



# Healthcare Organizations Maintain the Wellness of ERP Investments and Fund Digital Transformation

How Six Rimini Street Clients Regained Control of Their ERP Roadmaps Using Independent, Third-Party Support

**Rimini Street**<sup>®</sup>



# What if you could . . .

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

**Maximize ROI of current systems** with support for the existing ERP software release, including customizations, for a minimum of 15 years without forced upgrades or continuous updates just to maintain full support, paving the way for an IT roadmap full of technology-enabled processes and solutions?

**Fund innovation**, focus investments on patient health and the patient experience, and free up valuable IT resources to improve patient care?

Healthcare CIOs today are transforming healthcare service delivery in response to the COVID-19 global pandemic. Simultaneously, they are seeking opportunities to drive revenue growth and free funds for healthcare digital transformation projects without reducing services or staff.

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

When considering software vendor-supplied support, Gartner reports: “Each year, support costs for legacy software increase, while the benefits gained from that support decrease.”<sup>1</sup>

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 help accelerate growth, implement new technologies, and improve the patient experience.

<sup>1</sup> 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 Healthcare Organizations



## MASSIVE SAVINGS

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



## EXPERIENCE ENHANCED SUPPORT

Get custom code support; software license compliance advisory services; and the industry's fastest Legislature-to-live™ global tax, legal, and regulatory (TL&R) updates at no additional cost, plus better support SLAs



## TAKE TIME TO CHOOSE THE NEXT-GENERATION ERP

Keep stable, mission-critical systems fully operational; gain support for the existing release for 15+ years from the time you switch without forced updates or upgrades to maintain full support; leverage software interoperability expertise and vendor-neutral insights on hybrid IT and cloud solutions



## ACCELERATED DIGITAL TRANSFORMATION

Liberate IT resources to invest in transformative initiatives such as improving digital patient engagement and streamlining healthcare data management

## Join the top healthcare organizations that have switched to Rimini Street

Many healthcare CIOs share the same concerns, including how to access predictive analytics and insights, improve cybersecurity and patient privacy, implement artificial intelligence for disease detection and treatment, and fund a growing enterprise wish list. Healthcare organizations are seemingly 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.

At the same time, healthcare enterprises are challenged with navigating changing business conditions, fluctuating insurance and payment models, security regulations, and demand for reinvention of the patient experience. These challenges are amplified during times of economic disruption. Maintaining the status quo is simply not an option. To survive and then thrive, healthcare organizations must focus resources on critical priorities such as virtual care platforms, remote work enablement and security, and the future of the ERP roadmap.

Many healthcare industry organizations have switched to Rimini Street Support Services, saving up to 90% on total maintenance and application support, avoiding future forced ERP upgrades and updates, and gaining improved overall service quality. Rimini Street helps healthcare clients maximize the value of current ERP systems and free up funds for strategic initiatives ranging from smart device interoperability across the enterprise to sourcing cloud-based IT solutions.



This e-book features healthcare industry clients who are taking Rimini Street as their smart path forward. They all have avoided forced upgrades and have saved 50% on annual maintenance fees, shifting funds and resources to innovation. Regain control of your healthcare ERP software and IT roadmap strategies with Rimini Street.



## Healthcare clients who regained control of their IT roadmaps to save scarce IT funds, improve healthcare ERP software support, and drive innovation.

Rimini Street helps healthcare organizations extend the useful life of their IT investments with enhanced software support service quality; the industry's fastest tax, legal, and regulatory updates; and full support for customized code. The 50 to 90% total savings in maintenance and application support, plus the liberation of IT teams, help fund and resource critical new innovations, address business needs, and support ERP cloud strategies.

Rimini Street Client	Healthcare ERP Software	Vendor Support Challenges	Business and IT Team Benefits with Rimini Street
<b><u>EL CAMINO HOSPITAL</u></b>	<ul style="list-style-type: none"> <li>PeopleSoft 9.0 (FSCM, HCM)</li> <li>PeopleTools 8.48.08</li> </ul>	High maintenance fees and forced upgrades to maintain full support prevented investment in clinical technologies.	Funded new IT projects for enhanced BI, analytics, and upgrading Windows Server/SQL. Full customization support includes supply chain interfaces and reports.
<b><u>MAINEGENERAL HEALTH</u></b>	<ul style="list-style-type: none"> <li>PeopleSoft 8.9 FSCM Financials 8.4, CRM 8.8, EPM 8.8</li> </ul>	Implementing new healthcare technology innovations required significant funding. The software vendor's ERP upgrades were creating challenges, inefficiencies, and additional expenses.	Funded new technology and staff growth with 50% reduction in annual software support fees. Received exceptional support services. Maximized value of current ERP system and eliminated upgrades.
<b><u>BAUSCH + LOMB</u></b>	<ul style="list-style-type: none"> <li>PeopleSoft:               <ul style="list-style-type: none"> <li>HCM 8.9,</li> <li>Financials 8.4</li> <li>CRM 8.8</li> <li>EPM 8.8</li> </ul> </li> <li>HP/UX 11.31</li> <li>Oracle Database Enterprise Edition 11</li> </ul>	Facing planned sustaining support for Oracle Database 10g, requiring an upgrade to 11g to maintain full support, which would have forced an upgrade from PeopleSoft 8 to PeopleSoft 9 due to interoperability issues.	Successfully upgraded database while avoiding forced ERP upgrade and leaving all customizations intact; resolved interoperability issues; deployed IT resources to more critical projects.
<b><u>CARETECH SOLUTIONS</u></b>	<ul style="list-style-type: none"> <li>PeopleSoft 9.0 HCM, FSCM</li> <li>PeopleTools 8.52.17</li> </ul>	Facing WebLogic deserialization Java vulnerability attacks on its PeopleSoft environments.	Deployed virtual patching in one day to block security exploits, avoiding regression testing and downtime.
<b><u>SUSAN G. KOMEN</u></b>	<ul style="list-style-type: none"> <li>PeopleSoft 9.2 FSCM</li> <li>PeopleTools 8.54</li> </ul>	Wanted final major upgrade to 9.2; looking to extend the useful life of and maximize use of 9.2.	Leveraged new Fluid features; won 2019 PeopleSoft Innovator of the Year Award.
<b><u>\$1 BILLION CANADIAN PHARMACY</u></b>	PeopleSoft: <ul style="list-style-type: none"> <li>HRMS 8.0</li> <li>FSCM 8.8</li> <li>HCM 8.80.01</li> <li>Portal 8.8, 8.45.12</li> </ul>	Seeking better healthcare 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 digital transformation to improve and expand store operations.





# El Camino Hospital

## BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

El Camino Hospital uses PeopleSoft applications to support its back-office operations. As part of its strategic IT planning, the hospital determined that current PeopleSoft releases were extremely stable and mature and could easily continue to support business operations for years to come. However, El Camino felt the annual maintenance fees for the PeopleSoft system were expensive and did not provide good value. El Camino Hospital was determined to reduce its IT budget without sacrificing critical support services.

Faced with the pressure of finding ways to be more cost-effective so it could make clinical devices and technologies available for patients, El Camino explored alternatives. The board was willing to support switching to Rimini Street because it knew that the savings could be directly applied to a range of initiatives such as medical devices, clinical information technology, expanded data warehousing, analytics, and bundled payments and shared risk in the financial area.

By selecting Rimini Street, the hospital has been able to reduce annual support costs; enjoy guaranteed 30-minute response times for all P2 issues and 24/7/365 coverage; and receive vital tax, legal, and regulatory updates.

Avoiding unnecessary forced upgrades frees up time and resources, as does receiving support for the hospital's PeopleSoft customizations, which include supply chain interfaces and reports and the hospital's organizational chart. Freed from Oracle's upgrade agenda, and with the help of savings from annual maintenance fees, upgrade avoidance, and customization support resources, the hospital is addressing a number of aging platforms in its IT infrastructure. These include noncurrent versions of Windows servers, Microsoft SQL Server, and Internet Explorer.

### CLIENT FACTS:

- El Camino Hospital offers state-of-the-art technology and highly skilled staff dedicated to the comfort and well-being of its patients.
- Partnership with Rimini Street allowed funding innovation for expanded and improved healthcare.



**HEADQUARTERS:** Mountain View, CA



**REVENUE:** \$1.2 Billion



**INDUSTRY:** Healthcare



**EMPLOYEES:** 3,250

### APPLICATIONS AND TECHNOLOGY:

- PeopleSoft 9.0 FSCM, HCM
- PeopleTools 8.48.08

### ORACLE PEOPLESOFT STRATEGY:

- Extend useful life of current PeopleSoft software investment
- Save 50% on annual support fees

### CONSIDERATIONS:

- Avoid expensive forced upgrade to maintain full support
- Receive support for TL&R updates and customizations
- Liberate budget and resources to fund new innovation

“

*The savings that we've gained from switching to Rimini Street have been reallocated to medical equipment, enhanced analytics, business intelligence, and electronic medical record systems, to name a few projects — all improving patient care.”*

— IS Director of Business Applications  
El Camino Hospital



## Improved Support

“

*Rimini Street has been highly responsive, highly reliable, highly professional, and highly knowledgeable.”*

— IS Director of Business Applications  
El Camino Hospital



# MaineGeneral Health

## BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

MaineGeneral Health, Maine's statewide healthcare system, built a state-of-the-art hospital in Augusta and was pursuing healthcare technology as innovative as its new facility. The organization, for example, wanted to identify patients whose healthcare risks might be rising and provide more care management for them.

Said MaineGeneral Health's CIO Danny Burgess, "That all requires strong communication systems, smooth integration across service lines, and heavy technology components." To help fund its new technology, MaineGeneral Health turned to Rimini Street to save on independent, third-party support for PeopleSoft and avoid forced ERP upgrades to maintain full support.

"I was concerned about moving away from the original designers of the software," said Burgess. "Rimini Street clients told me problem resolution was top-notch, with good documentation and feedback, very responsive in nature, and provided the appropriate level of subject matter expertise required to troubleshoot, diagnose, and resolve any issue."

By partnering with Rimini Street, MaineGeneral Health received premium software support services, maximized the value of its current system, avoided forced ERP upgrades, reduced annual support fees by 50%, and redirected significant savings into staff growth and strategic initiatives.

Said Burgess, "Every dollar we save with Rimini Street has probably two or three voices speaking for it, and every dollar we save with Rimini Street gets strategically realigned to help us achieve our mission. So it's been a win-win with Rimini Street, and we've certainly gotten our money's worth out of the initial investment we made with PeopleSoft."

### CLIENT FACTS:

- MaineGeneral Health is a comprehensive nonprofit system that features acute care hospitals, outpatient clinics, physicians' practices, nursing homes, and home health agencies.
- MaineGeneral Health is Maine's third-largest healthcare system.



**HEADQUARTERS:** Augusta and Waterville, ME



**REVENUE:** \$323 Million



**INDUSTRY:** Healthcare



**EMPLOYEES:** 4,200

### APPLICATIONS AND TECHNOLOGY:

- PeopleSoft 8.9 FSCM

### ORACLE PEOPLESOFT STRATEGY:

- Extend useful life of current software investment
- Archive PeopleSoft upgrades for future use if desired
- Save 50% on annual support fees

### CONSIDERATIONS:

- Avoid expensive forced upgrade
- Receive premium, responsive software support services
- Free up resources for healthcare technology innovation

“

*I felt Rimini Street was too good to be true, and yet it was true. It was right on. It has delivered everything it said it would, everything we needed it to.”*

— Danny Burgess,  
Chief Information Officer  
MaineGeneral Health



## Funding Innovation with Savings

“

*Every dollar we save with Rimini Street gets strategically realigned to help us provide the best healthcare in Maine.”*

— Danny Burgess,  
Chief Information Officer  
MaineGeneral Health



INDUSTRY: HEALTHCARE

REVENUE: \$3.3 BILLION

# BAUSCH + LOMB

## BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Global healthcare brand Bausch + Lomb became a Rimini Street client in 2009 to gain superior healthcare ERP software support and to save significantly on annual support fees and total maintenance costs.

In 2013, Bausch + Lomb faced a new challenge. Oracle planned to switch to sustaining support for its Database 10g product and pushed Bausch + Lomb to upgrade to 11g, which would have also forced an upgrade from PeopleSoft 8 to PeopleSoft 9 due to interoperability issues.

"We had no intention of upgrading our PeopleSoft 8 suite, of touching it again," says Brian Baggett, director business technologies, Bausch + Lomb. "The level of customization we've applied is significantly beyond what PeopleSoft 9 offers. Rimini Street came back to us with a solution set that told us how to mitigate the risks we were looking at," Baggett explains.

Rimini Street provided Bausch + Lomb with specific infrastructure upgrade recommendations for moving from Oracle Database 10g to 11g, insulating the current environment, solving browser incompatibility, and supporting mobile devices.

"They did a fantastic and knowledgeable job of assessing all the release versions, all the complex interoperability issues," says Baggett. "Essentially, Rimini Street put together a game plan for Bausch + Lomb for how we could move over to 11g and be successful."

### CLIENT FACTS:

- Bausch + Lomb is one of the best-known and most respected healthcare brands in the world.
- Bausch + Lomb offers the widest and finest range of eye health products including contact lenses and lens care products, pharmaceuticals, intraocular lenses, and other eye surgery products.



**HEADQUARTERS:** Rochester, NY



**REVENUE:** \$3.3 Billion



**INDUSTRY:** Healthcare



**EMPLOYEES:** 12,000

### APPLICATIONS AND TECHNOLOGY:

- PeopleSoft: HCM 8.9, Financials 8.4, CRM 8.8, EPM 8.8
- HP/UX 11.31
- Oracle Database Enterprise Edition 11

### ORACLE PEOPLESOFT STRATEGY:

- Upgrade Oracle Database 10g to 11g
- Avoid upgrading PeopleSoft 8
- Save 50% on annual support fees

### CONSIDERATIONS:

- Leave highly customized PeopleSoft system intact
- Avoid expensive forced upgrade
- Resolve Oracle Database 11g and PeopleSoft 8 interoperability issues
- Redeploy IT resources to focus on new business-critical customizations

“

*We moved to Rimini Street, saved a significant amount of money, and support levels were fantastic. For us, switching to Rimini Street was a home run.”*

— Brian Baggett,  
Director Business Technologies  
Bausch + Lomb



## Interoperability Support

“

*Rimini Street is phenomenal — rapid response, unquestioning support of our customizations, and help in areas that go way beyond day-to-day support. Rimini Street has done a great job and we value the stability of our partnership.”*

— Brian Baggett,  
Director Business Technologies  
Bausch + Lomb



INDUSTRY: HEALTHCARE

REVENUE: \$110 MILLION

# CareTech Solutions

## BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Like most organizations, CareTech Solutions faces a wide variety of security threats.

"This particular exploit was a WebLogic deserialization Java vulnerability, with which Rimini Street was very familiar," says Jeff Bell, chief information security officer for CareTech. "Basically, the attackers were attempting to install cryptominer software that would let them use our servers to mine cryptocurrencies like Bitcoin."

"Vendor patches don't effectively address all vulnerabilities," Bell explains. In fact, the vendor patch didn't fully mitigate the threat and systems continued to be exploited. "Plus you have to perform regression testing and take your systems down to apply patches before hackers find you. When we discovered a successful attack on some of our ERP servers with a connection to the internet, we immediately placed a call to our independent, third-party software support provider, Rimini Street, for assistance."

After identifying the nature of the attack, Rimini Street recommended the technology underlying its new Rimini Street Advanced Application and Middleware Security to mitigate the threat.

"Working with Rimini Street, we set up a demo scenario on a nonproduction server," Bell says. "They first used Metasploit to prove the vulnerability could be exploited. Next, we installed Rimini Street Advanced Application and Middleware Security, which blocked the exploit and gave us confidence to install in production."

"Initial installation was easy and took less than a day," notes Ray Dawood, senior security analyst for CareTech. "Now that we're familiar with the software, we set it up within an hour on a new server." Future updates will be easy and require only minutes to apply.

### CLIENT FACTS:

- CareTech Solutions offers end-to-end healthcare IT services, hardware, and customization services, including business intelligence, disaster recovery, and help desk.
- With Rimini Street, CareTech Solutions received enhanced security without regression testing or system downtime.



**HEADQUARTERS:** Troy, MI



**REVENUE:** \$110 Million



**INDUSTRY:** Healthcare



**EMPLOYEES:** 500

### APPLICATIONS AND TECHNOLOGY:

- PeopleSoft 9.0 HCM, FSCM
- PeopleTools 8.52.17

### ORACLE PEOPLESOFT STRATEGY:

- Extend useful life of current PeopleSoft software investment
- Save 50% on annual support fees

### CONSIDERATIONS:

- Receive fast and effective security guidance around ERP Support Services at no extra charge
- Improve security beyond vendor patches

“

*A week after we installed Rimini Street Advanced Application and Middleware Security technology, we got hit with more deserialization attacks. Because of Rimini Street's solution the attacks were immediately stopped, and the solution automatically alerted us to the attempt. The hacker's malicious scripts failed, which took us to a new level of confidence. The technology is providing the protection we need, better and faster than we ever thought possible.”*

— Chief Information Security Officer  
CareTech Solutions



## Virtual Patching

“

*Because the virtual patching solution is easy to update, no regression testing and no system downtime are required. This approach protects our software much quicker than critical patch updates and without disrupting operations.”*

— Chief Information Security Officer  
CareTech Solutions





# Susan G. Komen

## BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Susan G. Komen switched to Rimini Street in 2017 after completing its final upgrade to PeopleSoft 9.2, deploying PeopleSoft Fluid for corporate users and users at affiliates across the United States. PeopleSoft 9.2 solutions leveraged include Homepages, Fluid Navigation collections, and Fluid Pivot Grids.

In 2019, Komen won a PeopleSoft Innovator of the Year Award at the annual Collaborate Event.

While running on Rimini Street independent, third-party support, Komen leveraged Fluid to resolve issues associated with a high-volume volunteer staff at its affiliates. Further, Komen expanded Fluid to deploy some delivered content such as Fluid expense reports.

Key aspects deployed were Fluid Navigation collections. Volunteer staff access was restricted to the activities that they were required to perform.

Komen also leveraged the Fluid pivot grid included for the most common report and data that affiliates required. This new and innovative view addressed issues that previously prevented Komen from rolling out new features more frequently and experiencing improvements of selective adoption.

### CLIENT FACTS:

- Susan G. Komen provides breast cancer support services. It conducts and organizes breast cancer education and awareness programs.
- Winner of PeopleSoft Innovator of the Year Award for 9.2 while partnered with Rimini Street.



**HEADQUARTERS:** Dallas, TX



**REVENUE:** \$258 Million



**INDUSTRY:** Healthcare



**EMPLOYEES:** 260

### APPLICATIONS AND TECHNOLOGY:

- PeopleSoft 9.2 FSCM
- PeopleTools 8.54

### ORACLE PEOPLESFT STRATEGY:

- Extend useful life of current PeopleSoft software investment
- Leverage PeopleSoft 9.2. tools including Fluid

### CONSIDERATIONS:

- Reduce ongoing maintenance and support costs
- Complete final upgrade

2019 PeopleSoft Innovator of the Year Award Winner for User Experience Running PeopleSoft 9.2 on Rimini Street Third-Party Support



# 50%

## Savings

Susan G. Komen reduced annual PeopleSoft maintenance fees by 50% by moving to Rimini Street.



# \$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 PeopleSoft support. 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, Tools 8.44.17, HCM 8.80.01, and Portal 8.8 and 8.45.12.

With better support for less money, the pharmacy 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:** Healthcare



**EMPLOYEES:** 8,000

### APPLICATIONS AND TECHNOLOGY:

PeopleSoft:

- HRMS 8.0
- FSCM 8.8
- HCM 8.80.01
- Portal 8.8 and 8.45.12

### ORACLE 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 Digital Transformation

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

[riministreet.com](http://riministreet.com)  
[info@riministreet.com](mailto:info@riministreet.com)  
[twitter.com/riministreet](https://twitter.com/riministreet)  
[linkedin.com/company/rimini-street](https://linkedin.com/company/rimini-street)

## 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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