

Client Success Story

Automotive Manufacturer Takes the Driver's Seat, Preserves Oracle EBS R11



Client Profile: UCI International is a leading designer, manufacturer and distributor of vehicle replacement parts. Its brands include Airtex Products, ASC Industries and Wells Vehicle Electronics.

Industry: Manufacturing

Geography: Headquarters in Lake Forest, Illinois with facilities and offices throughout the U.S., Canada, Mexico, Europe and China

Employees: 3,800

Revenue: \$985 million

Applications: Oracle E-Business Suite 11.5.9: Order Management, Manufacturing, Shipping, Financials, Material Requirements Planning

Hardware/Operating System/Database: Sun Solaris 10/Oracle 10g



"Why switch to Rimini Street Support? It works. It's smooth. It's a huge nonevent. And you get robust support. You take the driver's seat, and you save money. It's almost too good to be true."

Mark Wikingstad
Chief Information Officer
UCI International

UCI supplies vehicle aftermarket with replacement parts, selling its products to companies such as Advance Auto Parts, AutoZone, Carquest, NAPA and O'Reilly Automotive.

The UCI Challenge

UCI International's IT team, led by Chief Information Officer Mark Wikingstad, determined that its current Oracle E-Business Suite R11 release was mature and able to continue supporting mission-critical business operations for the foreseeable future.

"Let's face it, there's nothing fancy about ERP," said Wikingstad. "It takes orders. It keeps inventory. It keeps books, it invoices, it posts cash and so on. Oracle E-Business Suite 11.5.9 is totally solid, and is working fine for our purposes. The applications are full-featured and stable and can support our business operations for many years to come."

The Rimini Street Solution

UCI International selected Rimini Street to support its Oracle EBS applications and is saving substantial annual support fees while enjoying premium-level service.

UCI International can continue running its mature and stable Oracle E-Business Suite R11 release for a minimum of 15 years without any required upgrades.

In terms of strategic value, the savings from moving to Rimini Street is helping UCI International to meet its budget goals while focusing resources and staff on key strategic business and IT initiatives.

UCI International also receives support for its customizations, as well as support for interoperability, performance and interfaces included at no additional fee, as part of the Rimini Street support program.

Benefits

- **Gained Strategic Value** — UCI International met budget goals while focusing top resources and staff on key strategic business and IT initiatives rather than ERP system maintenance.
- **Avoided Upgrade Costs** — Freed up significant budget by stabilizing on current robust, highly functional release.
- **Eliminated Escalating Support Costs** — Saved 50 percent on annual maintenance fees and will continue to save that amount while receiving premium support services for a minimum of 15 years and beyond.

"We try to avoid change and associated costs that the business is not asking for. By switching to Rimini Street, we put ourselves in the driver's seat of our investment and change schedule in the years ahead."

Mark Wikingstad
Chief Information Officer
UCI International

For More Information

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

Client Results

By delaying or avoiding an upgrade to EBS 12, Wikingstad says that UCI International is avoiding the cost of a complete reimplementation. These savings are in addition to the 50 percent that the company saves on annual maintenance fees.

"These were our options," said Wikingstad: "Continue with vendor support at a certain cost; or, let's move to Rimini Street, cut our support costs in half, enjoy a robust support offering, and do it for 10 years, putting us in the driver's seat on our technology direction. In the end it was an easy decision."

Like many companies in these times of economic uncertainty, UCI International has developed a cost-conscious culture focused on achieving savings at all levels throughout the company. A major ERP upgrade, explains Wikingstad, would entail shifting dozens of the company's best and brightest to work on the upgrade for about a year, disabling them from work on a range of projects more integral to the business.

Says Wikingstad: "You have certain people, the ones that everybody wants to work on every project. We've consciously decided to stay away from major system change because we want to keep our best and brightest free from the burden of an ERP change — free to work on other pressing initiatives more core to our business."

In hindsight, Wikingstad says his biggest lesson learned — the one he'd share with other CIOs considering the move to independent support — is wishing UCI International had moved to Rimini Street sooner.

"Why didn't we move faster?," he asks. "The reality is, Rimini Street Support works. It's smooth. It's a huge nonevent. And you get robust support. You take the driver's seat and you save money. It's almost too good to be true. For UCI International, Rimini Street has lived up to its claims 100 percent."

Wikingstad sums up: "We are very pleased with the benefits we are receiving from Rimini Street Support for our Oracle E-Business Suite applications, including significant savings, premium level of service and strategic value."

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