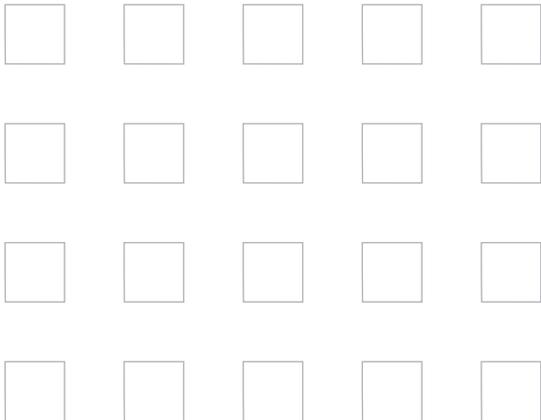




# Assessing the ROI of Third-Party Support for SAP Applications and SAP Databases



An Analysis of 200 Rimini Street Clients Using Third-Party Support

*Study Findings Validated by Valoir, July 2021*

## Introduction

The environment for independent, third-party support has shifted dramatically in the past few years, with many SAP customers now considering third-party support as an option that enables them to take a more business-driven approach to vendor and application management and to drive innovation and digital transformation at their own pace. As third-party support for SAP has emerged as a mainstream option, Rimini Street has taken a leadership role in the market — based on its experience, breadth and depth of capabilities, and growing client base.

At the same time, the SAP environment has changed dramatically as SAP seemingly devotes the lion's share of its development and marketing investments to S/4HANA, RISE, and its cloud offerings. While S/4HANA functionality is generally still not as robust as the Business Suite it is designed to eventually replace, it does have some features/functions that are not available in the Business Suite.

However, based on Rimini Street experience, the benefit of these unique features and functions must be weighed against the total cost, project risk, disruption, and opportunity cost of a migration project — especially for organizations with large, complex, and highly-customized systems. The costs, labor requirements, required project time (the migrations can take years for large, complex systems), and risk of an S/4HANA migration are important, and must be carefully considered by Business Suite licensees.

The good news is that independent, third-party support for SAP from Rimini Street is no longer an unorthodox or unproven option. With a proven track record, both breadth and depth of knowledge about SAP applications and SAP databases, and a dedicated-engineer support model that ensures timely and proactive support and issue resolution, Rimini Street can help organizations better *run, manage, support, secure, integrate, and monitor* their SAP software, irrespective of whether they choose to use the Business Suite and/or S/4HANA products, and provide them with the flexible support services they need to achieve their organization's strategic, financial, competitive, and growth goals.

To determine the right IT strategy to support company goals, every SAP customer should carefully assess its business needs and the roadmap for its SAP software, including a potential migration to S/4HANA. Rimini Street is release agnostic, with support services providing compelling value to SAP licensees no matter which SAP ERP release they are running today — or tomorrow.

As the data in this study shows, businesses are choosing to move to independent, third-party support for SAP as a means to mitigate risk while delivering cost savings and making Rimini Street part of their overall SAP strategy. In looking at Valoir's assessment of companies pursuing an SAP-Rimini Street strategy, they fall into three main categories:

- Those using SAP third-party maintenance to delay a decision on S/4HANA until the new application has been around longer and they have time to fully assess it, along with other more modern, alternative ERP solutions, before making a significant investment in transformation

- Those moving to independent, third-party support for SAP to free up funds, time, and skills to innovate around their existing ERP core
- Those moving to independent, third-party support for SAP in the short term to free up resources and reset their vendor relationship so they can move to S/4HANA when they — and their business case — are ready

The Rimini Street “Iceberg” model on page 6, representing the savings clients experience beyond the simple 50% or more on SAP software maintenance, has existed for some time. This paper highlights the growing magnitude of savings “below the waterline” provided by the Rimini Street model in areas such as avoided customization support costs, update and upgrade-related costs, and self-support-related costs.

Valoir’s research on independent, third-party support over the past 12 months and numerous in-depth analyses of SAP-Rimini Street clients (a number of whom are profiled in this report), find that the savings outlined here are representative of what most companies pursuing an SAP-Rimini Street strategy experience. It is important to note that the savings outlined in the Iceberg model do not take into account the broader savings associated with using independent, third-party support to avoid the cost and disruption associated with making a move to S/4HANA before there is a business case to do so.

Customers are at a crossroads, but a move to independent, third-party support for SAP does not mean a move away from innovation. Instead, this report, and Valoir’s independent assessment, find that the cost savings enabled by Rimini Street facilitate a reduction in support-related costs by an average of 75% or more while driving digital transformation and innovation at a pace and with a strategy that makes the most sense for their business.

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## Executive Summary

When licensees consider the amount of their IT budget that is spent on their yearly maintenance costs, many focus primarily on SAP annual maintenance fees as a large and already-budgeted expense to be paid without question. But until one starts looking deeper at the cost of support and what it really means, it may not be obvious that millions of dollars, in addition to annual maintenance fees paid to the vendor, are being wasted year after year because of the limited SAP support model and forced upgrades and migrations to new releases and platforms to maintain full support.

In addition to SAP annual maintenance fees and support model inefficiencies, hidden costs can include upgrade/migration costs, customization support costs, and self-support costs that are financially unsustainable. When added together, these costs can bring the actual cost of SAP software maintenance to twice the annual maintenance fees — or sometimes even more.

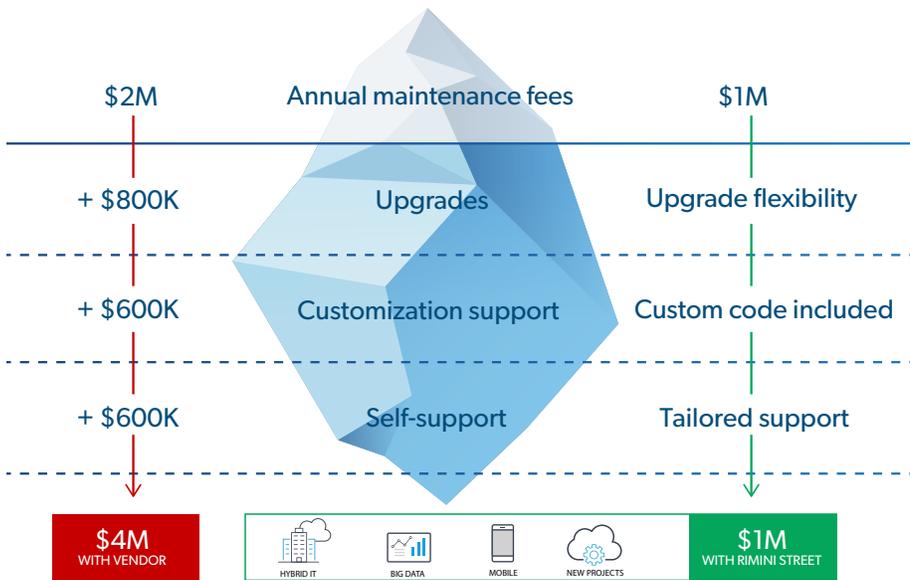
To help licensees understand the business case for moving to an independent, third-party support model for SAP applications and databases, Valoir, an independent analyst firm, has validated Rimini Street findings confirming the significant savings SAP licensees can experience in the following areas:

- SAP annual maintenance fees: Break/fix support and tax, legal, and regulatory updates
- Upgrade and migration costs: The cost of forced upgrades/updates just to stay fully supported when the SAP full support windows end, or migrations to newer platforms like S/4HANA without a clear business case or return on investment (ROI)
- Customization support costs: The cost of supporting customizations that break, which is not covered as part of the standard SAP support model
- Self-support costs: The cost of additional resources and headcount required to deal with the extra burden and inefficiency of the SAP support model, including research and root-cause analyses, applying notes and patches, regression testing, issue and priority justification, and escalations

An in-depth ROI study of 200 Rimini Street clients validates the percentage of actual savings delivered through independent, third-party support replacing original software vendor support in four categories, including savings on: annual support fees, upgrade/update costs, resources needed to support custom code, and self-support. Savings on these costs, when taken together, can reduce the total cost of software maintenance by 75% on average, as shown by ROI studies of SAP licensees in this report.

This image illustrates how Rimini Street clients are able to save an average of 75% on SAP annual maintenance fees compared to traditional vendor support.

**Software Vendor Support versus Rimini Street Independent, Third-Party Support**



This research report outlines the types, ranges, and underlying components of savings in each area. Also included are Rimini Street client use cases highlighting key recommendations and best practices to maximize the gain in SAP software maintenance savings through the adoption of an independent, third-party support model.

# A Business Case for Independent, Third-Party Support for SAP

Your IT budget is the greatest barrier between you and your ability to meet business demands and strategically transform your organization to stay ahead of competition.

With 90% of a typical IT budget allocated to keeping the lights on and supporting ongoing operations, only 10% is left for other projects<sup>1</sup> — namely strategic priorities that can actually increase revenue, decrease costs, or take market share from your competitors.

This allocation of budget funds is simply not enough investment in innovation to achieve or maintain industry leadership in a fiercely competitive world. In fact, Gartner's 2021 CIO survey found that 76% of CIOs say that demand in their organization for new digital products and services increased in 2020, and 83% say demand will increase in 2021.<sup>2</sup> Organizations can fund an increase in IT innovation investments by changing their SAP roadmap strategy and utilizing Rimini Street support services to obtain better SAP cost and operating results while significantly increasing their investment in innovation.

Nearly every Fortune 500/Global 2000 company in the world today runs SAP or Oracle.

The Business Suite release is one of the most functionally robust, stable, and capable bundle of business applications (including ERP, HCM, SCM, SRM, and PLM) available on the market today. The Business Suite can use the SAP HANA database if desired, but not required. SAP currently plans to provide full support for the Business Suite release through 2030 (but plans to charge an additional fee for support after 2027).<sup>3</sup> Rimini Street believes the Business Suite — with Rimini Street support — can meet the needs of a majority of SAP clients through 2037 and beyond without a major upgrade or migration to the S/4HANA release. SAP is seemingly no longer investing in the Business Suite functionality, instead it is investing in its S/4HANA, HANA database, and Cloud Solutions.

SAP made S/4HANA available to its customers in 2015, and Rimini Street launched its full support of S/4HANA in 2020. S/4HANA is designed to eventually replace the Business Suite and has some features/functions that are unique. However, based on Rimini Street experience, the benefit of these unique features and functions must be weighed against the total cost, project risk, disruption, and opportunity cost of a migration project — especially for organizations with large, complex, and highly-customized systems. The costs, labor requirements, required project time (the migrations can take years for large, complex systems), and risk of an S/4HANA migration are important, and must be carefully considered by Business Suite licensees today.

## An Alternative Roadmap Option: The Business-Driven IT Roadmap

Every SAP licensee should carefully assess its needs in determining the IT strategy and roadmap for its SAP software, including a potential migration to S/4HANA. Rimini Street is release agnostic, with support services that provide compelling value to SAP licensees no matter which SAP ERP release they are running today — or tomorrow. However, there are significant strategic and financial advantages to leveraging Rimini Street now — whether or not an organization plans to move to S/4HANA immediately or sometime in the future:

- **Optimize Total Cost of Ownership (TCO):** Drive significant savings of up to 90% on total support costs with Rimini Street premium annual support, plus gain additional efficiencies and savings by also using Rimini Street Application Management Services (AMS) to run and manage your SAP applications. Tremendous additional savings can be realized by deferring any upgrades or migrations.
- **Extend Lifespan of Robust, Stable SAP ERP Releases:** Current SAP Business Suite releases are extremely comprehensive, stable, and capable with the functionality to provide a solid foundation for your business operations for the next 15 years or more. By maximizing the value of this robust platform, you can focus your resources and investments on higher priority aspects of your business.
- **Accelerate Investment in Innovation:** Organizations have an imperative to drive competitive advantage and growth, most frequently today through digital transformation, cloud, and customer experience initiatives. Rimini Street enables clients to free up resources and investments to accelerate high impact, strategic business initiatives, utilizing all the latest innovations from new modern providers, that drive competitive advantage and growth.
- **Strategic flexibility:** S/4HANA may or may not be the right next-generation platform for current SAP licensees, and by leveraging Rimini Street, organizations can retain critical flexibility that helps minimize cost and risk while maximizing future business value, without an impending end of full support deadline. As S/4HANA and its deployment become more proven over time, customers can better assess value and select the future system platform that best fits their quickly evolving business requirements.

## Third-Party Support for SAP: A Unique Value Proposition

Valoir has found that many Rimini Street clients, depending on the extent of their customizations and upgrade philosophy, have saved as much as 90% of their total software maintenance costs. Most clients reported an average savings of 75% of their total maintenance costs compared to vendor support.

Valoir finds that companies can successfully break free from vendor-dictated roadmaps by using independent, third-party support for ERP software as a means to strategically free funds and resources to ensure the continued growth and success of their organizations. Independent, third-party support from Rimini Street includes a number of premium features not available in the standard SAP annual maintenance program such as advisory services, support for custom code, and all tax, legal, and regulatory updates at no extra cost.

## Total Maintenance Savings: Snapshot of 200 Clients

The following table is a sample snapshot of the total software maintenance savings that 200 Rimini Street clients have reported as part of this research. For each client, the table shows:

- Total annual maintenance fees under original vendor support in the categories of maintenance fees, upgrade/update avoidance, customization support, and self-support efficiencies
- Total annual maintenance costs under Rimini Street Support
- Total annual maintenance savings under Rimini Street Support. This is derived from total annual original vendor maintenance costs minus total annual maintenance costs under Rimini Street Support. (This represents the amount of spend the client can redirect toward innovation and other strategic projects as a result of switching to independent, third-party support.)
- Total 10-year estimated savings under Rimini Street Support that can be used to estimate long-term ROI
- Total annual maintenance savings under Rimini Street Support as a percent of total annual maintenance costs under original vendor support

Average Annual Savings  
of 75% under Rimini Street  
Support Based on 200 SAP  
and Oracle Client ROI studies

Rimini Street Client	Product	Above the Waterline		Below the Waterline		Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
\$12B Financial Services Company	PS	\$174,524	\$400,000	\$300,000	\$75,000	\$949,524	\$87,262	\$862,262	91%
\$400M Canadian City Hall	PS	\$416,656	\$255,675	\$825,000	\$450,000	\$1,947,331	\$208,328	\$1,739,003	89%
UK Police Department	SAP	\$60,339	\$178,275	\$20,093	\$16,473	\$275,180	\$30,170	\$245,011	89%
UK Local Council	SAP	\$401,949	\$1,187,577	\$133,849	\$109,732	\$1,833,107	\$200,975	\$1,632,133	89%
\$100M Seafood Provider	SAP	\$393,586	\$1,162,868	\$131,064	\$107,449	\$1,794,967	\$196,793	\$1,598,174	89%
£7.7B Multinational Security Services Company	SAP	\$391,628	\$1,157,083	\$130,412	\$106,914	\$1,786,037	\$195,814	\$1,590,223	89%
Local Government of a London Borough	SAP	\$259,094	\$765,504	\$86,208	\$70,733	\$1,181,539	\$129,547	\$1,051,992	89%
Scandinavian Pension Authority	OT	\$110,822	\$300,000	\$36,904	\$30,254	\$477,980	\$55,411	\$422,569	88%
\$4B Taiwan Semiconductor Industry	EBS/OT	\$52,288	\$18,750	\$75,000	\$75,000	\$221,038	\$26,144	\$194,894	88%
\$2B manufacturer of Polyethylene resins	JDE/OT	\$190,417	\$494,744	\$63,409	\$51,984	\$800,554	\$95,209	\$705,346	88%
German International Courier	PS/OT/Siebel	\$146,472	\$359,920	\$48,775	\$39,987	\$595,154	\$73,236	\$521,918	88%
€6B Lighting Manufacturer	OT	\$163,358	\$383,535	\$54,398	\$44,597	\$645,888	\$81,679	\$564,209	87%
\$2.7B Power Supplies Manufacturer	EBS/OT	\$57,526	\$18,750	\$75,000	\$75,000	\$226,276	\$28,763	\$197,513	87%
German Natural Gas Vendor	OT	\$133,324	\$300,000	\$44,397	\$36,397	\$514,118	\$66,662	\$447,456	87%
\$40M Insurance Company	PS	\$583,042	\$800,000	\$600,000	\$150,000	\$2,133,042	\$291,521	\$1,841,521	86%
\$5B Global Manufacturer of Electronics	EBS/OT	\$1,507,164	\$3,082,835	\$501,886	\$411,456	\$5,503,341	\$753,582	\$4,749,759	86%

PS: PeopleSoft, OT: Oracle Database/Fusion Middleware, Hyp: Hyperion, Bobj: BusinessObjects

N/A denotes that data is not available.

Rimini Street Client	Product	Above the Waterline		Below the Waterline		Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
Leading Metal Supply Manufacturer	JDE	\$74,000	\$57,000	\$118,000	\$15,000	\$264,000	\$37,000	\$227,000	86%
Canadian Electricity Power Generator	SAP/Bobj	\$840,000	\$1,622,727	\$300,720	\$224,820	\$2,988,267	\$420,000	\$2,568,267	86%
European Employment Insurance Authority	OT	\$159,464	\$300,000	\$53,102	\$43,534	\$556,100	\$79,732	\$476,368	86%
\$432M Protective Clothing Manufacturer	SAP	€ 51,545	€ 41,321	€ 41,321	€ 41,321	€ 175,508	€ 25,772.50	€ 149,735.50	85%
\$7.3B Food and Beverage Company	JDE	\$435,118	\$890,014	\$75,000	\$75,000	\$1,475,132	\$217,559	\$1,257,573	85%
\$3B Building Products Company	JDE	\$322,700	\$500,000	\$135,000	\$135,000	\$1,092,700	\$161,350	\$931,350	85%
\$1.2B Construction Company	SAP	£84,552	£63,414	N/A	£135,000	£282,966	£42,276	£240,690	85%
French Retailer With Over 160 Stores	OT	\$174,876	\$300,000	\$58,234	\$47,741	\$580,851	\$87,438	\$493,413	85%
Online Australian University	PS	\$192,028	\$300,000	\$63,945	\$52,424	\$608,397	\$96,014	\$512,383	84%
UK Local Council	EBS/OT	\$195,328	\$300,000	\$65,044	\$53,325	\$613,697	\$97,664	\$516,033	84%
Finnish Grocery Store Chain	OT	\$198,610	\$300,000	\$66,137	\$54,221	\$618,968	\$99,305	\$519,663	84%
10,000 Student European Vocational School	PS	\$200,010	\$300,000	\$66,603	\$54,603	\$621,216	\$100,005	\$521,211	84%
CHF 4.9B Global Provider of Airline Catering Solutions	SAP	\$316,200	\$467,114	\$105,295	\$86,323	\$974,932	\$158,100	\$816,832	84%
Italian Media Infrastructure Provider	SAP	\$191,592	\$283,034	\$63,800	\$52,305	\$590,731	\$95,796	\$494,935	84%
£4B UK Catalog Retailer	SAP	\$112,389	\$166,029	\$37,426	\$30,682	\$346,526	\$56,195	\$290,332	84%

PS: PeopleSoft, OT: Oracle Database/Fusion Middleware, Hyp: Hyperion, Bobj: BusinessObjects

N/A denotes that data is not available.

Rimini Street Client	Product	Above the Waterline	Below the Waterline			Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
Saudi Electronics, Healthcare and Food Conglomerate	SAP	\$1,461,588	\$2,159,164	\$486,709	\$399,014	\$4,506,475	\$730,794	\$3,775,681	84%
\$55B Taiwan Component Manufacturer	SAP	\$560,806	\$828,464	\$186,748	\$153,100	\$1,729,118	\$280,403	\$1,448,715	84%
SEK 4B Swedish Logistics Company	SAP	\$578,172	\$854,118	\$192,531	\$157,841	\$1,782,662	\$289,086	\$1,493,576	84%
\$20M Cloud Hosting Provider	SAP	€ 323,745	€ 478,260	€ 107,807	€ 88,382	€ 998,194	€ 161,872.50	€ 836,321.50	84%
£1.3B International Staffing Company	SAP	\$1,050,532	\$1,551,922	\$349,827	\$286,795	\$3,239,076	\$525,266	\$2,713,810	84%
\$11B Energy Company	PS	\$1,896,000	\$3,000,000	\$500,000	\$350,000	\$5,746,000	\$948,000	\$4,798,000	84%
\$10B Healthcare Company Subsidiary	Siebel	\$231,838	\$300,000	\$77,202	\$63,292	\$672,332	\$115,919	\$556,413	83%
\$1.2B Electricity Provider	PS	\$483,030	\$764,260	\$75,000	\$75,000	\$1,397,290	\$241,515	\$1,155,775	83%
\$700M Chemical Manufacturer	EBS/OT	\$1,047,369	\$1,600,000	\$332,800	\$20,800	\$3,000,969	\$523,684.5	\$2,477,284.5	83%
\$1B Healthcare Company	EBS/OT/Hyp	\$527,694	\$431,750	\$274,500	\$274,500	\$1,508,444	\$263,847	\$1,244,597	83%
German Global Filtration Provider	OT	\$245,986	\$300,000	\$81,913	\$67,154	\$695,053	\$122,993	\$572,060	82%
\$149M Education and Media Subsidiary	SAP	\$734,962	\$868,591	\$244,742	\$200,645	\$2,048,940	\$367,481	\$1,681,459	82%
€10B Finnish Retailer	OT	\$259,942	\$300,000	\$86,561	\$70,964	\$717,467	\$129,971	\$587,496	82%
Israeli Flavor and Fragrance Company	EBS/OT	\$238,775	\$100,000	\$210,000	\$90,000	\$638,775	\$119,388	\$519,388	81%
Israeli Consumer Products Company	EBS/OT	\$198,520	\$90,000	\$180,000	\$60,000	\$528,520	\$99,260	\$429,260	81%
New Zealand Oil Refinery	OT	\$69,480	\$73,030	\$23,137	\$18,968	\$184,615	\$34,740	\$149,875	81%

PS: PeopleSoft, OT: Oracle Database/Fusion Middleware, Hyp: Hyperion, Bobj: BusinessObjects

N/A denotes that data is not available.

Rimini Street Client	Product	Above the Waterline		Below the Waterline		Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
Israeli Engineering and Design Company	EBS/OT	\$58,400	\$60,000	\$24,000	\$12,012	\$154,412	\$29,200	\$125,212	81%
\$500M Frozen Food Manufacturer	OT	\$774,618	\$792,223	\$257,948	\$211,471	\$2,036,260	\$387,309	\$1,648,951	81%
\$1B Medical Device Company	EBS/OT/Agile	\$1,500,000	\$1,534,091	\$499,500	\$409,500	\$3,943,091	\$750,000	\$3,193,091	81%
Hydrocarbon Exploration Company	EBS/OT/PS/Hyp	\$621,516	\$635,641	\$206,965	\$169,674	\$1,633,796	\$310,758	\$1,323,038	81%
\$570M Croatian Dairy Products Producer	SAP	\$107,600	\$105,970	\$35,831	\$29,375	\$278,776	\$53,800	\$224,976	81%
AU\$700M International Mineral Company	SAP/Bobj	\$810,936	\$798,649	\$270,042	\$221,386	\$2,101,013	\$405,468	\$1,695,545	81%
AU\$142M Global Energy Provider	SAP/OT/Bobj	\$446,300	\$439,538	\$148,618	\$121,840	\$1,156,296	\$223,150	\$933,146	81%
Global Medical Technology Company	SAP/OT	\$700,000	\$689,394	\$233,100	\$191,100	\$1,813,594	\$350,000	\$1,463,594	81%
Leading Producer of Tailored Clothing	SAP	\$772,206	\$760,506	\$257,145	\$210,812	\$2,000,669	\$386,103	\$1,614,566	81%
\$2B Life Science, Food and Industrial Testing Provider	SAP	\$1,800,000	\$1,772,727	\$599,400	\$491,400	\$4,663,527	\$900,000	\$3,763,527	81%
£6.5B Multinational Insurance Company	SAP/OT	\$594,794	\$585,782	\$198,066	\$162,379	\$1,541,021	\$297,397	\$1,243,624	81%
European Food Processor	PS/SAP	\$111,920	\$110,224	\$37,269	\$30,554	\$289,967	\$55,960	\$234,007	81%
\$800M Distributor of Cutlery and Hardware	EBS/OT/Hyp/Siebel	\$2,300,995	\$2,325,000	\$732,600	\$600,600	\$5,959,195	\$1,150,497	\$4,808,697	81%
Australian Gold Mining Company	SAP/Bobj	\$1,772,652	\$1,712,221	\$590,293	\$483,984	\$4,559,150	\$886,326	\$3,672,824	81%
Australian Medical Research Institute	JDE/OT	\$48,378	\$30,000	\$32,220	\$13,207	\$123,805	\$24,189	\$99,616	80%

PS: PeopleSoft, OT: Oracle Database/Fusion Middleware, Hyp: Hyperion, Bobj: BusinessObjects

N/A denotes that data is not available.

		Above the Waterline	Below the Waterline							
Rimini Street Client	Product	Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs	Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor	
\$4B Chemical Mfg	EBS/OT	\$323,113	\$300,000	\$107,597	\$88,210	\$818,920	\$161,557	\$657,364	80%	
\$21B Fast Food Chain	EBS/OT	\$330,207	\$300,000	\$109,959	\$90,147	\$830,313	\$165,104	\$665,210	80%	
\$3B Tax Services Provider	PS	\$303,114	\$150,000	\$225,000	\$75,000	\$753,114	\$151,557	\$601,557	80%	
City Government in Nevada	EBS/OT	\$2,017,330	\$1,742,240	\$671,771	\$550,731	\$4,982,072	\$1,008,665	\$3,973,407	80%	
City Government in Texas	PS	\$2,017,510	\$1,742,395	\$671,831	\$550,780	\$4,982,516	\$1,008,755	\$3,973,761	80%	
\$3.1B CPG Manufacturer	EBS/OT	\$453,188	\$60,000	\$150,000	\$450,000	\$1,113,188	\$226,594	\$886,594	80%	
NZ\$250M Polymer and Vacuum Systems Manufacturer	OT	\$120,732	\$99,238	\$40,204	\$32,960	\$293,134	\$60,366	\$232,768	79%	
£47B UK Global Insurance Company	Siebel	\$624,264	\$512,817	\$207,880	\$170,424	\$1,515,385	\$312,132	\$1,203,253	79%	
\$1.2B Kitchenware Products Manufacturer	SAP/OT	\$663,642	\$555,682	\$208,125	\$170,625	\$1,598,074	\$331,821	\$1,266,253	79%	
\$10B Chemical Distributor	SAP	\$3,800,000	\$250,000	\$150,000	\$600,000	\$4,800,000	\$1,000,000	\$3,800,000	79%	
Canadian Provincial Health Services	PS	\$601,491	\$514,643	\$174,720	\$143,239	\$1,434,093	\$300,746	\$1,133,348	79%	
AU \$236M Industrial Explosives Supplier	SAP	\$1,646,000	\$1,271,909	\$548,118	\$449,358	\$3,915,385	\$823,000	\$3,092,385	79%	
Computer Networking Products Supplier	EBS/OT/Hyp/Agile	\$588,924	\$200,000	\$480,000	\$128,621	\$1,397,545	\$294,462	\$1,103,083	79%	
Australian Port Terminal and Supply Chain Operator	OT	\$606,350	\$463,420	\$201,915	\$165,534	\$1,437,219	\$303,175	\$1,134,044	79%	
\$900M Restaurant and Entertainment Company	PS	\$202,000	\$155,000	\$63,000	\$52,000	\$472,000	\$101,000	\$371,000	79%	

PS: PeopleSoft, OT: Oracle Database/Fusion Middleware, Hyp: Hyperion, Bobj: BusinessObjects

N/A denotes that data is not available.

Rimini Street Client	Product	Above the Waterline	Below the Waterline			Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
\$5B Construction and Civil Engineering Company	EBS/OT/JDE	\$1,451,624	\$1,042,308	\$483,391	\$396,293	\$3,373,616	\$725,812	\$2,647,804	78%
\$330M Taiwan Consumer Electronics Company	SAP/Sybase/ Bobj/ MS-SQL	\$360,000	\$409,091	\$29,970	\$24,570	\$823,631	\$180,000	\$643,631	78%
Canadian Provincial Government	OT	\$5,373,054	\$3,663,446	\$1,789,227	\$1,466,844	\$12,292,571	\$2,686,527	\$9,606,044	78%
\$500M Kitchen Products Distributor	EBS/OT/Hyp	\$3,404,113	\$2,365,229	\$1,100,233	\$901,993	\$7,771,567	\$1,702,057	\$6,069,510	78%
\$500M Electronics Distributor	SAP/ Bobj/ MS-SQL	\$367,200	\$411,273	\$30,569	\$25,061	\$834,103	\$183,600	\$650,503	78%
Second Largest Ice Cream Maker in the US	EBS/OT/Hyp	\$1,568,860	\$1,067,045	\$499,500	\$409,500	\$3,544,905	\$784,430	\$2,760,475	78%
UK Local Governing Body	EBS	N/A	N/A	N/A	N/A	N/A	N/A	N/A	78%
\$50B Retailer with 3800 stores	PS/OT	\$4,183,627	\$2,345,455	\$1,332,000	\$1,092,000	\$8,953,082	\$2,000,000	\$6,953,082	78%
\$600M Business Software Manufacturer	SAP/ Bobj/ MS-SQL	\$1,000,000	\$940,000	\$276,000	N/A	\$2,216,000	\$500,000	\$1,716,000	77%
£18B International Defense Company	EBS/OT	\$2,487,010	\$1,800,000	\$600,000	\$600,000	\$5,487,010	\$1,243,505	\$4,243,505	77%
\$4B Chemical Manufacturing	SAP/ Bobj/ MS-SQL	\$1,420,361	\$1,175,294	\$225,000	\$300,000	\$3,120,655	\$710,180.5	\$2,410,474.5	77%
Australian Specialty Retailer	SAP/ Bobj/ MS-SQL	\$113,435	\$67,030	\$37,774	\$30,968	\$249,207	\$56,718	\$192,490	77%
AU \$786M Australian Utility Services Provider	EBS/OT	\$495,700	\$290,983	\$165,068	\$135,326	\$1,087,077	\$247,850	\$839,227	77%
\$10B Insurance Company	PS	\$434,976	\$266,917	\$67,500	\$180,000	\$949,393	\$217,488	\$731,905	77%
Dutch Government Agency	OT	\$556,194	\$300,000	\$185,213	\$151,841	\$1,193,248	\$278,097	\$915,151	77%

PS: PeopleSoft, OT: Oracle Database/Fusion Middleware, Hyp: Hyperion, Bobj: BusinessObjects

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Rimini Street Client	Product	Above the Waterline	Below the Waterline			Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
£480M UK Parcel Courier Service	EBS/OT	\$568,646	\$300,000	\$189,359	\$155,240	\$1,213,245	\$284,323	\$928,922	77%
\$2B Manufacturer of Computer Peripherals	EBS/OT/ Agile/ Hyp	\$11,482,992	\$5,871,985	\$3,823,836	\$3,134,857	\$24,313,670	\$5,741,496	\$18,572,174	76%
\$200M Landscaping Products Supplier	EBS/OT	\$1,035,572	\$529,554	\$344,845	\$282,711	\$2,192,682	\$517,786	\$1,674,896	76%
\$30B Food Processing Company	JDE	\$729,664	\$663,805	\$75,000	\$75,000	\$1,543,469	\$364,832	\$1,178,637	76%
\$2B Snack Manufacturer	SAP	\$934,350	\$450,800	\$435,000	\$150,000	\$1,970,150	\$467,175	\$1,502,975	76%
AU\$4B Australian Transportation Service	PS	\$1,118,606	\$547,612	\$372,496	\$305,379	\$2,344,093	\$559,303	\$1,784,790	76%
Norwegian Power Company	Siebel/ OT	\$622,890	\$300,000	\$207,422	\$170,049	\$1,300,361	\$311,445	\$988,916	76%
\$900M Cancer Research Company	Siebel	\$847,344	\$755,941	\$75,000	\$75,000	\$1,753,285	\$423,672	\$1,329,613	76%
NZ\$3.6B Telecom Provider	SAP	\$1,045,574	\$475,261	\$348,176	\$285,442	\$2,154,453	\$522,787	\$1,631,666	76%
Top 3 Auto Manufacturers Subsidiary	SAP/OT	\$1,218,000	\$553,636	\$405,594	\$332,514	\$2,509,744	\$609,000	\$1,900,744	76%
AU\$300M Australian Health Food Company	SAP/OT/ Bobj	\$491,010	\$223,186	\$163,506	\$134,046	\$1,011,748	\$245,505	\$766,243	76%
\$2.5B Digital Services Provider	OT	\$667,198	\$300,000	\$222,177	\$182,145	\$1,371,520	\$333,599	\$1,037,921	76%
Global Real Estate Developer and Operator	EBS/OT	\$169,180	\$75,000	\$56,337	\$46,186	\$346,703	\$84,590	\$262,113	76%
\$1.3B Fashion Design House	PS/JDE	\$592,004	\$468,340	\$75,000	\$75,000	\$1,210,344	\$296,002	\$914,342	76%
\$10B Semiconductor Manufacturer	EBS/OT/ HYP	\$2,000,000	\$1,636,364	\$225,000	\$225,000	\$4,086,364	\$1,000,000	\$3,086,364	76%
\$2.6B Global Asset Management Company	PS	\$535,000	\$218,864	\$187,500	\$150,000	\$1,091,364	\$267,500	\$823,864	75%

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Rimini Street Client	Product	Above the Waterline	Below the Waterline			Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
Cement Manufacturer	EBS/OT	\$195,808	\$110,734	\$49,874	\$40,888	\$397,304	\$97,904	\$299,400	75%
\$155M Information Technology Company	EBS/OT/PS	\$2,583,000	\$1,057,000	\$860,000	\$705,000	\$5,205,000	\$1,291,500	\$3,913,500	75%
\$1.5 Manufacturing Company	EBS/OT	\$1,282,000	\$524,000	\$427,000	\$350,000	\$2,583,000	\$641,000	\$1,942,000	75%
\$400M Power Generation Systems	EBS/OT/Agile	\$891,000	\$364,000	\$297,000	\$243,000	\$1,795,000	\$445,500	\$1,349,500	75%
\$15B Petroleum Refiner & Supplier	SAP/OT/Bobj	\$1,100,000	\$812,500	\$150,000	\$150,000	\$2,212,500	\$550,000	\$1,662,500	75%
\$3B Office Building Owner/Operator	PS/JDE	\$398,278	\$161,296	\$131,295	\$107,638	\$798,507	\$199,139	\$599,368	75%
\$550M Industrial Engineered Material Provider	EBS/OT/SAP	880722	376816	276204	226437	1760179	440361	1319818	75%
\$5.2B Canadian Government Agency	PS	\$764,386	\$604,698	\$75,000	\$75,000	\$1,519,084	\$382,193	\$1,136,891	75%
Local Government in Australia	OT	\$199,500	\$75,000	\$66,434	\$54,464	\$395,398	\$99,750	\$295,648	75%
AU\$500M Gaming and Entertainment Company	PS	\$812,284	\$300,000	\$270,491	\$221,754	\$1,604,529	\$406,142	\$1,198,387	75%
\$1.2B Australian Packaging Manufacturer	SAP/OT/Bobj	\$498,000	\$181,091	\$165,834	\$135,954	\$980,879	\$249,000	\$731,879	75%
Global Electrical Power Solutions Provider	EBS/OT	\$838,603	N/A	\$222,000	\$500,000	\$1,560,603	\$399,018	\$1,161,585	74%
\$600M Food & Beverage Company	EBS/OT	\$1,100,000	\$800,000	\$200,000	\$50,000	\$2,150,000	\$550,000	\$1,600,000	74%
\$636M Water Utility	SAP	\$421,922	\$126,577	\$135,000	\$135,000	\$818,499	\$210,961	\$607,538	74%
\$258M International Manufacturer	EBS/OT	\$395,032	\$220,000	\$75,000	\$75,000	\$765,032	\$197,516	\$567,516	74%
\$9B Electronics Manufacturer	SAP	\$338,926	\$315,000	N/A	N/A	\$653,926	\$169,463	\$484,463	74%

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Rimini Street Client	Product	Above the Waterline	Below the Waterline			Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
Retailer With Over 650 Locations Across ANZ	SAP/Bobj	\$568,808	\$172,366	\$189,413	\$155,285	\$1,085,872	\$284,404	\$801,468	74%
One of the Largest CPG Companies in Australia	SAP/OT	\$2,275,174	\$689,447	\$757,633	\$621,123	\$4,343,377	\$1,137,587	\$3,205,790	74%
Government Agency Responsible for Aviation	SAP/Bobj	\$890,214	\$269,762	\$296,441	\$243,028	\$1,699,445	\$445,107	\$1,254,338	74%
\$48.8B Global Biopharmaceutical Company	PS	\$1,050,000	\$429,000	\$300,000	\$225,000	\$2,004,000	\$525,000	\$1,479,000	74%
\$17B Packaging Company	SAP	\$4,570,666	\$3,376,060	\$450,000	\$300,000	\$8,696,726	\$2,285,333	\$6,411,393	74%
\$750M Scientific Research Supplies and Services	SAP/OT/Sybase	\$1,043,200	\$300,000	\$347,386	\$284,794	\$1,975,379	\$521,600	\$1,453,779	74%
\$5B Supplier of Dairy Products	EBS/Hyp	\$1,100,000	\$300,000	\$366,300	\$300,300	\$2,066,600	\$550,000	\$1,516,600	73%
€11B Dutch Multinational Dairy Cooperative	OT	\$1,109,430	\$300,000	\$369,440	\$302,874	\$2,081,744	\$554,715	\$1,527,029	73%
\$17B Industrial and Consumer Products Manufacturer	EBS/OT	\$1,545,958	\$525,480	\$427,740	\$350,670	\$2,849,848	\$772,979	\$2,076,869	73%
\$730M Mining Tools and Infrastructure Provider	EBS/OT/Agile	\$5,982,816	\$1,359,731	\$1,992,278	\$1,633,309	\$10,968,133	\$2,991,408	\$7,976,725	73%
Australian Engineering Services and Consulting	SAP	\$70,000	\$15,909	\$23,310	\$19,110	\$128,329	\$35,000	\$93,329	73%
\$350M Pipe Manufacturer	SAP	\$227,152	\$120,000	\$30,000	\$37,500	\$414,652	\$113,576	\$301,076	73%
€4B Healthcare Technology Provider	SAP/Siebel	\$1,390,906	\$300,000	\$463,172	\$379,717	\$2,533,795	\$695,453	\$1,838,342	73%
\$30M Manufacturer of Health Products	JDE	\$55,000	\$20,000	\$14,000	\$11,000	\$100,000	\$27,500	\$72,500	73%
\$1.2B Energy Retailer	SAP/PS/OT/Hyp	\$1,200,000	\$490,909	\$266,400	\$218,400	\$2,175,709	\$600,000	\$1,575,709	72%

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Rimini Street Client	Product	Above the Waterline	Below the Waterline			Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
\$1B Swiss Retailer	OT	\$1,511,490	\$300,000	\$503,326	\$412,637	\$2,727,453	\$755,745	\$1,971,708	72%
\$2.7B Australian Retailer	SAP/OT/ Bobj	\$2,298,661	\$417,938	\$765,454	\$627,534	\$4,109,587	\$1,149,331	\$2,960,257	72%
\$1.2B Credit Insurance Company	PS	\$302,778	\$200,000	N/A	\$37,500	\$540,278	\$151,389	\$388,889	72%
Firearms Manufacturer	SAP	\$786,000	\$285,818	\$174,492	\$143,052	\$1,389,362	\$393,000	\$996,362	72%
AU\$9B Distributor of Groceries	OT	\$465,976	\$75,000	\$155,170	\$127,211	\$823,357	\$232,988	\$590,369	72%
British Aerospace Manufacturer	SAP	\$1,945,305	\$300,000	\$647,787	\$531,068	\$3,424,160	\$972,653	\$2,451,508	72%
\$40M Lighting & Electronics Company	JDE	\$430,000	\$175,909	\$75,000	\$75,000	\$755,909	\$215,000	\$540,909	72%
£2.5 British Engineering Business	SAP/ HANA DB/ Bobj/ EBS/OT/ Agile/ Db2	\$2,024,212	\$300,000	\$674,063	\$552,610	\$3,550,885	\$1,012,106	\$2,538,779	71%
£8B Multinational Infrastructure Group	EBS/OT/ Hyp	\$2,298,859	\$300,000	\$765,520	\$627,588	\$3,991,967	\$1,149,430	\$2,842,538	71%
\$200M Messaging Provider	SAP	\$565,924	\$113,185	\$150,000	\$150,000	\$979,109	\$282,962	\$696,147	71%
\$300M Distribution Company	SAP	\$417,192	\$225,000	N/A	\$75,000	\$717,192	\$208,596	\$508,596	71%
150 Year Old Publisher	PS	\$339,113	\$37,500	\$109,604	\$89,855	\$576,072	\$169,557	\$406,516	71%
\$7.2B Sporting Goods Retailer	PS	\$644,270	\$299,909	\$75,000	\$75,000	\$1,094,179	\$322,135	\$772,044	71%
Australian Research and Hearing Services	EBS/OT	\$877,064	\$75,000	\$292,062	\$239,438	\$1,483,564	\$438,532	\$1,045,032	70%
\$658M Food Products Wholesaler	SAP/ Bobj/ MS-SQL/ Db2	\$487,122	\$37,500	\$162,212	\$132,984	\$819,818	\$243,561	\$576,257	70%
\$7.5B Vehicle Manufacturer	PS/OT/ Siebel	\$481,650	\$37,500	\$158,019	\$129,547	\$806,716	\$240,825	\$565,891	70%

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		Above the Waterline	Below the Waterline							
Rimini Street Client	Product	Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs	Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor	
Canadian Packaging Solutions Manufacturer	SAP/MS-SQL	\$234,000	\$100,000	\$25,000	\$30,000	\$389,000	\$117,000	\$272,000	70%	
US City With a Population Over 750,000	PS/EBS/OT	\$573,186	\$234,485	\$190,871	\$156,480	\$1,155,022	\$347,518	\$807,504	70%	
\$3B Insurance Company	PS	\$515,150	\$37,500	\$166,500	\$136,500	\$855,650	\$257,575	\$598,075	70%	
\$1B Identity Solutions Manufacturer	SAP	\$388,424	\$37,500	\$119,979	\$98,361	\$644,264	\$194,212	\$450,052	70%	
Autonomous In-vehicle Technology Developer	EBS/OT	\$609,000	\$37,500	\$199,800	\$163,800	\$1,010,100	\$304,500	\$705,600	70%	
\$700M Consumer Electronics Manufacturer	EBS/OT/Agile	\$609,000	\$37,500	\$199,800	\$163,800	\$1,010,100	\$304,500	\$705,600	70%	
40,000 Student University in New Zealand	PS/OT/Hyp	\$1,575,886	\$75,000	\$524,770	\$430,217	\$2,605,873	\$787,943	\$1,817,930	70%	
\$203M Heavy Equipment Manufacturer	SAP	£109,970	£71,415	N/A	N/A	£181,385	£54,985	£126,400	70%	
\$19B Distributor of Electronic Components	OT	\$1,039,646	\$37,500	\$346,202	\$283,823	\$1,707,171	\$519,823	\$1,187,348	70%	
\$900M Automotive Services Distributor	PS	\$446,008	\$160,000	\$50,000	\$75,000	\$731,008	\$223,004	\$508,004	69%	
\$15B Pharmaceutical Company and Medical Equipment Manufacturer	Siebel	\$2,053,820	\$840,199	\$300,000	\$150,000	\$3,344,019	\$1,026,910	\$2,317,109	69%	
\$728M Medical Equipment Manufacturer	SAP	\$1,471,131	\$212,182	\$504,000	\$207,000	\$2,394,313	\$735,565.5	\$1,658,747.5	69%	
\$1B Cleaning Products Provider	SAP/HANA DB/Obj/OT	\$1,675,826	\$37,500	\$549,803	\$450,739	\$2,713,868	\$837,913	\$1,875,955	69%	
AU\$1B Food Service Retailer	JDE	\$41,282	N/A	\$13,747	\$11,270	\$66,299	\$20,641	\$45,658	69%	

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Rimini Street Client	Product	Above the Waterline	Below the Waterline			Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
62,000 Student Australian University	PS	\$1,366,292	N/A	\$454,975	\$372,998	\$2,194,265	\$683,146	\$1,511,119	69%
US County Government	SAP/OT	\$1,223,288	N/A	\$407,355	\$333,958	\$1,964,601	\$611,644	\$1,352,957	69%
\$1.5B Poultry Products Producer	SAP/HANA DB/Bobj	\$532,000	N/A	\$177,156	\$145,236	\$854,392	\$266,000	\$588,392	69%
\$14B Power and Energy Company	SAP	\$480,000	N/A	\$159,840	\$131,040	\$770,880	\$240,000	\$530,880	69%
Australian Brewing Company	Siebel	\$355,362	N/A	\$118,336	\$97,014	\$570,712	\$177,681	\$393,031	69%
\$570M Pharmaceutical Manufacturer	SAP/OT	\$833,634	\$200,393	\$150,000	\$150,000	\$1,334,027	\$416,817	\$917,210	69%
\$800M Glass Tableware Manufacturer	JDE	\$531,936	\$88,977	\$120,000	\$95,004	\$835,917	\$265,968	\$569,949	68%
\$525M Engineered Products Manufacturer	JDE	\$531,936	\$88,977	\$120,000	\$95,004	\$835,917	\$265,968	\$569,949	68%
\$8B International Retailer	EBS/OT	\$2,709,994	\$880,223	\$300,000	\$300,000	\$4,190,217	\$1,354,997	\$2,835,220	68%
World's Largest Kosher Food Manufacturer	EBS/OT/SAP/Hyp/Siebel	\$891,664	N/A	\$300,000	\$180,000	\$1,371,664	\$445,832	\$925,832	67%
\$13B Mass Media Firm	Siebel	£2,992,000	£600,000	£500,000	£500,000	£4,592,000	£1,496,000	£3,096,000	67%
\$270M Newspaper Publisher	PS	\$354,717	\$150,000	N/A	\$37,500	\$542,217	\$177,358.5	\$364,858.5	67%
\$1B Electronics Manufacturing Supplier	EBS/OT/AGile	\$925,000	\$40,000	\$246,420	\$202,020	\$1,413,440	\$462,500	\$950,940	67%
\$3.3B Chemical Manufacturer	SAP	\$2,863,083	\$644,194	\$477,000	\$390,000	\$4,374,277	\$1,431,541.5	\$2,942,735.5	67%
\$240M Semiconductor Company	EBS/OT	\$414,898	\$97,500	\$55,000	\$55,000	\$622,398	\$207,449	\$414,949	67%
\$1.5B Fashion Company	PS/JDE	\$694,032	\$187,336	\$75,000	\$75,000	\$1,031,368	\$347,016	\$684,352	66%

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Rimini Street Client	Product	Above the Waterline	Below the Waterline			Total Annual Maintenance Costs Under Vendor Support	Total Annual Maintenance Costs Under Rimini Street	Total Annual Maintenance Savings Under Rimini Street	Savings as % of Total Annual Maintenance Costs Under Vendor
		Annual Vendor Maintenance Fees	Annualized Upgrade Avoidance Costs	Annual Customization Support Costs	Annual Self Support Costs				
\$1B Analytics Company	EBS/OT	\$1,252,191	N/A	\$328,654	\$269,437	\$1,850,282	\$626,096	\$1,224,187	66%
\$1.1B Securities Company	Siebel	\$216,890	\$102,950	N/A	N/A	\$319,840	\$108,445	\$211,395	66%
US School District-67,000 Students	EBS/OT	\$775,792	\$245,495	\$75,000	\$37,500	\$1,133,787	\$387,896	\$745,891	66%
\$3B Technology Service Provider	SAP	\$250,832	\$114,024	N/A	N/A	\$364,856	\$125,416	\$239,440	66%
\$1.7B Printed Circuit Board Manufacturer	SAP/ HANA DB/Obj/ MS-SQL	\$705,180	\$213,691	\$58,706	\$48,129	\$1,025,706	\$352,590	\$673,116	66%
\$2B Electronics Manufacturer	SAP/ HANA DB/Obj	\$657,028	\$199,099	\$54,698	\$44,842	\$955,667	\$328,514	\$627,153	66%
\$4B Paint Manufacturer	EBS	\$3,412,910	\$1,000,000	\$330,000	\$220,000	\$4,962,910	\$1,706,455	\$3,256,455	66%
\$560M Semiconductor Assembler	SAP	\$188,000	\$84,600	N/A	N/A	\$272,600	\$94,000	\$178,600	66%
\$29B Global Paper and Packaging Company	PS	\$1,050,000	N/A	N/A	\$450,000	\$1,500,000	\$525,000	\$975,000	65%
\$1.4B Energy & Services Company	PS	\$972,574	\$300,000	\$37,500	\$75,000	\$1,385,074	\$486,287	\$898,787	65%
\$ 300M Educational Institution	PS	\$880,542	\$260,000	\$55,000	\$55,000	\$1,250,542	\$440,271	\$810,271	65%
\$8B Consumer Healthcare Products	PS	\$679,183	\$95,480	\$112,500	\$75,000	\$962,163	\$339,592	\$622,572	65%
\$125M Manufacturing Company	EBS	\$481,034	\$100,000	\$49,500	\$49,500	\$680,034	\$240,517	\$439,517	65%
Global Consumer Electronics Company	OT/Db2	\$472,500	N/A	\$100,000	\$85,995	\$658,495	\$236,250	\$422,245	64%
\$6B Automation Technology Provider	SAP/ HANA DB/OT/ Obj	\$6,200,000	\$750,000	\$900,000	\$750,000	\$8,600,000	\$3,100,000	\$5,500,000	64%

PS: PeopleSoft, OT: Oracle Database/Fusion Middleware, Hyp: Hyperion, Obj: BusinessObjects

N/A denotes that data is not available.

## Study Analysis: Major Themes

The organizations interviewed for this study noted that the total cost savings stemming from their switch to Rimini Street independent, third-party support is derived from four distinct sources:

- 1. Maintenance fees:** The cost savings of 50% of the software vendor's annual support fees
- 2. Upgrade avoidance:** The cost savings from not having to undertake forced application updates, upgrades, or platform migrations, which may have no sound ROI merely to retain full support
- 3. Customization support:** The cost savings from not having to use in-house or external resources to fix custom code that breaks
- 4. Self-support:** The cost savings from not having to budget for the additional resources and headcount required to deal with the burden and inefficiency of traditional vendor support processes

The following sections explain each of these distinct savings categories with respect to SAP in more detail, with examples cited from the organizations interviewed.

### High and Rising Costs of SAP Support

SAP increased its fee for Standard Support for new customers from 18 to 19% as of July 15, 2013; and as of January 1, 2016, Enterprise Support customers are now paying 22%.

These numbers indicate that SAP's top clients are spending between \$2 million and \$5 million annually on maintenance and support contracts, which accounts for as much as a quarter of the cost of the original software purchase, according to figures from Constellation Research.<sup>4</sup>

IT organizations can benefit from savings of 50% or more on software vendor support fees. That can immediately impact their bottom line. In addition, they receive premium support for SAP applications and databases as well as the highest level of enterprise software support available.

### Expensive, Disruptive, and Minimal-Value Upgrades and Migrations

A recent survey<sup>5</sup> of SAP licensees by IDG found that 95% of respondents indicated that their business needs are being fully or mostly met by their current SAP systems, with 93% claiming that maximizing value from their current SAP investment is a critically or moderately important goal. For those planning to stay on their existing version of the SAP Business Suite, a primary concern is whether or not to continue applying enhancement and support packs — support packs that may be potentially disruptive to their businesses and offer minimal benefit.

One of the biggest benefits that licensees experience with Rimini Street is avoiding the cost and disruption of upgrades, updates, and migrations to new ERP platforms. While keeping current on license maintenance fees usually entitles licensees to



*“SAP customers are at a crossroads, where they have to make some big decisions about their SAP footprint. We see companies pursuing an SAP-Rimini Street strategy as a means to take control of their SAP relationship, and Rimini Street is delivering more than just cost savings. They're enabling companies to innovate at their own pace in the areas that make the most business sense.”*

— Rebecca Wettemann  
Valoir



*“Thanks to Rimini Street, we have cut our high and rising SAP maintenance costs significantly. Our current proactive planning for our ERP future has been made possible thanks to the flexibility and savings that Rimini Street's independent support has provided for Kumagai Gumi's IT strategic investments.”*

— Isao Shigihara  
Corporate Planning Division  
IT Planning Group  
Kumagai Gumi Company

software upgrades and updates, implementations will require retesting and rewrites of customizations, including integrations, which typically result in a significant investment in both internal and external resources.

Based on industry benchmarks and leading industry analyst validation, it is estimated that the average cost of an S/4HANA migration and ongoing costs over seven years for licensees paying \$1 million in annual support is \$35 million.<sup>5</sup> This includes licensing and support and implementation costs, as well as upgrades and applying feature packs over a seven-year period.

Savings from upgrade and update avoidance will depend on the level of maturity of the application and the number of components deployed and integrated. SAP licensees interviewed for this study save hundreds of thousands of dollars per year. For example, one Rimini Street client was able to eliminate upgrades, with an average savings of \$500,000 in internal costs and \$250,000 in external costs per avoided upgrade.

Statements from organizations interviewed confirm the lack of value experienced due to unnecessary and expensive upgrades:

*“We were faced with forced upgrades which we really didn’t want to do. We avoided those upgrades, saving \$4 to \$5M in system upgrades by moving to Rimini Street.”*

*— CIO, \$4B Chemical Manufacturing Company*

*“We were burdened with Enhancement Packages that gave us absolutely NO benefit, ZERO.”*

*— UK IS Director, \$2B Snack Manufacturing Company*

### **A Move to S/4HANA is a Major Implementation**

SAP launched S/4HANA in 2015 and has promoted it as a full replacement for the SAP Business Suite. Yet as of its October 2020 update, S/4HANA has not reached functional parity with Business Suite. It also requires replacing existing third-party databases with SAP’s proprietary HANA database.

The database replacement, along with required hardware upgrades, table and program changes, data structure changes, etc. all make migrating to S/4HANA essentially a reimplementation.

### **High Customized Code Support Costs**

The majority of the issues in today’s mature enterprise software deployments are not in the core code delivered by SAP. Most issues are in the code a client has customized to fit its unique business requirements.

However, standard SAP support programs do not cover customized code, making vendor support increasingly irrelevant as companies continue to modify their systems to meet business demands.

Rimini Street covers the support of customized code at no extra charge. Nearly two-



*“Rimini Street showed that the change to third-party support is worthwhile. Now we have reduced our SAP maintenance and support costs, allowing those resources to be directed towards our current business goals. We no longer worry about our ERP support since switching to Rimini Street.”*

*— Head of Procurement  
largest pharmaceutical  
manufacturer in South America*



*“While avoiding the cost and disruption of upgrades has always been a part of the Rimini Street value message, it’s more important than ever as SAP customers face what is much more than an upgrade with SAP S/4HANA. A move to third-party support enables CIOs to manage current costs and keep critical systems running while they evaluate S/4HANA and all their options.”*

*— Rebecca Wettemann  
Valoir*

thirds of cases that Rimini Street resolves for its clients are issues that SAP's support program would likely not have otherwise covered.

Statements from the organizations interviewed confirm the cost savings from not having to use in-house or external resources to fix customizations that break:

"We custom-designed a lot of our functionality and hence had high custom support costs. That is \$500K annually — about five FTEs."

— CIO, \$4B Chemical Manufacturing Company

"We had to outsource our moderately-to-highly customized SAP environment to our SI partner as SAP won't support our customizations."

— UK IS Controller, \$2B Snack Manufacturing Company

"SAP wouldn't touch our custom changes. Our development team worked on these issues."

— Director, SAP Center of Excellence, £1B Supply Chain Logistics Company

"All of the calls that we've made with Rimini Street have been resolved within the service level targets, that includes support for customisation."

— General Manager Information Technology, ATCO Australia

## Inefficiencies Due To Self-Support

This category represents the savings from not having to budget for the additional resources and headcount required to deal with the inefficiency of SAP support, including the following as reported in client interviews:

### 1. Business impact of faster resolution of SAP cases

Rimini Street clients consistently found they had more rapid resolution of issues and, as a result, were able to deploy internal staff and consulting resources to other projects.

Rimini Street assigns each client an experienced Primary Support Engineer, backed by a team of experts who can assess, diagnose, and resolve client cases 24/7/365, with a guaranteed 10-minute response time for P1 critical issues.

The alternative many clients face is the self-support cost and time that their support teams spend hunting for potential issue resolutions on SAP support portals and forums or being forced to replicate an issue in a vanilla environment, which can drastically increase support costs and time to resolution.

### 2. Resource savings for tax, legal, and regulatory updates

“

*"The critical difference with the previous support vendor is that Rimini Street assigns a dedicated support engineer to me and the response time to resolve problems is very minimal."*

— Head of IT  
Japanese Construction  
Company

“

*"The turnaround time from when my team logs a ticket to when we receive the response from Rimini Street is fantastic. My team members do not even have time to go and make a cup of coffee — that is how fast Rimini Street gets back to their customers!"*

— Sr. Manager IT Application  
Management  
Proton

Valoir found that some customers had to employ consultants to help them determine which tax, legal, and regulatory updates were applicable to their businesses. Rimini Street clients said the support they received included specific guidance on which updates needed to be applied based on their particular business operations.

Rimini Street provides timely compliance updates tailored to the precise scope of the client's unique business — rather than burdening the client with hundreds of SAP-provided updates inclusive of all jurisdictions — eliminating the management of unrelated updates and additional analysis, and minimizing regression testing.

### 3. Personalized, more relevant support — no more self-support

In general, clients found Rimini Street independent, third-party support for SAP to be more proactive, responsive, and personalized than the support provided under traditional SAP maintenance contracts. In many cases, the solution from SAP is to engage additional professional services resources and incur costs in addition to licensing and maintenance fees. The Rimini Street support offering provides a dedicated SAP engineer as the point of contact to address general inquiries, troubleshoot issues, assess code to diagnose problems, and identify real solutions to the root cause of the issue.

Statements from clients interviewed confirm the cost savings from no longer dealing with SAP support inefficiencies:

“We tried every path possible to replicate and get help. We could never get a resolution from the vendor. Our teams spend 30 percent of their time fixing the issues themselves.”

“We ended up not having to back fill one support team member whose sole job was looking for solutions. Very much so. That is about £60,000–£70,000 savings.”

“We paid \$5–10K in consultancy fees for additional diagnosis and replicating the issue.”

“Inefficiency was built into the SAP support process as without exception every single issue had to be escalated. The SAP support process just did not work. That's hard to quantify, but there's definitely an opportunity cost there.”

“We had sunk \$180K into this project and it was nowhere near completion. We transferred all the issues to Rimini Street and we are now down to one open issue. If not for Rimini Street, that \$180K would have become \$360K. We are saving hundreds to thousands of hours and about 3.5 FTEs every year on support issues.”

“

*“Unfortunately, critical IT dollars continue to be squandered on maintenance fees — accounting for 33 percent of the entire software budget.”*

— Rebecca Wettemann, Valoir

“

*“Rimini Street's breadth and depth of expertise coupled with the named-relationship manager strategy, ensures SAP customers get both deep technical expertise and rapid resolution of customer issues. For many SAP customers, these are critical business systems. A third-party strategy with Rimini Street ensures they can continue business as usual even if SAP cannot — or will not — support them.”*

— Rebecca Wettemann  
Valoir

## Conclusion

Executives interviewed as part of this client study responded to the question, “What advice do you have for other CIOs, based on your experience with moving to an independent, third-party support model?” Following are four specific insights and areas of advice that provide peer validation as you build a business case across your organization to consider Rimini Street independent, third-party support for SAP.

Key Takeaways:

- Determine the true value you receive for your SAP maintenance spend
- Don’t upgrade or migrate just to stay fully supported — and don’t upgrade or migrate if there is no business case/ROI
- Ensure that you receive the best value in terms of service levels, support scope, and responsiveness
- Free up funds for growth, competitive advantage, and innovation

### 1. Determine the true value you receive for your SAP maintenance spend

A large global company was paying \$4 million in SAP annual maintenance fees. During the course of a year, the company called SAP with urgent support issues seven times. Five of those calls turned out to involve customized code that SAP would not address. The vendor fixed the two other issues.

Based on this performance, the per-issue maintenance cost for an urgent issue is essentially \$2 million. Calculate your own maintenance-spend-to-support value equation.

“Calculate, really calculate. Get down to some real data and facts around what you’re getting from the vendor for your maintenance fees. Evaluate your current value proposition in dollar terms. And then go from there. In our case, there was just no value in continuing to pay vendor annual support fees.”

— CIO, Global Chemical Manufacturing Company

### 2. Don’t upgrade or migrate just to stay fully supported — and don’t upgrade or migrate if there is no business case/ROI

One Rimini Street client had been paying the vendor \$3 million in annual support fees. It was able to save \$1.5 million (50%) and also avoid a \$19 million Enhancement Pack upgrade that offered no relevant business value.

“Avoid any major cost of change — when the change is simply for the sake of change. We believe the value in upgrading to stay supported is just not there. CIOs typically convince themselves of a few capabilities that will add value, and then perform a massive, expensive upgrade. The reality is that if you want those few capabilities that will add value, you can customize at a fraction of the cost of an upgrade.”

— CIO, US Automotive Parts Manufacturer

### 3. Get your issues fixed, period — Ensure that the support process works effectively and efficiently

“

“We’ve seen positive impact to our business with the new mobile app and additional SuccessFactors licenses. Without the move to Rimini Street’s independent support, we would not have found the budget to quickly fund these programs.”

— IT lead for SAP  
A Global Mining Company  
Based in Australia

“

“SAP CIOs focused on innovation and digital transformation are recognizing that managing risk and reward are important to the success of any digital transformation strategy. An SAP-Rimini Street strategy, for many, removes the risks associated with a leap into the many unknowns of S/4HANA and enables them to drive innovation with less exposure.”

— Rebecca Wettemann  
Valoir

Most companies interviewed felt burdened by the amount of time and money spent justifying their technical issues at every step through the SAP support process, and questioned the level of support received from SAP. This is a key element of the value equation that often goes unconsidered. Regardless of what you're paying in support costs, without timely and effective case resolution, any continued investment in maintenance should be seriously questioned.

"When we have an issue, we don't have to spend hours explaining our system profile and infrastructure or waiting for validation of the issue in a non-customized environment. Rimini Street quickly assesses every issue we bring to them within a 30-minute response time 24/7, and provides just the fixes we need."

— *Executive Director of Technology, Independent School District*

#### **4. Free up funds for growth and innovation**

Many client companies are able to take their substantial cost savings from Rimini Street support and reinvest in new and innovative business and IT initiatives that enable growth and create a competitive advantage.

"I was able to reallocate 10 percent of my budget to growth initiatives with the stroke of a pen. I want to be clear about this, because this is a big deal. This is 10 percent of my total IT spend. We're in a position to literally drive the number-one priority of the CEO with the resources we gained back from the decision to go with Rimini Street. It's a new business model that is going to enable us to compete even more commercially."

— *CIO, Global Chemical Manufacturing Company*

"Rimini Street has freed up my staff so we can focus more on the requirements of our customers, internal as well as external. We've taken on improvements like Warehouse Management, Concur's travel and expense management, and big projects like Salesforce. Before Rimini Street, we were not in a position to even look at those without going outside to expensive consultants."

— *Director of Global Applications and Solutions, Global Printing Systems Manufacturer*

# Appendix

## Case Study 1: \$3.4B Chemical Manufacturing Company

Total maintenance savings with Rimini Street support: More than \$2.9 million annually, \$29,427,355 million in 10 years

This \$3.4B chemical manufacturing company, based in the U.S. with 4,200+ employees, will save \$2,942,736 each year for the next 10 years, for a total maintenance savings of \$29,427,355 — representing a total maintenance savings of 67% over its SAP annual support costs each year.

### Background

- Dissatisfied with high support costs: “Very unhappy with SAP cost and poor support.”
- Faced with forced upgrades: “We saw no need to upgrade on the vendor’s desired timetable.”
- Moderately-to-highly customized: No customization support from SAP. Able to redeploy 3.36 FTEs.

### Estimated Annual Total Maintenance Savings by Switching to Rimini Street

Category	Annual SAP Support Costs	Annual Rimini Street Costs	Annual Rimini Street Savings
Annual support fees	\$2,863,083	\$1,431,542	\$1,431,542
Upgrades and enhancement packages	\$644,194	–	\$644,194
Customization support	\$477,000	–	\$477,000
Maintenance resources	\$390,000	–	\$390,000
Totals	\$4,374,277	\$1,431,542	\$2,942,736

### Financial Summary

This client will cut its annual support fees by 50% and save \$1,431,542 every year on annual maintenance fees; will save \$644,194 annually by avoiding upgrades and not applying Enhancement Packages over a 10-year period; will save \$477,000 (or the equivalent of 3.36 FTEs) annually by avoiding paying dedicated resources or external consultants to fix customizations that break; and will save \$390,000 (or the equivalent of 1.38 FTEs) annually by avoiding paying for additional resources and headcount required to deal with the extra burden and inefficiencies of original vendor support.

## Results with Rimini Street Support

- Slashed maintenance fees: “Cutting our annual maintenance fees in half, delivering much higher levels of service.”
- Avoided upgrades: “We saw no need to upgrade on the vendor’s desired timetable.”

## Case Study 2: £2 Billion Snack Manufacturing Company

Total maintenance savings with Rimini Street support: £1.5 million annually, £15 million in 10 years

This £2 billion global snack manufacturing company, based in Europe with 3,000+ employees, will save £1,502,975 each year for the next 10 years for a total maintenance savings of £15,029,750 — representing a total maintenance savings of 76% over its SAP annual support costs each year.

## Background

- Dissatisfied with high support costs: “Paying £1M annually and rising.”
- Faced with forced upgrades: “Mammoth £3–4M projects every 4–5 years.”
- Burdened with Enhancement Packages: “Absolutely NO benefit, ZERO.”
- Moderately-to-highly customized: “Outsourced to SI, fixed-price contract.”

## Estimated Annual Total Maintenance Savings by Switching to Rimini Street

Category	Annual SAP Support Costs	Annual Rimini Street Costs	Annual Rimini Street Savings
Annual support fees	£934,350	£467,175	£467,175
Upgrades and enhancement packages	£450,800	–	£450,800
Customization support	£435,000	–	£435,000
Maintenance resources	£150,000	–	£150,000
<b>Totals</b>	<b>£1,970,150</b>	<b>£467,175</b>	<b>£1,502,975</b>

## Financial Summary

This client will cut its annual support fees by 50% and save £467,175 every year on annual maintenance fees; will save £450,800 annually by avoiding two upgrades and not applying Enhancement Packages over a 10-year period; will save £435,000 (or the equivalent of 2.9 FTEs) annually by avoiding paying dedicated resources or external consultants to fix customizations that break; and will save £150,000 (or the equivalent of one FTE) annually by avoiding paying for additional resources and headcount required to deal with the extra burden and inefficiencies of original vendor support.

### Results with Rimini Street Support:

- Slashed maintenance fees: “Saving about £500K in maintenance fees annually.”
- Avoided upgrades: “Avoided £3–4M in upgrades.”
- Custom support savings potential: “About half an FTE.”
- Maintenance efficiencies: Hard savings and opportunity costs — “Did not backfill one FTE since moving to Rimini Street Support. If you pay a £1M a year, you at least expect the process to work. With Rimini Street, we are now reinvesting the half-a million-pound savings in capital projects.” – U.K. IS Controller

### Case Study 3: \$1.4B Global Kitchenware Manufacturer

Total maintenance savings with Rimini Street Support: \$886,332 annually, \$8.8 million in 10 years

This \$1.4 billion kitchenware manufacturer, based in the U.S. with 2,900+ employees, will save \$850,704 each year for the next 10 years for a total maintenance savings of \$8,507,040 — representing a total maintenance savings of 76% over its SAP annual support costs each year.

### Background

- Very little value for high cost of maintenance: “approximately \$550K annually.”
- No useful innovation for the next 3 to 5 years: “Saved \$215K per year on upgrades.”
- Need to stabilize core SAP applications platform for next 5 years: “Cost \$362K per year.”

### Estimated Annual Total Maintenance Savings by Switching to Rimini Street

Category	Annual SAP Support Costs	Annual Rimini Street Costs	Annual Rimini Street Savings
Annual support fees	\$546,704	\$273,000	\$309,332
Upgrades and enhancement packages	\$215,000	-	\$215,000
Customization support	\$145,000	-	\$145,000
Maintenance resources	\$217,000	-	\$217,000
<b>Totals</b>	<b>\$1,123,704</b>	<b>\$273,000</b>	<b>\$850,704</b>

### Financial Summary

This client will cut its annual support fees by 50% and will save \$309,322 every year on annual maintenance fees; will save \$215,000 by avoiding two upgrades and not applying five Enhancement Packages over a 10-year period; will save \$145,000 (or the equivalent of 1 FTE) annually by avoiding paying dedicated resources or external

consultants to fix customizations that break; and will save \$217,000 (or the equivalent of 1.5 FTEs) annually by avoiding paying for additional resources and headcount required to deal with the extra burden and inefficiencies of original vendor support.

### **Results with Rimini Street Support:**

- Slashed maintenance fees: Saving more than \$273K in maintenance fees annually.
- Avoided 2 upgrades and 5 Enhancement Pack deployments: Saved \$215K per year.
- Custom support savings potential: “1 FTE that we repurposed to support other IT initiatives.”

“We just completed an exhaustive and cost-intensive global rollout of SAP and optimizing our costs for the SAP Business Suite was a top priority for us.”

– *Company CIO*

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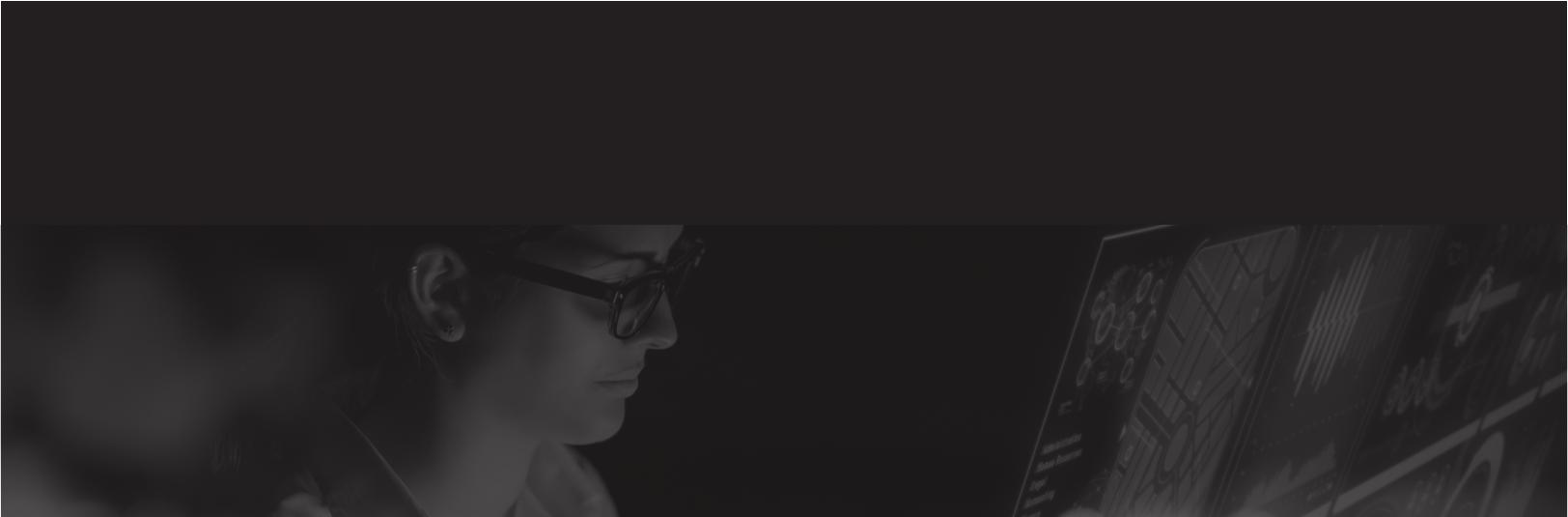
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<sup>6</sup>Rimini Street Savings Calculator



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