

## Client Success Story

# Global Manufacturer Moves to Third-Party Support, Invests in Virtual Reality and Cloud



**Client Profile:** Fujitec Co., Ltd (hereinafter Fujitec) is a pure-play company that develops, distributes, manufactures, installs, maintains and modernizes facilities, including elevators, escalators and moving walks.

**Industry:** Manufacturing

**Geography:** Headquartered in Big Wing, Hikone City, Shiga Prefecture, Japan

**Employees:** 2,875 (nonconsolidated as of March 31, 2017)

**Products Supported:**

Oracle Database 10.2.0.5, 11.2.0.4

*"The switch to Rimini Street was a tremendous advantage for us, especially reducing our IT costs, and I am glad we made that decision as quickly as we did. This is the first time I have worked with a supplier where all the employees are fully committed to enabling our business to grow with the same level of enthusiasm as our job sites. I am very impressed with the Rimini Street support engineers. I look forward to a long working relationship."*

**Kenji Tomooka**  
Managing Executive Officer  
and CIO, Fujitec

Founded in Japan in 1948, Fujitec has ten manufacturing plants, as well as operations in twenty-five countries and regions.

## The Fujitec Challenge

Because elevators and escalators are highly customized for each installation and have stringent safety requirements, Fujitec must capture and utilize a wide variety of data to ensure high-quality delivery of its products and services while also efficiently running the business.

The company runs custom applications and databases, previously built around a traditional data center model. As Fujitec shifted its strategy to a hybrid infrastructure centering on cloud services, the company became concerned by the limitations of its traditional database vendor support model and elevated maintenance costs.

According to Kenji Tomooka, managing executive officer and CIO, the company's new strategy has evolved to focus on optimizing IT costs and migrating much of its IT infrastructure to the cloud. "The goal," he says, "is to achieve a well-balanced distribution of Fujitec's IT budget and especially to create a virtuous cycle so that we can reduce our maintenance costs and proactively shift investments to create innovative cloud-based systems."

The company was not satisfied with the support services it was receiving from Oracle for its mission-critical databases. One of its concerns was that some of its older instances had moved into Sustaining Support, meaning that they were no longer eligible for new patches, fixes or certifications. But the biggest challenge was the hefty costs associated with ongoing Oracle support. The company's annual support fees hampered its ability to innovate.

Consequently, Tomooka started evaluating options to reduce the company's annual expenditures without compromising the integrity of its databases and operations.

## Benefits

- **Reduced support and maintenance spend:** Fujitec is saving 50 percent of its previous Oracle database support costs on an annual basis, while receiving more proactive support and additional value-added services such as performance tuning at no extra cost.
- **Received improved support services:** Rimini Street's Primary Support Engineer (PSE) model provides Fujitec with an expert familiar with the company's systems, resulting in faster issue resolution.
- **Gained strategic flexibility:** Fujitec can now rely on its stable and effective Oracle database environment for years to come, letting the company innovate by creating new cloud-based systems instead of upgrading its systems simply to remain supported.

*"With Rimini Street, we are completely confident because they provide high-quality support through our assigned Primary Support Engineer, who resolves our issues and works as the coordinator with other technical resources. Rimini Street solves our incidents quickly and effectively, making sure we are constantly informed."*

**Kenji Tomooka**  
Managing Executive Officer  
and CIO, Fujitec

## For More Information

To learn more about Fujitec or to read other client success stories, visit [www.riministreet.com/clients](http://www.riministreet.com/clients).

## The Rimini Street Solution

"The immediate reduction of our annual maintenance fee by half by switching to Rimini Street has reduced IT costs," says Tomooka.

After moving to Rimini Street and seeing significant savings, Tomooka noted that having an assigned Rimini Street Primary Support Engineer (PSE) is one of the biggest improvements, further validating his decision to transition to third-party support.

"When we have critical issues, we feel a great deal of insecurity and stress when we are unable to directly communicate with support staff," Tomooka explains. "With Rimini Street, we are completely confident because they provide timely, high-quality support through an assigned Primary Support Engineer who resolves our issues and coordinates other technical resources. Rimini Street addresses our incidents quickly and effectively, making sure we are constantly informed."

In addition to support, the company has access to value-added services such as performance tuning, upgrade assistance and security guidance from Rimini Street at no additional cost, helping it to ensure the long-term stability of its critical systems.

## Client Results

The company has reinvested its support cost savings into other strategic areas and applications to further develop its hybrid-cloud IT landscape. Fujitec has reallocated funds and resources to develop a mobile map-based information system to help installation and maintenance technicians in the field be more efficient and provide better customer service. The company also proactively invests in new IoT technologies, using them to improve maintenance quality.

Now that the IT team is released from the burden of expenses and support work for defensive IT areas, it is freed up to focus on IT initiatives, implementing cutting edge, innovative technology that is fueling Fujitec's growth as a company.

Tomooka reports that the maintenance service Fujitec has received from Rimini Street is a dramatic improvement over vendor support.

"Rimini Street has personnel who are experienced and knowledgeable, and the support engineers have an average of 15+ years of Oracle Database experience. When a P1 (Priority 1) case occurred, Rimini Street provided fast, proactive support to quickly solve our problem. Personally, this is the first time I have worked with a supplier where all the employees are fully committed to enabling our business to grow," says Tomooka. "I am very impressed with the Rimini Street support engineers and look forward to a long working relationship."

## Worldwide Headquarters

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