

Client Success Story

County Optimizes IT Costs, Gains Improved Support and Services for SAP and Database



Client Profile: Encompassing the Oregon cities of Portland, Fairview, Gresham, Maywood Park, Troutdale and Wood Village, Multnomah County has a combined workforce of nearly 8,000 employees and volunteers and has an annual operating budget approaching \$2 billion USD.

Industry: Public Sector

Geography: Headquartered in Portland, Oregon

Revenue: \$1.7 billion USD

Employees: 8,000

Products Supported: SAP ECC 6.0, Oracle DB 9.1, 10.2, Payroll



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Bob Leek

CIO, Multnomah County

Covering just 465 square miles, Multnomah County is the smallest county in Oregon by area but is the largest by population, serving nearly 800,000 people.

The Multnomah County Challenge

Multnomah County continuously looks for ways to deliver the most value out of its information technology spend. As a government entity, the organization must not only handle the business needs of its operational units, but also has a responsibility to securely maintain its systems to fulfill county requirements, such as long-term public records retention.

Multnomah County runs a highly customized version of SAP ECC 6.0 with Oracle databases. The county found SAP's vendor support inefficient and expensive. "Often, when we would initiate a support case and have an initial conversation with someone at SAP, we would have to pull some data or log and send that in, then have a follow up call with someone new. SAP would do some analysis and yet another person would call us back," says Bob Leek, CIO for Multnomah County.

"There was a tremendous amount of inefficiency built into that support model because we would have to continuously repeat the context of the case, even though it had often been recorded into the ticket," Leek explains. "Plus, we were experiencing the push many ECC 6.0 customers face with SAP trying to move everyone to the S/4HANA platform. When some of the larger SAP customers also refused to pay for that reimplementation in exchange for an immature product, we knew that S/4HANA was not a road we wanted to go down. All of this just led to what I considered a not-so-great support experience."

As Multnomah County planned its next-generation IT strategy, Leek began evaluating ways to gain more responsive service while also optimizing costs, including the cost of support and maintenance. "In my role as the CIO, my accountability is to make sure that all the money we spend on technology provides some type of value, so I was intrigued by the opportunity to get better service than we were getting from SAP and reduce costs at the same time."

Benefits

- **Reduced support and maintenance spend:** Multnomah County saved 50 percent of its previous SAP and Oracle database spend immediately upon switching to Rimini Street, while also gaining more responsive support service and a dedicated point of contact.
- **Received applicable state-specific tax, legal and regulatory updates:** Rimini Street provides Multnomah County with tax, legal and regulatory updates at no extra cost, and assisted the county with critical Affordable Care Act reporting.
- **Gained strategic flexibility:** Multnomah County can run its stable SAP and Oracle database environment as it builds out its long-term ERP strategy.

“As a public entity, we are typically obligated to do an RFP cycle and receive at least three responses when evaluating new vendors. Because of the unique characteristics and value of what Rimini Street provides and what our requirements were, I was able to classify Rimini Street as a sole-source exemption, which saved us six to nine months of the procurement process and enabled us to switch over much faster.”

Bob Leek
CIO, Multnomah County

For More Information

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

Multnomah County, however, had stringent requirements. The county needed a support provider that was capable of supporting both the SAP ECC 6.0 implementation as well as its underlying Oracle databases to ensure seamless support for the entire SAP solution. In addition, it needed a provider able to support its existing versions. Plus, the county required tax, legal and regulatory updates that would allow it to complete its Affordable Care Act reporting compliance.

The Rimini Street Solution

After looking at multiple competitors, Leek realized that Rimini Street was the unique provider capable of meeting the county's multifaceted needs. “Because of Rimini Street's unique ability to support our SAP software and Oracle databases as well as provide tax and regulatory updates, Rimini Street easily met our county requirements for a sole-source exemption, saving us six to nine months in the procurement process,” Leek says. Onboarding was straightforward, Leek reports, noting that, “The pretransition activities made a lot of sense and were not burdensome at all—overall the transition was tremendous.”

In addition to supporting customized code, Rimini Street's Primary Support Engineer (PSE) model, which ensures that a single point of contact is familiar with the county's business systems, stood out as a major benefit to Leek. “Our SAP implementation has over 1000 points of customization,” he says. “Having a dedicated Primary Support Engineer at Rimini Street has been a real time saver for us—our PSE knows us personally and understands the complete context of our technology landscape and case history. We no longer have to re-explain every support situation, which saves a lot of time and has drastically improved the support experience overall.”

Client Results

While Multnomah County first considered independent support to increase the value received from its support spend, Leeks says the 50 percent cost savings were a clear win, too. Better yet, Multnomah County enjoys a more efficient SAP and Oracle database support model.

“We're receiving competent, timely and effective support from Rimini Street. Now that we have better support, we've been able to redirect our staff to focus on more value-added activities,” Leek explains. “Rimini is a proactive support partner and it is night and day better support than we have received from SAP.”

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