warehouse from OBIEE to Snowflake running on AWS as well as Salesforce.com
- Oracle HCM/BI remains deployed in its data center supported by Rimini Street

CLIENT FACTS:

- The resale giant is the largest for-profit thrift store chain in North America. It operates 330 Savers, Value Village, and Village des Valeurs stores in 25 US states, 10 Canadian provinces, and Australia.
- Avoided a costly forced upgrade to help fund modernization.

“Rimini Street has come in, offered like-kind support, plus customizations, and advertise 50% off, just base price ... It's a huge method to take hundreds and hundreds of thousands of dollars out of our operating budget and deploy it to innovation technology.”

— CIO, Savers



HEADQUARTERS: Bellevue, WA



REVENUE: \$2 Billion



INDUSTRY: Retail



EMPLOYEES: 3,682

APPLICATIONS AND TECHNOLOGY:

- EBS 12.1.3; Oracle Database 11.2.0.3, 12.1.0.2
- Oracle Technology 11.2.0.3, 12.1.0.2, 9.0.1, 10.3.6.0

ORACLE EBS STRATEGY:

- Extend useful life of current EBS software investment
- Shift select EBS modules to cloud SaaS over time

CONSIDERATIONS:

- Avoid expensive forced upgrade
- Modernize global stores and improve labor efficiencies
- Receive full support for EBS including customizations
- Fund move to hybrid IT, SaaS, and IaaS platforms

Hybrid IT

Savers leveraged Rimini Street to help fund and resource a transition to Cloud IaaS and SaaS for payroll, finance, operations and CRM/data warehouse systems



Atkins

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Atkins found itself in a position familiar to many other organizations running Oracle: EBS 11.5.10 was moving to Sustaining Support, which meant virtually no support. The team at Atkins was very happy with its EBS stable system; it was performing and delivering what the business needed. The team weighed its options: upgrading its system or breaking away from the traditional ERP upgrade cycle and driving its own roadmap.

In fact, Atkins wanted to embark on a hybrid IT strategy and implement a series of emerging cloud-based applications for HCM, payroll, recruiting, and benefits that would enhance its established EBS system. Atkins proceeded in a search to identify an independent, third-party support solution for EBS that would support those business goals, enable innovation around EBS 11.5.10, and comply with regulatory updates. In addition to these priorities, “Our conclusion was that Rimini Street would actually offer more comprehensive and responsive support,” said Randy Martin, director of corporate systems.

Since moving to Rimini Street, the team enjoys better support of all its Oracle products. Atkins no longer needs to dedicate resources to support its EBS customizations and has funded and resourced a shift to hybrid IT and several new SaaS Solutions:

- Chocelinx for benefits and ADP for payroll
- Taleo for talent management
- Cornerstone for HCM

CLIENT FACTS:

- Atkins is a design, engineering, and project management consultancy that takes on complex challenges in the energy, transportation, and infrastructure markets.
- Avoided costly forced upgrade and funded new hybrid IT strategy for growth.

“ It was obvious Oracle wasn’t putting much real investment into its legacy products—Oracle clearly seems to be investing mostly in its cloud business models with little in the way of enhancements for our EBS system.”

— Director of corporate systems,
Atkins



No business justification

The problem with upgrading to R12—or tackling a brand-new implementation project with Oracle Fusion Cloud—was that there was no business justification or return on investment, to do so at the time.



HEADQUARTERS: London



REVENUE: £2.1 Billion



INDUSTRY: Business Services



EMPLOYEES: 18,399

APPLICATIONS AND TECHNOLOGY:

- EBS 11.5.10, Oracle Database 11.2.0.3
- Oracle IAS, Oracle Internet Developer Suite

ORACLE EBS STRATEGY:

- Extend useful life of current EBS software investment
- Explore non-Oracle SaaS options for new applications

CONSIDERATIONS:

- Avoid forced upgrade and/or SaaS reimplementation for ERP
- Ensure continued TL&R updates for U.S. payroll
- Free IT staff from supporting EBS customizations
- Fund new hybrid IT strategy with industry-leading SaaS options



Lifeway Christian Resources

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

LifeWay Christian Resources works continuously to provide high-quality resources and materials while controlling operational costs. Maintenance fees for applications considered critical to the ongoing operations of the company represented a significant portion of the company's IT spend and an excellent 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. 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 at least 15 years. "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," reports LifeWay's applications manager.

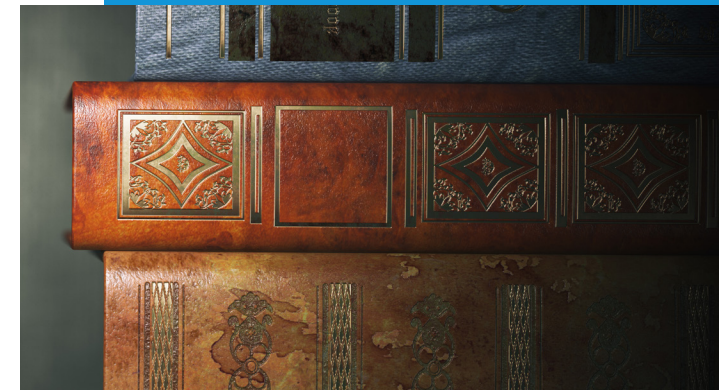
Since the first move to independent, third-party support for its HCM application, LifeWay has reinvested savings into hybrid IT, adding cloud solutions to its technology stack to improve its applicant tracking system and augment new employee onboarding systems. "Moving to independent, third-party support freed up dollars that let us do something other than just keep the lights on," he reported. "It gave our HR teams a new way to serve the business."

CLIENT FACTS:

- LifeWay Christian Resources is a nonprofit organization that publishes bibles and bible studies, learning resources, audio and video, and also sells church supplies.
- Avoided costly forced upgrades, took control of new hybrid IT strategy.

“ 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”

— Financial Applications Manager, Lifeway



Rarely Opened a Support Ticket

LifeWay was essentially operating within a self-support model. Still, the company remained on Oracle support and maintenance contracts only in order to receive tax and regulatory updates.



HEADQUARTERS: Nashville, TN



REVENUE: \$476 Million



INDUSTRY: Retail/media



EMPLOYEES: 2,477

APPLICATIONS AND TECHNOLOGY:

- EBS 12.1.3, Oracle Database 11.2
- PeopleSoft HCM 8.9
- Oracle IAS 12.1.3

ORACLE EBS STRATEGY:

- Avoid a forced upgrade simply to keep full support
- Archive EBS 12.2 for potential future use

CONSIDERATIONS:

- Positive experience using Rimini Street for PeopleSoft HCM
- No business case to support EBS upgrade
- Not receiving full support for EBS from Oracle inclusive of custom code



BrandSafway

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

As BrandSafway was growing into the large enterprise it is today, the company needed to focus on business integration, business intelligence, and e-commerce to manage its global operations.

While planning its IT strategy, BrandSafway began evaluating a pending Oracle E-Business Suite (EBS) upgrade from 11i to 12 for one of its business units. After determining that the upgrade would yield few business benefits and productivity improvements in return for the cost and disruption it would have entailed, BrandSafway decided to halt the upgrade and refocus those resources on improving the underlying Oracle 11i system while also rolling it out globally to more than a dozen countries.

BrandSafway based its decision to go with Rimini Street on several key factors: first, the company wanted support for modified code, and, second, the global EBS rollout effort required ongoing global tax, legal, and regulatory updates and localizations. Now that BrandSafway has standardized on a stable EBS 11i foundation supported by Rimini Street, the company has been able to refocus time and cost savings on its business goals, including expanding use of Rimini Street support:

- Roll out EBS globally and enhance its model for greater efficiency in handling projects such as electronic invoicing and business intelligence reporting.
- Implement mobile hardware and applications to remove paper and improve efficiencies.
- Add Rimini Street support for JD Edwards deployment acquired through a merger and acquisition.

CLIENT FACTS:

- BrandSafway is a premier provider of integrated specialty services to the global energy, industrial, and infrastructure markets.
- Avoided costly forced upgrades and expanded roll-out of existing EBS investment.



HEADQUARTERS: Kennesaw, GA



REVENUE: \$5 Billion



INDUSTRY: Manufacturing



EMPLOYEES: 32,000

APPLICATIONS AND TECHNOLOGY:

- EBS 12.1.3, Oracle Database 11.2
- PeopleSoft HCM 8.9
- Oracle IAS 12.1.3

ORACLE EBS STRATEGY:

- Avoid a forced upgrade simply to keep full support
- Archive EBS 12.2 for potential future use

CONSIDERATIONS:

- Positive experience using Rimini Street for PeopleSoft HCM
- No business case to perform EBS upgrade
- Not receiving full support for EBS from Oracle inclusive of custom code

“ EBS 12 didn’t have any features our business needed. We wanted business intelligence (BI) and e-commerce and couldn’t wait for Oracle to provide this functionality in some future release. Those are the things that we build for ourselves now - with tailored solutions in various countries”

— Global Applications Director,
BrandSafway



Proactive vs. Reactive support

“ Rimini Street identifies potential issues before they become problems. They give us corrective guidance, as opposed to us reacting to the changes and then trying to chase patches or fixes.”

— Global Applications Director,
BrandSafway



Tempel Steel

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Tempel Steel’s IT team has evolved from a traditional support role into a strategic enabler for the entire company. A significant driver for innovation came from the burgeoning hybrid and electric vehicle (HEV) market sector where Tempel Steel was well positioned to be a front-runner in the manufacture of advanced chassis and electric motor components.

An announcement by Oracle that customers must upgrade from EBS R11 to R12 to continue receiving critical updates—such as patches and regulatory fixes—became a pivotal moment. Tempel Steel’s R11 deployment was extensively customized to precisely meet all the company’s complex manufacturing processes and diverse shop-floor operational needs.

An essential component in the CIO’s decision to chart his own course by dropping Oracle support was his partnership with Rimini Street, which resulted in an immediate 50% reduction in EBS support costs. The IT department is now heavily focused on multiple initiatives that help expose the team to advanced technology experiences and a wealth of professional growth opportunities while on Rimini Street support. These include:

- Roll-out of electronic data interchange (EDI) for e-commerce
- Implementation of new advanced database security
- Deployment of new third-party HCM SaaS solutions
- Successful upgrade of Oracle Database to 11g

CLIENT FACTS:

- Tempel Steel is the world’s leading independent manufacturer of precision magnetic steel laminations for the automotive, motor, generator, transformer, and lighting industries.
- Avoided costly forced upgrades to fuel new cloud and analytics solutions.



HEADQUARTERS: Chicago, IL



REVENUE: \$494 Million



INDUSTRY: Manufacturing



EMPLOYEES: 1,900

APPLICATIONS AND TECHNOLOGY:

- Oracle Technology 10.2.0.3
- Oracle IAS 10.2.2.2
- Demantra Demand Management

ORACLE EBS STRATEGY:

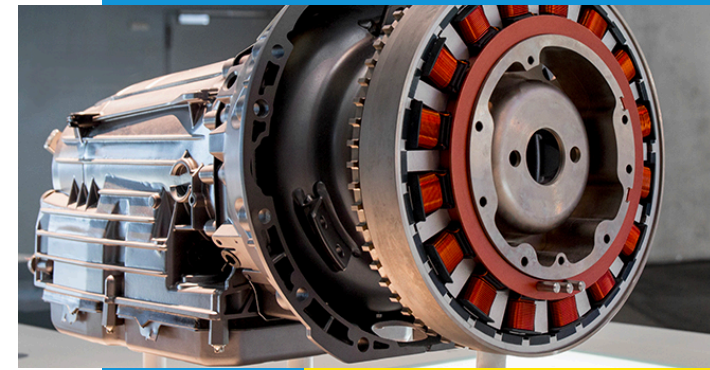
- Avoid a forced upgrade simply to keep full support
- Minimize business disruption during key business opportunity

CONSIDERATIONS:

- Saw little benefit and significant disruption upgrading EBS
- Not receiving full support for customizations and integrations
- Needed to fund new “data-driven” business imperatives

“The upgrade to R12 necessitated a full reimplementation, causing business disruptions during a very critical period. We also felt that the Oracle support charges were unnecessarily high, especially given the quality of service we actually received: The fees didn’t even provide coverage for our custom extensions and integrations.”

— CIO, Tempel Steel



Shift to data-driven IT

“Every year we’ve taken the money that we’ve saved by partnering with Rimini Street and we’ve reinvested it in initiatives that propel our innovation and growth. We’ve been able to evolve Tempel into a company that is truly driven by data”

— CIO, Tempel Steel



Welch's

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

As Welch's recognized changes in consumer buying habits, the company's strategy shifted to cost containment, with a plan to reinvest savings in increased marketing initiatives.

"Don't get me wrong: our Oracle EBS system had indeed brought important efficiencies to our business operations-functionality we need to be competitive. What we were not getting as much value from was the maintenance contract: the substantial fee we were paying Oracle each year for support and software updates. The amount of the fee was equivalent to repurchasing the software every few years." – CIO

Welch's evaluated traditional Oracle upgrade paths, moving some of its enterprise applications to cloud-based applications. The company found that standard options neither reduced costs nor delivered significant new business value. By moving to independent, third-party support, Welch's immediately saved 50% of its annual support and maintenance fees. The company also receives tax, legal, and regulatory updates critical for managing payroll in eight states in the U.S.

Welch's also experienced the following benefits from Rimini Street independent, third-party support:

- IT teams are doing less ticket tracking and are focused on new business and marketing initiatives
- IT upgraded Java and browsers, projects it hesitated to undertake while on Oracle support
- Rimini Street will develop work-around support as needed, enabling IT to take on more projects with confidence
- Welch's archived the next two EBS release and will upgrade only if it sees business value

CLIENT FACTS:

- Welch's is a subsidiary of the National Grape Cooperative, which is composed of more than 800 family farm owners who grow the famous purple Concord and Niagara grapes found in Welch's juices and jellies.

“ When we make a call to Rimini Support, someone we know answers the phone and starts dealing with the problem immediately. My team would not want to go back to traditional support now. Any one of them would tell you, ‘We’re really happy we changed support because we’re not chasing tickets, applying patches, and doing all the babysitting we used to have to do. Life is a lot better.’”

— CIO, Welch's



HEADQUARTERS: Concord, MA



REVENUE: \$700M



INDUSTRY: Consumer Packaged Goods



EMPLOYEES: 700

APPLICATIONS AND TECHNOLOGY:

- EBS 11.5.10, Oracle Database 11g, 12c
- Payroll

ORACLE EBS STRATEGY:

- Extend useful life of current EBS software investment
- Archive next EBS release for potential future use

CONSIDERATIONS:

- Rebalance IT spend from ongoing maintenance and support
- Ensure continued TL&R updates for U.S. payroll
- Reduce amount of ongoing Oracle support ticket management
- Take on new IT projects with more confidence

12-15%

Percentage of total annual IT budget Welch's was spending on support and maintenance costs for Oracle

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