

Oracle JD Edwards Customers Funding New Growth and Innovation

How 5 Rimini Street Clients
Took Back Control of Their ERP
Roadmaps Using Independent,
Third-Party Support

Rimini Street[®]

What if you could . . .

Save up to 90% on total maintenance and support of your Oracle JD Edwards (JDE) software with improved service quality and responsiveness?

Free up IT capacity with support for your existing JDE software release, including customizations, for a minimum of 15 years without forced upgrades or continuous updates just to maintain full support?

Accelerate growth now, improving the speed and quality of IT's response to today's business needs and stop paying to wait for unknown value?

Many CEOs today are seeking new ways to fund business growth without reducing programs, services, or staff.

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

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

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

¹Gartner, "[Gartner Predicts 2020: Negotiate Software and Cloud Contracts to Manage Marketplace Growth and Reduce Legacy Costs](#)," retrieved 28 June 2021



Why Rimini Street is the Smart Path Forward for Oracle JD Edwards Customers



MASSIVE SAVINGS

Optimize IT budgets and fund growth with up to 90% savings on total maintenance and support costs for Oracle JDE software



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



AVOID FORCED UPGRADES

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



ACCELERATE INNOVATION

Liberate IT resources to invest in digital transformation initiatives, growing team skills and your business

Join thousands of Oracle customers that have switched to Rimini Street

Many JDE customers today share the same concern — they are receiving less new value from Oracle than they did in the past. They are also caught in an expensive cycle of paying Oracle nearly 22% of the license fee per year in maintenance costs, essentially repurchasing their existing software every five years. And Oracle is only extending full support for the latest JDE software releases — until April 2025 for JD Edwards World A9.4 and until December 2032 for JD Edwards EnterpriseOne 9.2.²

What has greatly impacted many JDE customers is Oracle having no new major release on its roadmap for either EnterpriseOne or World. Oracle has implemented a continuous release strategy through enterprise software updates (ESUs), which will be provided two to three times per year for EnterpriseOne 9.2 and as needed for JDE World A9.4.2 Regardless of the frequency, implementing ESUs can be expensive and labor-intensive, consuming critical enterprise resources that are needed for growth and forcing painful funding tradeoffs.

Thousands of Oracle customers have instead switched to Rimini Street, saving 50-90% on total maintenance and support, avoiding future forced ERP upgrades and updates, and gaining improved overall service quality. This frees up IT budget and resources to drive digital transformation.

²Oracle, "JD Edwards Premier Support and Continuous Delivery FAQ," retrieved 28 June 2021





JD Edward licensees who regained control of their IT roadmaps to save scarce IT funds, improve ERP support, and drive innovation with [Rimini Street support for JD Edwards](#).

Rimini Street helps companies running Oracle JD Edwards software 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	Products Supported	Vendor Support Challenges	Business and IT Team Benefits with Rimini Street
BRANSAFWAY	<ul style="list-style-type: none"> JD Edwards World A8.1 EBS 11.5.10 Oracle Database 11g Fusion Middleware Advanced Application and Middleware Security Application Management Services 	Facing a forced upgrade to maintain full support, high operational costs, and support that was not proactive.	<p>Gained control of enterprise software roadmap with flexibility to upgrade if and when it makes business sense.</p> <p>Reduced operational costs and got much improved service.</p>
CARICO INTERNATIONAL	<ul style="list-style-type: none"> JD Edwards EnterpriseOne 8.12 JD Edwards EnterpriseOne Tools 8.98.42 	Facing an expensive, labor-intensive forced upgrade to maintain full support with no support for customizations, at a time when the company needed IT staff to focus on new projects.	Avoided forced upgrade; enabled IT staff to focus on portal strategy; reduced support and maintenance spend.
CENGAGE	<ul style="list-style-type: none"> JD Edwards EnterpriseOne including Tax, Legal, and Regulatory Updates Oracle Database 10g, 11g, and 19c Advanced Database Security 	Facing an expensive upgrade to maintain full support for a legacy ERP system. International operations require timely and uninterrupted compliance with local tax codes and regulatory requirements.	Avoided forced ERP upgrade; improved ERP ROI with reduced support costs and superior service including timely global tax, legal, and regulatory updates; deployed IT resources to transformational projects.
DEAN FOODS	<ul style="list-style-type: none"> JD Edwards EnterpriseOne 9.0 including Tax, Legal, and Regulatory Updates JD Edwards World A8.1 Application Management Services for JDE (CNC) 	Needed expert, responsive, cost-effective support for major JD Edwards upgrade, including solutions for issues that the software vendor said could not be solved.	Received expert support for the upgrade including interoperability support, support for custom code, and solutions for every issue. Regained control of IT budget and invested savings in innovation.
UCI INTERNATIONAL	<ul style="list-style-type: none"> JD Edwards World A7.3 JD Edwards EnterpriseOne/OneWorld XE 	Facing escalating support costs for robust, highly functional enterprise software within a cost-conscious company culture. Desire to avoid change and the associated costs that the business is not asking for.	Extended ERP useful life for up to 15 years from contract date; decreased annual support fees by 50%; and gained comprehensive support, freeing up IT staff and budget for strategic initiatives.



BrandSafway

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Due to growth, specialty services provider BrandSafway needed to focus on business integration, business intelligence, and e-commerce to manage its global operations. Simon Lytton, global applications director, chose to expand his organization's existing partnership with Rimini Street, adding support for the Oracle JD Edwards software it had gained through acquisitions of companies around the world. BrandSafway was already benefiting from Rimini Street support for Oracle E-Business Suite (EBS) and had successfully avoided an EBS upgrade.

As with EBS, Lytton determined that upgrading the JDE release would yield few business benefits or productivity improvements in return for high costs and disruption. Rimini Street support for Oracle JD Edwards software helped BrandSafway avoid the upgrade, delivering comprehensive software maintenance services including support for modified code and ongoing global tax, legal, and regulatory updates and localizations at no extra cost. BrandSafway was then able to refocus time and cost savings on its business goals.

"Because our JD Edwards implementation was stable and doing its job well, we had no business need to upgrade," says Lytton. By moving its support of JD Edwards or EBS applications, BrandSafway is no longer tied to an aging single-vendor strategy and is now more open to using third-party technology.

"One of our latest strategies involves using mobile hardware and applications to reduce paper and improve efficiencies," Lytton says. "There are so many vendors out there pushing options, but having a partner like Rimini Street we trust and can talk through new technologies with helps keep us stepping in smart directions.

CLIENT FACTS:

- BrandSafway is a premier provider of integrated specialty services to the global energy, industrial, and infrastructure markets.
- BrandSafway is comprised of multiple operating units and go-to-market brands that operate in more than 350 locations in 30 countries.



HEADQUARTERS: Kennesaw, GA



REVENUE: \$5 Billion



INDUSTRY: Manufacturing



EMPLOYEES: 32,000

PRODUCTS SUPPORTED:

- JD Edwards World A8.1
- EBS 11.5.10
- Oracle Database 11g
- Fusion Middleware
- Rimini Street Advanced Application and Middleware Security
- Application Management Services

ORACLE JD EDWARDS STRATEGY:

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

CONSIDERATIONS:

- Avoid expensive forced upgrade to maintain full support
- Let stable implementation continue to do its job well
- Liberate budget and resources to fund new innovation

“

Moving support for JD Edwards to Rimini Street was an easy win because we could reduce operational costs and get much improved service at the same time.”

— Global Applications Director,
BrandSafway



Proactive versus Reactive Support

“

Rimini Street identifies potential issues before they become problems. They give us corrective guidance, as opposed to us reacting to the changes and then trying to chase patches or fixes.”

— Global Applications Director,
BrandSafway



Carico International

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Retailer Carico International became a Rimini Street client in 2013 after facing a forced upgrade of its Oracle JD Edwards EnterpriseOne 8.12 system in order to receive full support from Oracle.

Oracle was placing that release on Sustaining Support. Having to choose between a risky and expensive upgrade to EnterpriseOne 9.1 or continuing to pay for full cost for support and yet not be fully supported. Carico selected a third option: Rimini Street.

“We decided, rather than to stay on the upgrade path, we would get off that merry-go-round,” says Ernie Spardy, VP of IT at Carico. “Rimini Street gave us a path where we could continue to use our applications in their current state, which are serving the business, without being forced into an upgrade.”

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

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

“We have portals for our consultants, our distributors, and our customers,” says Spardy. “Without the cost and time savings we gained from Rimini Street on JD Edwards support, I don’t know that we would have been able to effectively meet that demand.”

CLIENT FACTS:

- Carico International is a retailer of health, wellness, and lifestyle products, including air purifiers, cookware, juice extractors, water filters, sleep systems, and tableware.
- Throughout its 50-year history, Carico has built its customer base by using independent consultants who sell products at in-home or private group showings — a sales channel strategy that continues today.



HEADQUARTERS: Fort Lauderdale, FL



REVENUE: \$30 Million



INDUSTRY: Retail



EMPLOYEES: 5,300

PRODUCTS SUPPORTED:

- JD Edwards EnterpriseOne 8.12
- JD Edwards EnterpriseOne Tools 8.98.42

ORACLE JD EDWARDS STRATEGY:

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

CONSIDERATIONS:

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

“ We were able to reduce our IT budget, which made it possible to reallocate a portion of our savings to better support the business’ needs, like developing these advanced portal capabilities for our customers and consultants.”

— Ernie Spardy, VP of IT
Carico International



73%

Savings

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



Cengage

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Education content provider Cengage makes learning more accessible to all. “Anybody who wants to learn should be able to do so,” says CIO Jim Chilton, whose Cengage Unlimited subscription service includes 22,000 e-textbooks, digital learning materials, and study guides.

The company’s legacy Oracle JD Edwards EnterpriseOne system is a core application, yet maintenance was becoming increasingly burdensome. “We didn’t want to spend millions of dollars to move to a current version in a legacy platform, but needed to continue to ensure that the platform remains reliable and cost-effective,” says Chilton. And as a global company, Cengage needs timely tax, legal, and regulatory (TLR) updates.

Cengage transitioned to Rimini Street for third-party support for JD Edwards software — which includes support for custom code and all TLR updates at no additional cost — and avoided an expensive and disruptive JDE upgrade.

The savings with Rimini Street are significant and have enabled Cengage to reallocate IT funds to the subscription engine, a product data model, an HR system, and several e-commerce platforms. Says Chilton, “Rimini Street is great to work with, just fantastic. We are spending less money and getting more value. It has been a joy to witness the benefits we’ve had from our partnership.”

CLIENT FACTS:

- Cengage is an education and technology company serving the higher education, K-12, professional, library, and workforce training markets worldwide.
- Cengage creates learning experiences that build confidence and momentum toward the future students want.



HEADQUARTERS: Boston, MA



REVENUE: \$1.32 Billion



INDUSTRY: Education, Technology



EMPLOYEES: 5,000

PRODUCTS SUPPORTED:

- JD Edwards EnterpriseOne
- Oracle Database 10g, 11g, and 19c
- Rimini Street Advanced Database Security

ORACLE JD EDWARDS STRATEGY:

- Ensure JD Edwards EnterpriseOne remains reliable and cost-effective
- Increase ERP ROI through decreased costs and elevated support levels

CONSIDERATIONS:

- Avoid expensive forced upgrade to retain full support
- Enable uninterrupted use of current JD Edwards EnterpriseOne release with expedited, country-specific tax, legal, and regulatory updates
- Redeploy IT resources to transformational projects



It was refreshing to engage with a company that is really motivated and enthusiastic to go above and beyond to provide the needed support and help solve our problems. This was the catalyst for the switch to Rimini Street.”

— Jim Chilton, CIO
Cengage



Funding Transformation



There is absolutely no doubt that the savings we’ve amassed from making the switch to Rimini Street have contributed to our transformational projects and moved us closer to our goals.”

— Jim Chilton, CIO
Cengage



Dean Foods

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Fluid milk processor and distributor Dean Foods needs to allocate IT budget and resources in ways that stimulate innovation and drive business results for the company. It faced the issue head-on when executing a major upgrade of its JD Edwards environment.

The company had hoped to save on maintenance and gain better service compared to the high ongoing cost and limited scope and responsiveness of the software vendor's JD Edwards support program. After researching support options, Dean Foods chose Rimini Street independent, third-party support for Oracle JD Edwards software.

Rimini Street offered guidance on upgrading the software, techniques for avoiding conflicts with other layers of the company's technology stack, and resolutions to issues that arose. And when the need arose to backfill two full-time employees working on the JDE implementation specifically, the company reached out directly to Rimini Street.

Says Analyst Colleen Pacocha, "The Rimini Street engineers have been hands-on in managing our customizations and interfaces, right from their start here. Plus, there have been some 'wish we could do this in the system' things that the Rimini Street team came in and created programs for, so we don't have to be bound by lagging server processes anymore."

Dean Foods is reinvesting the money it gained from switching to independent support into strategic initiatives around its business intelligence (BI) and master data platforms — looking at strategy and innovation road-mapping.

CLIENT FACTS:

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



HEADQUARTERS: Dallas, TX



REVENUE: \$8.1 Billion



INDUSTRY: Consumer Packaged Goods



EMPLOYEES: 17,000

PRODUCTS SUPPORTED:

- JD Edwards EnterpriseOne 9.0 including Tax, Legal, and Regulatory Updates
- JD Edwards World A8.1
- Application Management Services for JDE (CNC)

ORACLE JD EDWARDS STRATEGY:

- Save on support and gain improved service for major JD Edwards upgrade
- Implement solutions for issues that the software vendor says cannot be solved

CONSIDERATIONS:

- Regain control of IT budget to invest in innovation
- Get expert advisory services and support for customized code



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

— Colleen Pacocha, Analyst
Dean Foods



A+

in Responsiveness



As far as responsiveness, I give Rimini Street an A+. We recently had an issue over a weekend, and our Rimini Street Primary Support Engineer and his team were on it before I even had the ticket created Monday morning!"

— Colleen Pacocha, Analyst
Dean Foods



UCI International

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Automotive parts manufacturer UCI International has developed a cost-conscious culture focused on achieving savings at all levels and wanted to avoid upgrades to its Oracle enterprise software. A major ERP upgrade would mean shifting dozens of the company's best and brightest technologists to the implementation for about a year, keeping them from a range of projects more integral to the business.

"Let's face it, there's nothing fancy about ERP," says Mark Wikingstad, chief information officer. "It takes orders. It keeps inventory. It keeps books ... and so on ... is totally solid and is working fine for our purposes. The applications are full-featured and stable and can support our business operations for many years to come."

Since 2012, UCI International has benefited from Rimini Street support for its Oracle applications, saving on annual support fees while gaining comprehensive, responsive software support services. Adds Wikingstad, "We try to avoid change and associated costs that the business is not asking for. By switching to Rimini Street, we put ourselves in the driver's seat of our investment and change schedule in the years ahead."

The savings from Rimini Street independent, third-party support are helping the company meet its budget goals and focus resources on key strategic initiatives. In hindsight, Wikingstad wishes UCI International had moved to Rimini Street sooner.

"Why didn't we move faster?" he asks. "We are very pleased with the benefits we are receiving from Rimini Street Support for our Oracle applications, including significant savings, premium level of service, and strategic value."

CLIENT FACTS:

- UCI International is among North America's largest and most diversified companies servicing the vehicle replacement parts market.
- UCI International operates through a global network of manufacturing facilities, distribution centers and offices located throughout the United States, Canada, Mexico, Europe, and China.



HEADQUARTERS: Lake Forest, IL



REVENUE: \$985 Million



INDUSTRY: Manufacturing



EMPLOYEES: 3,800

PRODUCTS SUPPORTED:

- JD Edwards World A7.3
- JD Edwards EnterpriseOne/OneWorld XE

ORACLE JD EDWARDS STRATEGY:

- Extend the useful life of current high-functioning Oracle software
- Eliminate escalating software support costs
- Reallocate IT budget and staff to mission-critical initiatives

CONSIDERATIONS:

- Continue to uphold a cost-conscious culture across all levels of the organization
- Avoid change and the associated costs that would not help the business



Rimini Street Support works. It's smooth. It's a huge nonevent. And you get robust support. You take the driver's seat and you save money. It's almost too good to be true. For UCI International, Rimini Street has lived up to its claims 100%."

— Mark Wikingstad,
Chief Information Officer
UCI International



An Easy Decision



These were our options: continue with vendor support at a certain cost or, let's move to Rimini Street, cut our support costs in half, enjoy a robust support offering, and do it for 10 years. In the end it was an easy decision."

— Mark Wikingstad,
Chief Information Officer
UCI International

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About Rimini Street

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

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