

Retailers Gaining Operational Efficiency and Funding Digital Transformation

How Five Rimini Street Retail Clients Took Back Control of Their ERP Roadmaps Using Independent, Third-Party Support

Rimini Street[®]

What if you could . . .

Save up to 90% per year on total maintenance and application support for retail ERP software with improved service quality and responsiveness?

Maximize ROI of current systems by supporting the existing ERP software release including customizations for up to 15 years without forced upgrades or continuous updates?

Accelerate transformation, enhance online and offline customer experiences now, and stop paying to wait for unknown future innovation from the software vendor?

Retail CIOs today are seeking new ways to drive revenue growth and free funds for retail digital transformation projects without reducing programs, services, or staff.

A proven and innovative strategy is to address one of the largest annual spends: maintenance and application support for retail ERP software.

“Each year, support costs for legacy software increase, while the benefits gained from that support decrease.”¹

Rimini Street independent, third-party support reduces the cost of total maintenance and support for enterprise software up to 90%, freeing up IT capacity to accelerate growth and helping to drive competitive advantage.

¹ Gartner Predicts 2020: Negotiate Software and Cloud Contracts to Manage Marketplace Growth and Reduce Legacy Costs, published 18 December 2019 - ID G00463732



Why Rimini Street is the Smart Path Forward for Retailers



MASSIVE SAVINGS

Optimize IT budget and fund innovation with up to 90% savings on total maintenance and application support costs for enterprise software



ENHANCED SUPPORT

Get custom code support and fast Legislature-to-live™ global TL&R updates at no additional cost, plus better support SLAs



IMPROVED OPERATIONAL EFFICIENCY

Avoid unnecessary disruption to mission-critical systems; keep existing release with full support for at least 15 years without forced updates or upgrades; gain interoperability and hybrid IT enterprise software solutions



ACCELERATED DIGITAL TRANSFORMATION

Liberate funds and staff to invest in retail digital transformation programs that improve supply chain and delivery systems, enable market differentiation, and drive competitive advantage

Join the top retailers that have switched to Rimini Street

Many retail CIOs share the same concerns, including how to cultivate, leverage, and secure data; embrace emerging digital capabilities such as AI, IoT, machine learning, and automation; manage risk; maintain stability and ensure business continuity; and tactically gain efficiencies in existing ERP applications. Retailers are receiving less new value from ERP vendors than they did in the past, yet are still paying for increasingly higher annual support fees and forced upgrades just to maintain full support.

At the same time, retailers are challenged with navigating business and supply chain disruption; ensuring the health and safety of customers and staff; managing inventory; increased competition; tight margins; growing consumer expectations; and optimizing in-store and digital customer satisfaction. Maintaining the status quo is simply not an option. To survive and then thrive, retailers must focus resources on key priorities to help unlock market insights, fund innovation, and drive growth.

Nearly 200 retailers have switched to Rimini Street Support Services, saving up to 90% on total maintenance and application support, avoiding future forced upgrades and updates, and gaining improved overall service quality. Rimini Street helps retailers maximize the value of current ERP systems and free up funds for strategic initiatives such as solutions to operational disruption or near-term budget challenges, and for short- and long-term retail digital transformation that yields both top- and bottom-line impact.



This e-book features five clients who are taking Rimini Street as their smart path forward to digital transformation in the retail industry. They all avoided forced upgrades and saved 50% on annual maintenance fees, shifting funds and resources to innovation. Take back control of retail ERP software and IT roadmap strategies with Rimini Street.



Clients who took back control of their IT roadmaps to save, improve support, and drive innovation and digital transformation in the retail industry.

Rimini Street helps retailers extend the useful life of their investments with enhanced service quality; tax, legal, and regulatory updates; and customization support. The 50% to 90% total savings in maintenance and application support, plus the liberation of IT teams, help fund and resource critical new innovation, address business needs, and support cloud strategies.

Rimini Street Client	Retail ERP Software	Vendor Support Challenges	Business and IT Team Benefits with Rimini Street
CARICO INTERNATIONAL	<ul style="list-style-type: none"> JD Edwards EnterpriseOne 8.12 JDE EnterpriseOne Tools 8.98.42 	Facing an expensive, labor-intensive forced upgrade with no support for customizations, at a time when the company needed IT staff to focus on new projects.	Avoided forced upgrade; enabled IT staff to focus on portal strategy; and reduced support and maintenance spend.
LIFEWAY CHRISTIAN RESOURCES	<ul style="list-style-type: none"> PeopleSoft HCM 8.9 Oracle EBS 12.1.3 Oracle Database 11.2 Oracle IAS 12.1.3 	Rarely found Oracle support useful in solving issues; no support for customizations.	Improved support quality. Archived PeopleSoft 9.0 (and EBS 12.2); funded new hybrid IT and cloud.
PETCO ANIMAL SUPPLIES, INC.	<ul style="list-style-type: none"> HCM 8.8, EPM 9.2, FSCM 8.8 Oracle Database Oracle Retail 13.X Hyperion Financial Reporting Hyperion Essbase 9.3.3 Siebel 8.1 	Facing a forced PeopleSoft upgrade and complex open support tickets that Oracle could not resolve.	Avoided an expensive forced upgrade; saved 50% on expert annual support for Oracle applications including customizations; funded retail digital transformation.
SAVERS	<ul style="list-style-type: none"> Oracle EBS 12.1.3 Oracle Database 11.2.0.3, 12.1.0.2 Oracle Technology 11.2.0.3, 12.1.0.2, 9.0.1, 10g, 10.3.6.0 	Facing forced upgrade with no support for customizations. Paying mostly for TL&R updates. Struggling to fund multiple strategic initiatives.	Received tailored TL&R updates and customization support at no additional charge. Funded modernization of 320 stores in three countries, as well as third-party SaaS and IaaS enterprise software solutions.
\$1 BILLION CANADIAN PHARMACY	<p>PeopleSoft:</p> <ul style="list-style-type: none"> HRMS 8.0 FSCM 8.8 HCM 8.80.01 Portal 8.8, 8.45.12 	Seeking better retail ERP software support for less money for multiple PeopleSoft applications.	Saved 50% on annual support fees with expert, responsive support. Stretched limited resources; invested in retail digital transformation to improve and expand store operations.



Carico International

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Retailer Carico International became a Rimini Street client in 2013 after facing a forced upgrade of its JD Edwards EnterpriseOne 8.12 system.

Oracle was placing that release on sustaining support. Having to choose between a risky and expensive upgrade to EnterpriseOne 9.1 or continuing to pay for high-cost, but minimal support, Carico selected a third option: Rimini Street.

“We decided, rather than to stay on the upgrade path, we would get off that merry-go-round,” says Ernie Spardy, VP of IT at Carico. “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.”

Beyond supporting the core system, Rimini Street provided support for customizations and integrations with iSeries applications and e-commerce applications from K-Rise Systems. “Without being tethered to Oracle, we don’t have to worry about things like certified configurations — we can run whatever works for our business,” Spardy says.

One of Carico’s most important initiatives for the past several years has been the creation of a series of web portals integrated with JDE. Those portals have become critical to how it runs its business, leading to a constant demand for new functionality.

“We have portals for our consultants, our distributors, and our customers,” says Spardy. “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.”

CLIENT FACTS:

- Carico International is a retailer of health, wellness, and lifestyle products, including air purifiers, cookware, juice extractors, water filters, sleep systems, and tableware.
- Throughout its 50-year history, Carico 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.



HEADQUARTERS: Fort Lauderdale, FL



REVENUE: \$30 Million



INDUSTRY: Retail



EMPLOYEES: 5,300

APPLICATIONS AND TECHNOLOGY:

- JD Edwards EnterpriseOne 8.12
- JDE EnterpriseOne Tools 8.98.42

ORACLE EBS STRATEGY:

- Extend useful life of current retail ERP software investment
- Free up IT resources to enhance business-critical applications

CONSIDERATIONS:

- Avoid expensive forced upgrade
- Receive full support for JDE including customizations
- Integrate third-party portal software with support
- Get tailored tax, legal, and regulatory updates at no additional 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.”

— Ernie Spardy, VP of IT
Carico International



73%

savings

Carico International saved 73% on total maintenance by moving to Rimini Street



Lifeway Christian Resources

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

LifeWay Christian Resources continuously works to provide high-quality resources and materials while controlling operational costs. Maintenance fees for applications considered critical to ongoing operations represented a significant portion of the company's IT spend and a good opportunity to achieve cost savings.

Though dependent on tax and regulatory updates, LifeWay seldom found the support it received from Oracle to be useful in resolving issues. After facing the EBS upgrade driven by Oracle's schedule, LifeWay's business units now appreciate the ability to stay on existing retail ERP software releases for at least 15 years.

"Before we moved our enterprise software solutions to third-party support, we downloaded HCM 9.1 and EBS 12.2, which gives us the possibility of upgrading in the future. But honestly, at this point, we don't see a reason to upgrade either application. We no longer feel the need to upgrade for the sake of maintaining Oracle support because we receive full support from Rimini Street, regardless of the age of release or any custom code," reports David Jamieson, Lifeway's financial applications manager.

Since the first move to independent, third-party support for its HCM application, LifeWay has reinvested savings into hybrid IT, adding cloud solutions to its technology stack to improve its applicant tracking system and augment new employee onboarding systems.

"Moving to independent, third-party support freed up dollars that let us do something other than just keep the lights on," Jamieson reported. "It gave our HR teams a new way to serve the business."

CLIENT FACTS:

- LifeWay Christian Resources is a nonprofit organization that publishes biblical books, learning resources, audio, video. It also sells church supplies.
- By partnering with Rimini Street, LifeWay avoided costly forced upgrades and took back control of its new hybrid IT strategy.



HEADQUARTERS: Nashville, TN



REVENUE: \$266 Million



INDUSTRY: Retail



EMPLOYEES: 2,477

APPLICATIONS AND TECHNOLOGY:

- PeopleSoft HCM 8.9
- Oracle EBS 12.1.3
- Oracle Database 11.2
- Oracle IAS 12.1.3

ORACLE EBS STRATEGY:

- Avoid a forced upgrade simply to keep full support

- Archive PeopleSoft 9.0 and EBS 12.2 for potential future use

CONSIDERATIONS:

- Positive experience using Rimini Street for PeopleSoft HCM
- No business case to support EBS upgrade
- Not receiving full support for EBS from Oracle inclusive of custom code



The best benefit is the direct line of contact you get through Rimini Street: the Primary Support Engineer model. Having somebody you can go to directly, even when the issue could be with a customization or an interconnected system, gives us a lot of confidence that we can focus on our day jobs."

— Financial Applications Manager, Lifeway



Rarely Opened a Support Ticket

LifeWay was essentially operating within a self-support model. Still, the company remained on Oracle support and maintenance contracts only in order to receive tax and regulatory updates.



Petco Animal Supplies, Inc.

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Petco Animal Supplies, Inc. is a leading specialty retailer of premium pet food, supplies, and services, with more than 1,500 stores in the U.S., Mexico, and Puerto Rico. Petco first engaged with Rimini Street in 2008 for support for PeopleSoft applications HCM 8.8 and Finance and Supply Chain Management 8.8. The company does business on a tight margin, so keeping a close watch on expenses is critical. 2008 was a time of economic turmoil, and Petco could not afford a forced upgrade from its existing PeopleSoft implementation.

In 2012, Petco added Oracle Retail (Retek) to its application portfolio and returned to an Oracle maintenance contract. Petco switched back to Rimini Street support in 2016.

Rimini Street now supports PeopleSoft, Oracle Database, Oracle Retail, Hyperion Financial Reporting, Hyperion Essbase, and Siebel — helping Petco get more value from its Oracle investments. Rimini Street supports rollouts and upgrades for:

- Oracle Product Information Management for Retail
- Oracle Retail Predictive Application Server
- Oracle Retail Demand Forecasting

Petco invests in loyalty programs, connected pet technologies, and omnichannel retail initiatives such as its buy online, pick up in store program. Petco is also digitalizing training to help store associates educate customers on the value of higher-end brands and why those products are good for pets.

CLIENT FACTS:

- Petco has been serving “pet parents” for more than 50 years, providing products and services to meet the physical, mental, emotional, and social needs of pets.
- Petco works with independent nonprofit organization The Petco Foundation and thousands of local groups across the country to help find homes for more than 400,000 animals every year.



Rimini Street has been one of our bigger cost-saving initiatives that we’ve implemented.”

— CIO

Petco Animal Supplies, Inc



IT Team Members are now Raving Fans

We actually have a tale of two stories ... one that was a slam dunk with Oracle Financials ... (then) Retail Suite was actually new and that team basically was not very comfortable with this move. They’re now raving fans.”

— CIO

Petco Animal Supplies, Inc



HEADQUARTERS: San Diego, CA



REVENUE: \$4.2 Billion



INDUSTRY: Retail



EMPLOYEES: 26,000

APPLICATIONS AND TECHNOLOGY:

- PeopleSoft HCM 8.8, EPM 9.2, FSCM 8.8; Oracle Database; Oracle Retail 13.X; Hyperion
- Financial Reporting; Hyperion Essbase 9.3.3; Siebel 8.1

ORACLE EBS STRATEGY:

- Extend useful life of current retail ERP software investment
- Stabilize platform by resolving complex tickets that Oracle could not

CONSIDERATIONS:

- Improve data, forecasting, in-store services through retail digital transformation
- Receive full support for JDE including customizations
- Support additional Oracle Retail software including upgrades
- Enhance loyalty programs



Savers

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Savers was facing a forced upgrade of its E-Business Suite applications just to maintain premier support, yet customizations of its Oracle ERP applications received zero support. The retailer realized it was paying Oracle support for mostly tax, legal, and regulatory updates which it could receive free of charge from Rimini Street, while saving 50% on annual maintenance and support for its Oracle platform.

At the same time, Savers had multiple strategic initiatives needing funds and resources, including:

- Modernizing global stores for today's new millennial buyer
- Improving customer experience and quality of supply
- Competing with eBay and other peer-to-peer channels

By moving to Rimini Street, Savers was able to avoid a forced upgrade and in turn fund modernization of its 320 stores across three countries, as well as increase labor efficiencies. Beyond this, Savers was able to fund and resource several new strategic IT initiatives including its transition to cloud using a hybrid strategy across its data center and public cloud SaaS and IaaS. Savers transitioned:

- Oracle Payroll to Ceridian SaaS, leveraging Rimini Street tax, legal, and regulatory updates
- Finance and operations from Oracle to Microsoft Dynamics on Azure
- CRM/Data Warehouse from OBIEE to Snowflake running on AWS as well as Salesforce.com
- Oracle HCM/BI remains deployed in its data center supported by Rimini Street

CLIENT FACTS:

- The resale giant is the largest for-profit thrift store chain in North America. It operates 330 Savers, Value Village, and Village des Valeurs stores in 25 U.S. states, 10 Canadian provinces, and Australia.
- Avoided a costly forced upgrade to help fund modernization.



HEADQUARTERS: Bellevue, WA



REVENUE: \$2 Billion



INDUSTRY: Retail



EMPLOYEES: 3,682

APPLICATIONS AND TECHNOLOGY:

- Oracle EBS 12.1.3
- Oracle Database 11.2.0.3, 12.1.0.2
- Oracle Technology 11.2.0.3, 12.1.0.2, 9.0.1, 10g, 10.3.6.0

ORACLE EBS STRATEGY:

- Extend useful life of current retail ERP software investment
- Shift select EBS modules to cloud SaaS over time

CONSIDERATIONS:

- Avoid expensive forced upgrade
- Modernize global stores and improve labor efficiencies
- Receive full support for EBS including customizations
- Fund move to hybrid IT, SaaS, and IaaS platforms



Rimini Street has come in, offered like-kind support, plus customizations, and advertises 50% off, just base price ... It's a huge method to take hundreds and hundreds of thousands of dollars out of our operating budget and deploy it to innovation technology."

— CIO
Savers



Hybrid IT

Savers leveraged Rimini Street to help fund and resource a transition to Cloud IaaS and SaaS for payroll, finance, operations, and CRM/data warehouse systems.



\$1 Billion Canadian Pharmacy

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

A \$1 billion Canadian pharmacy with 80 retail locations came to Rimini Street for support for PeopleSoft. The client was seeking to stretch limited resources and put more focus on improving and expanding store operations by, for example, adding an in-store optical department.

As part of a multiyear partnership, Rimini Street supports PeopleSoft applications including HRMS 8.0, FSCM 8.8, HCM 8.80.01, and Portal 8.8 and 8.45.12.

With better support for less money, the retailer has invested in:

- Improving analytics for faster and better decision making
- Enhancing e-commerce, including a mobile shopping app, and optimizing inventory management with the addition of robotics advanced camera systems
- Switching to VoIP phone systems for faster, more effective, and cost-optimized communications
- Supporting the introduction of an optical department in the stores

New-found independence from vendor support is also giving IT leaders better leverage for future contract negotiations.

CLIENT FACTS:

- This once-small community drugstore now serves 35 major markets and more than 45 million customers annually.
- Focusing resources on digital and physical enhancements; taking time to determine the right future ERP.



Being pretty conservative on signing up new partners, we started with tax updates, but about a year and a half later, (Rimini Street has) now taken over the full HR payroll, e-performance, e-recruit, and the whole finance system, as well as support. ... And we don't pay support to Oracle anymore."

*— Manager,
Application Development & Analysts
\$1 Billion Canadian Pharmacy*



HEADQUARTERS: Canada



REVENUE: \$1 Billion



INDUSTRY: Retail



EMPLOYEES: 8,000

APPLICATIONS AND TECHNOLOGY:

- PeopleSoft: HRMS 8.0, FSCM 8.8, HCM 8.80.01, Portal 8.8 and 8.45.12

PEOPLESOFT STRATEGY:

- Maximize ROI, extend life of existing systems
- Free up funds to improve and expand store operations

CONSIDERATIONS:

- Keep systems stable and improve business analytics
- Divert project spend to system enhancements
- Optimize inventory
- Enhance store applications to drive e-commerce

Funding Retail Digital Transformation

Savings from Rimini Street support helped fund retail digital transformation including a mobile shopping app and robotics advanced camera systems.

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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.

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