

# Leading Steel Fabricator Thrives in New Markets by Revitalizing IT Budget Allocations



**Client Profile:** Founded in 1945, Tempel Steel is the world's leading independent manufacturer of precision magnetic steel laminations for the automotive, motor, generator, transformer, and lighting industries.

**Industry:** Manufacturing

**Geography:** Headquartered in Chicago, Illinois with manufacturing facilities in the U.S., Canada, Mexico, India, and China

**Employees:** 1,800+

**Supported Products/Applications:**

- Oracle EBS 11.5.10.2
- Oracle Database 11.2.0.3
- Database Security 4.6.6
- Internet App Server iAS 11.5.10.2
- Demantra 7.3.2/12.2.4
- Advanced Database Security 4.6.6
- Oracle Technology 10.2.0.3



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**Joe Cannella**  
Chief Information Officer,  
Tempel Steel

Under Cannella's leadership, Tempel Steel's IT team has evolved from a traditional support role into a strategic enabler for the entire company.

A significant driver for innovation came from the burgeoning hybrid and electric vehicle (HEV) market sector where Tempel Steel was well positioned to be a front-runner in the manufacture of advanced electric motor components. "The upside was huge, but the competition was fierce," stated Cannella. "To be successful required a whole new way of thinking."

## Doing More with Data

Capturing the opportunity required Tempel Steel to reinvent itself as a data-driven organization, enabling business managers to rapidly leverage real-time insights to make highly informed decisions. "The company generates massive volumes of data. We needed to bring everything together in a way that would provide new insights and equip us with the intelligence and agility to outperform our competition," observed Cannella.

## Breaking Away from the Pack

An announcement by Oracle that customers must upgrade from EBS R11 to R12 to continue receiving critical updates—such as patches and regulatory fixes—became a pivotal moment. "Oracle's declaration motivated us to objectively examine all of our options and not just automatically follow the path we were being forced to take," Cannella recounted. "To decide, we launched a comprehensive evaluation of what a complete overhaul of our highly-customized, mission-critical core business systems would entail, and how the project would contribute to our data-centric transformation."

Tempel Steel's R11 deployment was extensively customized to precisely meet all of the company's complex manufacturing processes and diverse shop-floor operational needs. Cannella noted, "The upgrade to R12 would have necessitated a full reimplementation, causing business disruptions during a very critical period."

## A Momentous Moment

To disrupt the status quo and unlock substantial dollars from his IT budget, Cannella made the crucial decision to divest support from his incumbent ERP vendor. "This created an unprecedented opportunity to re-evaluate core systems through a vendor-neutral lens and ultimately fuel Tempel Steel's growth using a tailored set of IT-related initiatives," reflected Cannella.

## Benefits

- **Reduced support and maintenance spend:** Reallocated IT budget, improved business intelligence, and facilitated investment in growth initiatives and realization of company-wide data-driven strategy.
- **Prevented business disruption:** Being able to avoid changing entire application suite and ongoing support of custom extensions enabled operations to continue uninterrupted during a critical corporate phase.
- **Provided professional development opportunities to IT staff:** Implementation of new technologies and revitalized processes created career growth opportunities for the team.

*“Innovation became essential to the survival of the company—we made IT the catalyst for that change”*

**Joe Cannella**  
Chief Information Officer,  
Tempel Steel

*“The dedication from Rimini Street has made our team feel like we’re one entity. We leverage Rimini Street support to provide answers as a collective group, which tangibly enhances our efficiency.”*

**Jennifer Dilling**  
Business Analyst, Tempel Steel

## For More Information

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Instead of upgrading systems and renewing his support contract with Oracle, Cannella crafted a strategy that enabled reinvestment of a significant portion of budget into initiatives with substantially enhanced returns for the company. Resources that would have been dedicated to the upgrade were redeployed across projects that fully aligned with Tempel Steel’s new objectives and Business-Driven IT Roadmap, rather than a vendor-dictated path.

## Expanded Horizons

The IT department is now heavily involved in multiple initiatives that helped catalyze Tempel’s data-driven evolution and simultaneously exposed the team to advanced technology experiences and a wealth of new professional growth opportunities.

Key achievements by Tempel’s IT team include a successful Oracle database upgrade to 11g, rollout of electronic data interchange (EDI) for e-commerce, implementation of Rimini Street Advanced Database Security, and a cloud migration. A variety of new systems have been implemented, as well as reconfiguration of the company’s order management and purchasing solutions.

## Survival of the Fittest

Investment in an agile, innovative IT infrastructure and an upskilled team have empowered Tempel to thrive during a critical period in its evolution, enabling the company to win a contract to produce HEV engine cores for a major client—joining a select few manufacturers in the highly competitive global steel industry.

## Rimini Street: A Critical Element

An essential component in Cannella’s decision to chart his own course by dropping Oracle support was his partnership with Rimini Street for support for Oracle EBS, resulting in an immediate 50% reduction in EBS support fees. “Every year, we’ve taken the money that we’ve saved by partnering with Rimini Street, and we’ve reinvested it in initiatives that propel our innovation and growth,” he enthused. “We’ve been able to evolve Tempel into a company that is truly driven by data.”

“With Rimini Street guaranteeing support on our current application for a minimum of 15 years, the ongoing need for enhancements, certifications, and regulatory updates have been fully addressed,” stated Cannella. In addition, Rimini Street support for Oracle EBS acts as an extension of his team; providing training on new technologies, collaborating on process improvements, and discussing Tempel’s technology footprint. Jennifer Dilling, business analyst, remarked, “The dedication from Rimini Street has made our team feel like we’re one entity. We leverage Rimini Street support to provide answers as a collective group, which tangibly enhances our efficiency.”

Cannella is ensuring that Tempel is thoroughly prepared for its continuing evolution, concluding: “Our relationship with Oracle is as strong as ever, but now we also get to count Rimini Street as a strategic partner: It is reliable, innovative, and leading edge, and will be our partner for years to come.”

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