Rimini Street®

Achieve ERP Browser Compatibility with Rimini Street Browser Proxy

Understanding Browser Compatibility

Most organizations today have multiple desktop and mobile clients (Windows, OSX, Chrome, iOS, and Android), all with their own Internet browsers, sometimes with multiple versions operating at the same time. Now that ERP applications support browser access to most if not all of your business functionality, it becomes ever more important — and tricky — to ensure compatibility between browsers and applications.

While HTML is the standardized language between server applications and browsers, incompatibilities have arisen among the competing browser providers. One browser's HTML for table spacing is another browser's version of overlapping cells. Small HTML interpretation discrepancies can play havoc with forms and input screens from browser to browser, resulting in data entry errors and user frustration.

Ensuring Browser Compatibility

There are multiple methods of working around browser incompatibilities when dealing with older versions of ERP applications. Rimini Street advises clients to use encapsulation strategies that leave the core ERP systems untouched. These strategies enable the integration of new technologies — such as mobile tablet clients and their browsers — into the IT infrastructure without affecting the ERP system. This can greatly extend the life and performance of existing and stabilized applications, thus lowering the total cost of ownership.

Encapsulation methods include browser plugins, desktop virtualization, and Rimini Street Browser Proxy. This last method is particularly applicable to organizations using multiple desktop and mobile browser configurations.

Rimini Street Browser Proxy

Rimini Street Browser Proxy supports one or more browsers that are incompatible with the HTML messaging being sent by ERP applications. A common instance is when an ERP system needs to be updated in order to conform to a new browser version or multiple types of browsers. Instead of updating the ERP code, Browser Proxy is installed with a rule-based, programmable engine that receives HTML from the ERP applications and reinterprets it for the different browsers.

Rimini Street Browser Proxy is ideal because:

– It leaves the ERP system untouched.

– It can be applied to any combination of browsers and applications.

– It's based on fast in-memory operation and therefore doesn't inhibit response times.

– Rules can be easily added or modified as new incompatibilities arise.

– No regression testing is needed on the ERP system since no code is changed.

State-of-the-Art Technology Capabilities

Rimini Street provides interoperability, upgrade flexibility, and security and compliance guidance that extend the overall life of your systems. We provide end-to-end services and can show you how to avoid the expense of upgrading other parts of your technology stack and extend the life span of your IT investment while containing the total cost of ownership. Rimini Street employs Primary Support Engineers (PSEs) with an average of 15 years experience to respond to your changing and dynamic IT environment. Our experts can:

– Insulate existing technology to protect, preserve, and extend the life of applications.

– Guide you in the application of a holistic approach to security to keep systems compliant without constant patching.

– Enhance interoperability with innovative middleware solutions that keep your enterprise applications working as technology stack layers come and go.

– Enable new features and functionality with customizations and add-ons that play well with legacy systems.

– Future-proof your system and provide expertise on legacy technology as IT strategy changes.

Success with Rimini Street Browser Proxy

An international supply chain and logistics services company needed to provide its customers and partners with access to its SAP ordering system through Internet browsers. But it had no way of knowing which browser technology — OSX Safari or Windows IE — its customers and partners might use.

Rimini Street implemented Browser Proxy at the company to solve an incompatibility issue between Safari browsers and the company's SAP ECC 5.0 system. By installing and programming rules into Browser Proxy, SAP HTML code being sent to Safari clients was seamlessly intercepted by Browser Proxy and reinterpreted to display correctly in the Safari clients. At the same time, HTML messages sent to older IE browsers were allowed to pass through unchanged, thus enabling the SAP applications to communicate correctly with both clients.

No changes were made to the SAP system, so the entire fix was quick, transparent, and highly efficient — enabling the organization to add modern browser clients to its ERP system while maintaining compatibility with existing browsers.

"Rimini Street quickly identified an elegant fix to the incompatibility problem we had between our SAP ECC system and the newer Safari clients. By using their Browser Proxy to interpret HTML, we were able to ensure that our customers and partners could use either OSX Safari or Windows IE clients to access our SAP system, without making any changes to the SAP system itself."

- CIO
International Logistics and Supply Chain Enterprise

Rimini Street Solution Briefs

ERP applications typically include a wealth of features and functions. However, as elements of the total system landscape change and evolve — mobile devices, operating systems, browsers, etc.—ERP applications are under constant pressure to keep pace with their surrounding environment.

Each Rimini Street Solution Brief highlights a single infrastructure issue common to legacy enterprise applications and addresses it with solutions offered by Rimini Street as part of our standard support services.

About Rimini Street, Inc.

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.

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