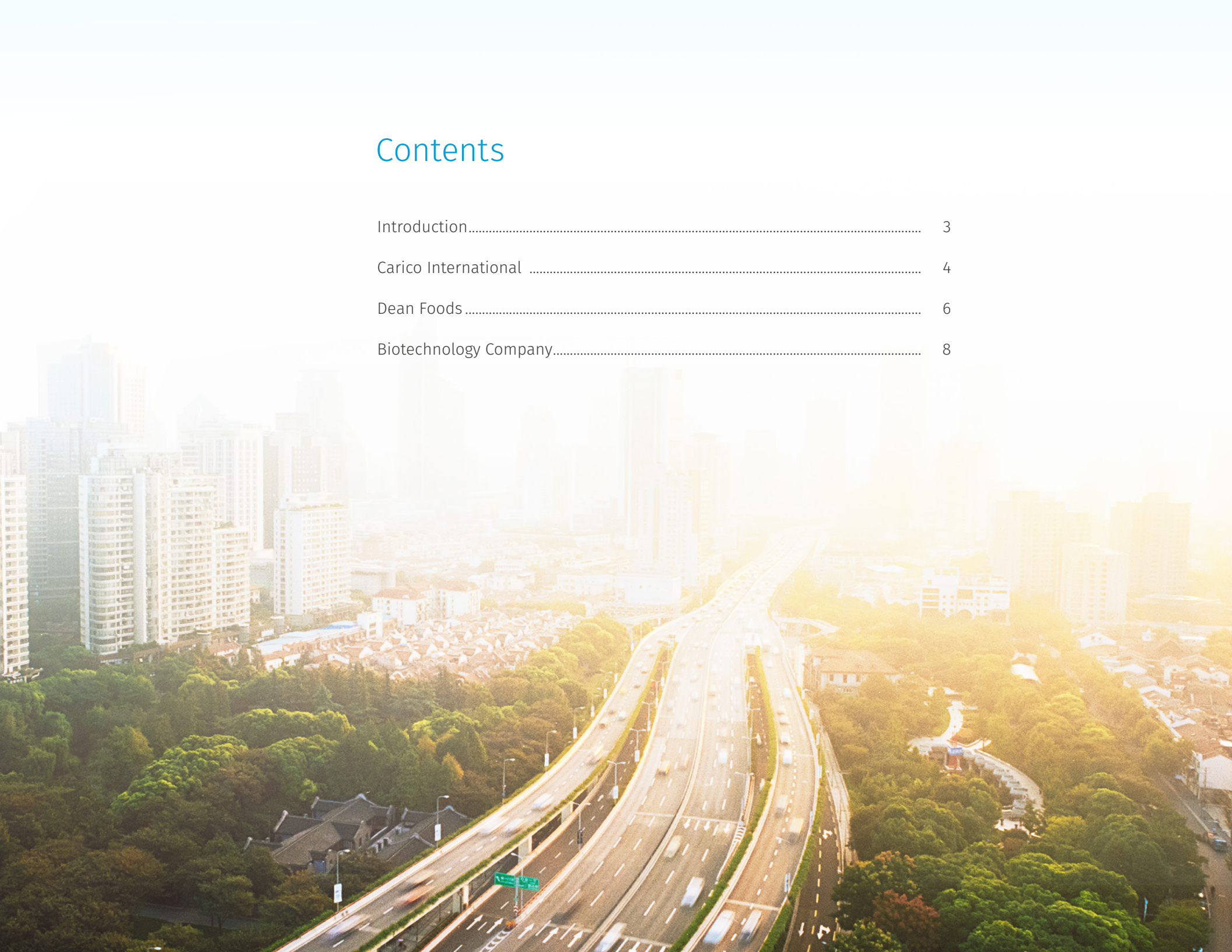




How JD Edwards Customers Innovate and Grow by Moving to Rimini Street

Rimini Street[®]
Engineered for Support[™]



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Introduction

You've invested a lot in your JD Edwards software over the years. It's paid off with a more efficient and competitive business. But innovation in the product roadmap has seemingly slowed down.

How will your business continue to thrive as Oracle increasingly looks to push JD Edwards closer to the Oracle Cloud?

Suppose you could continue to run your JD Edwards EnterpriseOne and World applications as-is with no required upgrades or changes that don't provide clear business benefits — all while cutting your Oracle support costs in half and reinvesting those savings in strategic projects that give your business a competitive edge?

The Future of JD Edwards

Oracle seems to be betting big on its cloud applications and services businesses. This shift to the Oracle Cloud has been a source of frustration for JD Edwards customers as they formulate their application strategies for the next 5-10 years. Oracle recently published the EnterpriseOne and World roadmaps which show that all new product features and capabilities will be reserved for the E1 9.2 and World A9.4 code lines only, leaving customers with the following challenges:

- **Risky and disruptive upgrades** simply to maintain support or receive the enhancements to existing features, legislative updates
- **Vendor lock-in** and dependency for new product features and capabilities for growth and innovation

75% of JD Edwards customers are running EnterpriseOne 9.1 or earlier versions.¹

>1 upgrade could be necessary for some users of older E1 and World versions in order to move to JDE E1 9.2.²

76% of EnterpriseOne and World application versions are in Oracle Sustaining Support and will only receive pre-existing updates, alerts and scripts.³

- **Forced integration with Oracle Cloud** including software, databases and infrastructure
- **Continued high cost, low ROI** for JD Edwards support and maintenance spend
- **Diversion of resources** that could be invested in innovation and customer-centric initiatives like mobility and big data

There Is A Better Way

The truth is that most JD Edwards customers are very happy with their application software the way it is. It works — and works well. The JD Edwards platform is a reliable, stable and mature solution that has enabled organizations across the world to thrive for more than 20 years.

Read on to explore how leading enterprises have developed their own JD Edwards application strategies and roadmaps enabling them to innovate and grow.

¹Oracle, COLLABORATE17 Keynote "Destination 'Customer Success' Your Digital Journey with JD Edwards," April 2017.

²Oracle, "Planned EnterpriseOne Upgrade Innovations," 2015.

³Oracle, "Oracle Lifetime Support Policy - Oracle Applications," June 2017.

Lifestyle Retailer Avoids Unnecessary JDE Upgrade, Funds Strategic Portal Projects

Carico International uses custom applications and portals integrated with JD Edwards EnterpriseOne to support its independent consultants, employees, customers and distributors.

The Carico International Challenge

Carico International provides a wide range of health, wellness and lifestyle products, including air filters, juice extractors, cutlery, sleep systems and fine china. Throughout its 50-year history, the company has built its customer base by using independent consultants who sell products at in-home or private group showings — a sales channel strategy that continues today. The company runs JD Edwards EnterpriseOne 8.12, tightly integrated with customized applications running on IBM iSeries including revolving accounts receivable, billing and collections and commission payout.

Carico’s integrated system forms the foundation for the company’s portal strategy, which allows a diverse set of users to access the key information and applications they need.

“We have portals for our consultants, our distributors and our customers,” notes Ernie Spardy, vice president of IT for Carico. “All of our portal applications are critical to how we run our business, and there’s always tremendous demand for new functionality.”

In 2013, Carico was looking at a forced upgrade scenario as its existing 8.12 platform was entering Sustaining Support with the vendor, leaving the retailer with high-cost, low-value support or facing a potentially risky and disruptive upgrade to JD Edwards EnterpriseOne 9.1. “We knew an upgrade was going to be very labor intensive. It was going to cost us a fair amount of money, tie up our EnterpriseOne experts and, in the end, would not have brought any added value,” Spardy explains. “What we needed was our IT staff and resources focused on new projects that added value to our users and business processes.”

At the same time, Carico’s relatively stable JD Edwards implementation included customizations — which Oracle did not support — leading to a mismatch between Oracle support services and the value the company received in return.

Client Profile: Through in-home retail sales, Carico International provides health, wellness and lifestyle products, including air purifiers, cookware, juice extractors, water filters, sleep systems and tableware.

Industry: Retail

Geography: Headquartered in Fort Lauderdale, Florida

Employees: 5,300

Applications: JD Edwards EnterpriseOne 8.12, JDE EnterpriseOne Tools 8.98.42



The Rimini Street Solution

The company chose to move to Rimini Street for independent support for three key reasons, Spardy says.

First, the removal of unnecessary cost and risk. “We looked at 9.1 and didn’t see anything there for us, certainly not anything that would justify the time, expense and effort. So we decided, rather than to stay on the upgrade path, we would get off that merry-go-round. Rimini Street gave us a path where we could continue to use our applications in their current state, which are serving the business, without being forced into an upgrade,” he says.

Second, there were issues connected to Carico’s customizations and integrations with iSeries applications and K-Rise Systems, for their third-party portal software. “When we have a ticket that can be connected to our integrations, we no longer have to worry about that,” Spardy says. “And, of course, without being tethered to Oracle, we don’t have to worry about things like certified configurations — we can run whatever works for our business.”

Third, Carico immediately reduced its annual JD Edwards maintenance and support spend, while gaining support for customizations as well as receiving tax, legal and regulatory updates at no cost. “We were able to reduce our IT budget, which made it possible to reallocate a portion of our savings to better support the business’ needs, like developing these advanced portal capabilities for our customers and consultants,” Spardy says.

Client Results

The most important result of moving to Rimini Street support, Spardy notes, is how Carico was enabled to devote more of its IT resources to innovation.

“We have four different portals we keep up for our retail consultants, distributors, employees and customers. We see a lot of demand for different functionality improvements across these portals, and without the cost and time savings we gained from Rimini Street on JD Edwards support, I don’t know that we would have been able to effectively meet that demand,” Spardy says.

Spardy says that with Rimini Street support, Carico has achieved 73 percent total maintenance savings. “By remaining on our EnterpriseOne 8.12 instance, avoiding an upgrade and not researching support issues ourselves — we have seen significant savings in money, people and time, which is a huge benefit for us,” he explains.

In addition to portal enhancements, Carico has made upgrades to its hardware infrastructure. Spardy notes, “From an IT standpoint, we’ve also started helping with marketing and social media.”

Ultimately, Spardy says, “In the next five years I don’t see us replatforming or taking any additional functionality off of EnterpriseOne; I think we’re going to remain pretty stable in those areas. Rimini Street support has enabled us to focus on our portal-type applications and internet services for our salespeople, our distributors and for our customers while continuing to remain on our core JDE platform.”

Benefits

- **Enabled IT staff to focus on portal strategy:** Carico gained the time and budget to enhance four business-critical portal applications.
- **Reduced support and maintenance spend:** Carico experienced overall savings of 73% on total support and maintenance costs
- **Avoided unnecessary upgrade:** Carico continues operating its JD Edwards EnterpriseOne 8.12 platform and can upgrade anytime it suits the company’s needs.
- **Received tailored tax, legal and regulatory updates:** Carico receives timely tax, legal and regulatory updates at no cost, regardless of the version of JD Edwards it is running.

“We knew an upgrade was going to be very labor intensive. It was going to cost us a fair amount of money, tie up our EnterpriseOne experts and, in the end, it would not have brought any added value. What we have experienced with independent support is the freedom to take on tasks that actually serve our business and are a value-add while retaining the ability to upgrade if we choose to in the future.”

Ernie Spardy
VP IT
Carico International



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\$8.1 Billion Food Processor Reinvests in Innovative BI and Master Data Platforms

Client Profile: Dean Foods is one of America's largest processors and direct-to-store distributors of fluid milk marketed under more than 50 local and regional dairy brands and private labels. The company distributes ice cream, cultured products, juices, teas, bottled water, and other products.

Industry: Consumer Packaged Goods (CPG)

Geography: Dean Foods has approximately 70 manufacturing facilities and distributes product across the United States.

Revenue: USD \$8.1 billion

Employees: 17,000

Applications: JD Edwards EnterpriseOne 9.0, JD Edwards World A8.1

Client Operating System: V5R4 and V6R1

National brands DairyPure, TruMoo, Fruit Rush, Orchard Pure and Ready Leaf are all part of the Dean Foods suite of food products.

The Dean Foods Challenge

Dean Foods needed to allocate IT budget and resources in a way that stimulates innovation and moves the needle for the company. It faced the issue head-on when confronted with the high ongoing cost and limited scope and responsiveness of the vendor's JD Edwards support program.

The national dairy producer hoped to move maintenance dollars into something that would make a bottom-line difference for its business to add value every day, while maintaining service levels — even seeking better service. After researching the available offerings in the independent support market, Dean Foods moved to Rimini Street in September 2014.

The Rimini Street Solution

"We were looking to maintain running our JDE version (we're on 9.0), but the software vendor said maintaining it on our servers could not be done" recalled Colleen Pacocha, Analyst at Dean Foods. When looking at Rimini Street's support model, the first thing that jumped out to her team that was a big plus was the Primary Support Engineer."

Each Rimini Street client is assigned a Primary Support Engineer (PSE) with an average of at least 15 years of experience, backed by a team of functional and technical experts. And Gary Tidwell, PSE for JD Edwards at Rimini Street "got our servers upgraded in spite of what Oracle said could not be done" reported Pacocha. Rimini Street supports all of Dean Foods' application code, including its mission-critical customizations — at no extra charge. Dean Foods also uses Rimini Street CNC Managed Services for JD Edwards EnterpriseOne, receiving support and solutions for all technical areas including CNC, interoperability and infrastructure.



Dean Foods

Client Results

Dean Foods executed a major upgrade of its JD Edwards environment with Rimini Street offering guidance on upgrading the software, techniques for avoiding conflicts with other layers of the company's technology stack, and resolutions to issues that arose. And when the need arose to backfill two full-time employees working on Dean Foods' JD Edwards implementation specifically, Dean's reached out directly to Rimini Street. "The Rimini Street engineers have been hands-on in managing our customizations and interfaces, right from their start here. Plus, there have been some 'wish we could do this in the system' things that the Rimini Street team came in and created programs for, so we don't have to be bound by lagging server processes anymore" stated Pacocha.

Dean Foods is reinvesting the money it gained from switching to independent support into strategic initiatives around its business intelligence (BI) and master data platforms — looking at strategy and innovation road-mapping. When initially re-evaluating support for its JD Edwards system, Dean Foods was looking for more than the cheapest software repair shop on the block; it was looking for a business partner. Pacocha explains: "Rimini Street asks me questions that nobody ever asked me about before - you have to be someone who is extremely familiar with particular processes in JD Edwards to know its intricacies. Rimini Street is that partner."

Benefits

- **Gained Control of Budget to Invest in Innovation:** Dean Foods reinvested its savings from switching to independent support into critical business growth initiatives including the company's BI and master data platforms.
- **Received High-Caliber Support:** Dean Foods enjoys a range of premium features from support for customized code to strategic advisory services.
- **Upgraded JD Edwards System:** A major upgrade of its JD Edwards environment went smoothly with Dean Foods receiving guidance on upgrading the software, techniques for avoiding conflicts with other layers of the company's technology stack, and resolutions to issues that arose.
- **Received Cost-Effective CNC Managed Services for JD Edwards EnterpriseOne Licensees:** Managed services include systems administration, monitoring and operational support.

"We have a lot of customizations and interfaces, which the Rimini Street team handles regularly at no extra charge — a lot different than our experience with the software vendor's support."

Colleen Pacocha

Analyst,
Dean Foods



Biotechnology Company Funds Disaster Plan in Compliance with FDA Requirements

This biotechnology company manufactures allergenic extracts, testing kits and immunotherapy treatments, providing a veritable one-stop shop for allergists, doctors and veterinarians.

The Biotechnology Company Challenge

This lean and highly focused allergy immunotherapy company relies on its JD Edwards system to be the backbone of its manufacturing and distribution business processes. The venerable combination of time-tested hardware and enterprise software meets the daily business needs for the company. Therefore, even though new versions were available from the vendor, there was no clear business case for performing an expensive and time-consuming upgrade.

As the core technologies of the JD Edwards system have been replaced by newer web-centric software in modern ERP systems,

it's become more difficult to find experts to maintain and fine-tune the company's ERP. So when the vendor terminated support for JD Edwards EnterpriseOne 8, the company's small but efficient IT staff faced several choices: go through an expensive, forced upgrade to EnterpriseOne 9.1 to remain on vendor support; soldier on alone with the existing system and try to hire experts on both AS/400 and JD Edwards; or find an independent support partner that understands the nuances of the whole ERP platform while providing the flexibility to upgrade on the company's own timeline.

This immunotherapy company's director of IT is a hands-on manager of the JD Edwards ERP system. "We are a small IT organization, and the company didn't have the appetite, either financially or from a resource standpoint, to go through an unnecessary upgrade process," the IT director explains. "Since we produce biological products, we're FDA regulated, so an upgrade would be extremely difficult and cumbersome in terms of meeting FDA requirements. A tremendous amount of formal documentation is required whenever we make any type of system change."

Client Profile: This company is a leading developer and provider of allergy immunotherapy products and services to treat both humans and animals. Founded more than a hundred years ago, the company is proud to be part of the fight against allergies.

Industry: Pharmaceuticals

Geography: Headquartered in the United States

Supported Applications: JD Edwards EnterpriseOne 8.0

Technology Platform: AS/400

JD Edwards Users: Approximately 200



Biotechnology Company

The Rimini Street Solution

While the IT director and IT team had no internal AS/400 experience, Rimini Street support engineers assigned to the company have very deep JD Edwards experience on AS/400. "They really helped us learn how to manage JD Edwards on the AS/400 platform as well as update and fine-tune the infrastructure, making it all work together," the IT director says. This level of service goes well beyond the type of standard break-fix support that was available from the vendor. When the IT director needed to update the company's Vertex tax software, for example, Rimini Street stepped in to provide technical guidance and additional Vertex resources to bring the JD Edwards software up-to-date for tax processing. Another major support issue had been finding and hiring staff that has experience with CNC (Configurable Network Computing architecture) in order to maintain the existing JDE system. Here again the IT director found the right fit with Rimini Street, which maintains a seasoned staff of experts on all versions of JD Edwards and the CNC architecture.

Client Results

"The biggest benefit I've seen from Rimini Street is they are a trusted business partner," the IT director says. The company has used Rimini Street resources to help with everything from the mundane — such as identifying ESUs (Electronic Software Updates) that need to be applied, and updating security as employees come and go — to the complex, such as a recent disaster recovery project that involved implementing MIMIX. "When we added a backup AS/400 server at an offsite data center," the IT director says, "Rimini Street was instrumental in helping us determine how to implement MIMIX from a JD Edwards standpoint, determining all the libraries that need to be replicated in real time and how to properly shut down the main AS/400 and fail over to the disaster recovery box. We spent several weekends performing failover tests, and our Rimini Street PSE worked with us all day those Saturdays, just to ensure everything went smoothly."

The IT director's predecessor had done all of the CNC work, such as packaging builds, environment refreshes, data dictionary changes, and maintaining the security and login permissions. Having Rimini Street provide the core managed services with deep CNC architecture expertise is where he's seen the most benefit. "It's had a huge impact on our operations to have a partner in this area," the IT director notes.

If and when the company can justify the return on investment for new ERP capabilities, they have the option to upgrade to JD Edwards EnterpriseOne 9.1, since they safely archived the software during the onboarding process. Now with their current ERP stable and future-proofed, the IT staff can focus on supporting customer-centric projects. The IT director says, "Rimini Street enables me to do a lot of things that I wouldn't be able to do myself or I would have to go out and hire staff to do. Having them available with a deep bench of knowledge is invaluable in helping me succeed in this role and keep moving our company forward successfully."

Benefits

- **Saved significant time and money:** Delayed an expensive and resource-intensive upgrade just to maintain vendor support.
- **Added disaster recovery backup:** Implemented redundant AS/400 and MIMIX backup system with best practices guidance and technical tuning.
- **Leveraged CNC Managed Services:** CNC architecture expertise available to EnterpriseOne clients.

"Rimini Street enables me to do a lot of things that I wouldn't be able to do myself or I would have to go out and hire staff to do. Having them available with a deep bench of knowledge is invaluable in helping me succeed in this role and keep moving our company forward successfully."

Director of IT
Biotechnology Company



About Rimini Street

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation and achieve better business outcomes. Global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

Ready to learn more?

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