

Client Success Story

Lifestyle Retailer Avoids Unnecessary JDE Upgrade, Funds Strategic Portal Projects

Carico International

Client Profile: Through in-home retail sales, Carico International provides health, wellness and lifestyle products, including air purifiers, cookware, juice extractors, water filters, sleep systems and tableware.

Industry: Retail

Geography: Headquartered in Fort Lauderdale, Florida

Applications: JD Edwards EnterpriseOne 8.12, JDE EnterpriseOne Tools 8.98.42



"We knew an upgrade was going to be very labor intensive. It was going to cost us a fair amount of money, tie up our EnterpriseOne experts and, in the end, it would not have brought any added value. What we have experienced with independent support is the freedom to take on tasks that actually serve our business and are a value-add while retaining the ability to upgrade if we choose to in the future."

Ernie Spardy

VP IT

Carico International

Carico International uses custom applications and portals integrated with JD Edwards EnterpriseOne to support its independent consultants, employees, customers and distributors.

The Carico International Challenge

Carico International provides a wide range of health, wellness and lifestyle products, including air filters, juice extractors, cutlery, sleep systems and fine china. Throughout its 50-year history, the company has built its customer base by using independent consultants who sell products at in-home or private group showings — a sales channel strategy that continues today. The company runs JD Edwards EnterpriseOne 8.12, tightly integrated with customized applications running on IBM iSeries including revolving accounts receivable, billing and collections and commission payout.

Carico's integrated system forms the foundation for the company's portal strategy, which allows a diverse set of users to access the key information and applications they need. "We have portals for our consultants, our distributors and our customers," notes Ernie Spardy, vice president of IT for Carico. "All of our portal applications are critical to how we run our business, and there's always tremendous demand for new functionality."

In 2013, Carico was looking at a forced upgrade scenario as its existing 8.12 platform was entering Sustaining Support with the vendor, leaving the retailer with high-cost, low-value support or facing a potentially risky and disruptive upgrade to JD Edwards EnterpriseOne 9.1. "We knew an upgrade was going to be very labor intensive. It was going to cost us a fair amount of money, tie up our EnterpriseOne experts and, in the end, would not have brought any added value," Spardy explains. "What we needed was our IT staff and resources focused on new projects that added value to our users and business processes."

At the same time, Carico's relatively stable JD Edwards implementation included customizations — which Oracle did not support — leading to a mismatch between Oracle support services and the value the company received in return.

Benefits

- **Enabled IT staff to focus on portal strategy:** Carico gained the time and budget to enhance four business-critical portal applications.
- **Reduced support and maintenance spend:** Carico experienced overall savings of 73% on total support and maintenance costs
- **Avoided unnecessary upgrade:** Carico continues operating its JD Edwards EnterpriseOne 8.12 platform and can upgrade anytime it suits the company's needs.
- **Received tailored tax, legal and regulatory updates:** Carico receives timely tax, legal and regulatory updates at no cost, regardless of the version of JD Edwards it is running.

"We had seven or eight highly paid EnterpriseOne consultants here that really put the company in a difficult financial situation. So when we had the opportunity to replatform some of our applications, we looked for opportunities to optimize our IT costs. If we had to go back to our decision point, before we engaged Rimini Street and knowing everything that we know today, we would absolutely do the same thing again, only sooner."

Ernie Spardy
VP IT
Carico International

For More Information

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

The Rimini Street Solution

The company chose to move to Rimini Street for independent support for three key reasons, Spardy says.

First, the removal of unnecessary cost and risk. "We looked at 9.1 and didn't see anything there for us, certainly not anything that would justify the time, expense and effort. So we decided, rather than to stay on the upgrade path, we would get off that merry-go-round. Rimini Street gave us a path where we could continue to use our applications in their current state, which are serving the business, without being forced into an upgrade," he says.

Second, there were issues connected to Carico's customizations and integrations with iSeries applications and K-Rise Systems, for their third-party portal software. "When we have a ticket that can be connected to our integrations, we no longer have to worry about that," Spardy says. "And, of course, without being tethered to Oracle, we don't have to worry about things like certified configurations — we can run whatever works for our business."

Third, Carico immediately reduced its annual JD Edwards maintenance and support spend, while gaining support for customizations as well as receiving tax, legal and regulatory updates at no cost. "We were able to reduce our IT budget, which made it possible to reallocate a portion of our savings to better support the business' needs, like developing these advanced portal capabilities for our customers and consultants," Spardy says.

Client Results

The most important result of moving to Rimini Street support, Spardy notes, is how Carico was enabled to devote more of its IT resources to innovation.

"We have four different portals we keep up for our retail consultants, distributors, employees and customers. We see a lot of demand for different functionality improvements across these portals, and without the cost and time savings we gained from Rimini Street on JD Edwards support, I don't know that we would have been able to effectively meet that demand," Spardy says.

Spardy says that with Rimini Street support, Carico has achieved 73 percent total maintenance savings. "By remaining on our EnterpriseOne 8.12 instance, avoiding an upgrade and not researching support issues ourselves — we have seen significant savings in money, people and time, which is a huge benefit for us," he explains.

In addition to portal enhancements, Carico has made upgrades to its hardware infrastructure. Spardy notes, "From an IT standpoint, we've also started helping with marketing and social media."

Ultimately, Spardy says, "In the next five years I don't see us replatforming or taking any additional functionality off of EnterpriseOne; I think we're going to remain pretty stable in those areas. Rimini Street support has enabled us to focus on our portal-type applications and internet services for our salespeople, our distributors and for our customers while continuing to remain on our core JDE platform."

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