

Client Success Story

# Healthcare Provider Funds IT Projects and Upgrades to PeopleSoft 9 with No Hiccups



## Healthcare Provider

**Client Profile:** This healthcare provider is one of the nation's largest long-term care and rehabilitation therapy providers. It employs over 68,000 people, each one dedicated to the delivery of quality health care to the residents and patients in its various centers.

**Industry:** Healthcare

**Geography:** Pennsylvania, USA

**Revenue:** \$4.5 billion USD

**Employees:** Over 68,000

**Applications:** PeopleSoft HCM 9.0, FSCM 9.0

**Technology Platform:** Linux/Oracle

A major healthcare provider upgraded to new releases of both its PeopleSoft HCM and Financial systems — with no downtime or hiccups.

### The Healthcare Provider Challenge

In 2008, dissatisfied with the vendor's high annual support fees and lackluster service levels, this healthcare provider carefully weighed its support options, evaluating the offerings of multiple firms offering independent maintenance for PeopleSoft applications. Rimini Street stood out, the director of corporate systems says, as the most established, experienced independent support provider. Interviews with several satisfied Rimini Street clients confirmed his good impressions.

### The Rimini Street Solution

The healthcare provider was running PeopleSoft HCM 8.8 and FSCM 8.4 when it signed a support contract with Rimini Street in December, 2008. Because the provider had been paying for Oracle annual support, it was contractually entitled to the PeopleSoft 9 releases of those applications. During its onboarding process with Rimini Street, PeopleSoft 9 was downloaded. The senior director of corporate systems remarks, "Rimini Street's guidance made the process of capturing and safely archiving the software we were entitled to from Oracle a lot easier." Plus, the organization benefitted from an immediate 50 percent annual cost savings.

### Client Results

In order to test the accuracy and timeliness of Rimini Street compliance updates, the healthcare provider continued to take the vendor's PeopleSoft updates while also receiving the comparable updates from Rimini Street. The corporate systems director recalls: "When the vendor ships a tax update, they'll not only include the critical tax changes themselves — they'll bundle into their so-called 'tax' update all kinds of additional features and functionality that typically we're not interested in.

*"With Rimini Street Support, there is no point in us continuing to pay vendor support for the right to upgrade to Fusion eventually — we haven't seen anything in Fusion that's going to be available in the time frame we're looking at anyway."*

**Senior Director**

Corporate Systems  
Healthcare Provider

## Benefits

- **Liberated Funds for Critical Projects:** Savings used to fund vital IT projects such as a background-checking pilot project with GIS; systems for tracking licensing information for its nurses, CMAs, physicians and therapists; employee self-service; a substantial training add-on to its HCM system; and specialized billing systems for Blue Cross and Blue Shield
- **Ultra-Responsive, Collaborative Support Experience:** Expert engineers are intimately familiar with the healthcare provider's PeopleSoft implementation and have built working relationships with its IT staffers
- **Advisory Support During Upgrade:** Guidance on difficult issues provided during the healthcare provider's upgrade to PeopleSoft 9
- **Mission-Critical Tax, Legal and Regulatory Updates:** Only the updates that are required by the company's specific systems are delivered

*"With vendor support, we were paying a lot of money for very little value. We're now on PeopleSoft 9 which will run stably for years."*

**Senior Director**  
Corporate Systems  
Healthcare Provider

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Rimini Street has what I consider a better model: our Rimini Street tax updates include only what we specifically need to remain in compliance. That's a big time-saver for us. We're able to put a better product out there, more quickly and therefore at less cost, because Rimini Street gives us a better product to begin with."

The director of corporate systems has been impressed with the responsiveness and expertise of Rimini Street when compared with those of the vendor's support program. He notes: "Rimini Street's service is really, really good. The speed, the turnaround, the response time are great. It's not just something they have on the back of a brochure — their service actually delivers as promised."

Along with responsiveness, the director gives high marks to Rimini Street engineers' willingness to collaborate, to build working relationships with the healthcare provider's staff and to work late into the night. He especially values the kind of fast-paced teamwork among experts that Rimini Street brings to bear on resolving critical issues. "All I have to do is say, 'OK, we can't do this ourselves — let's get Rimini Street on the phone, even while we're working on it.' And then, typically within an hour, even if it's at 10 o'clock at night, we'll have four or five expert support representatives on a conference call or WebEx session, working through the issue with different options, approaches, solutions. There's a partnership mentality at Rimini Street that helps build an ongoing relationship."

After being supported by Rimini Street for about a year, the director felt upgrading to PeopleSoft 9 would give the healthcare provider a longer window in terms of adapting to inevitable technology stack changes to the underlying operating system, database and browser, positioning them for the future. The team upgraded their systems using their own internal resources with Rimini Street active in an advisory capacity throughout the upgrade. "We have a very mature, knowledgeable staff here," the corporate systems director says. "But on several occasions, when we'd have questions about how something actually worked, or if we'd be testing and get an unexpected result, we'd ping Rimini Street and they'd help us resolve the issue."

"We were right at year-end when we were beginning the upgrade process," the director continues. "With payroll tax changes, it's a very busy time, a lot of things going on. And I have to say that I was very appreciative of the assistance we got from Rimini Street. If you think about what needs to happen behind the scenes to make the cutover happen seamlessly — one day you're on 8.4 and the next day you're running 9 and cutting checks on the upgraded system, with no hiccups — I mean, that was pretty incredible."

"We're now good on our new PeopleSoft 9 application releases for at least five years. And do the math: five, six years up the road, we can take our savings from switching to Rimini Street and license whatever new applications we want, from the vendor of our choosing — and still save money."

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