

Solving the Tech Talent Shortage

How 6 Organizations Took the Smart Path to Innovation by Bridging IT Skills Gaps with Rimini Street

Rimini Street[®]



What if you could...

Easily and seamlessly fill IT skills gaps or tech talent shortages in your organization?

End the search for just the right resources to maintain your specific applications and databases?

Gain access to a global technology team with broad, deep expertise?

Keep your IT team energized and engaged in innovative, high-priority initiatives for the business?



The IT skills gap and global tech talent shortage are real

Both have been evident for some time, and they are thwarting IT projects and business goals.

Companies large and small, across industries and around the world are feeling the effects. There simply isn't enough IT talent to go around. This is creating a severe misalignment between the IT skills available to an organization and the IT skills needed.

Supply and demand: The Great Retirement of IT experts skilled in legacy software systems and the huge rise in demand for digital transformation skills necessitated by the global COVID-19 pandemic have squeezed the IT talent supply at both ends — and in the middle.

Talent retention has also become a significant concern for CIOs, as IT professionals with their choice of employment options are resigning in unprecedented numbers, likely to pursue more interesting opportunities and technologies.

For these organizations, Rimini Street Unified Support services can be the ideal solution — filling talent gaps, rightsizing skills and capacity, solving software maintenance issues, and preventing future problems from occurring — freeing up internal teams for exciting, transformative initiatives and skill development.



CLIENT STORIES

The following pages feature the success stories of enterprise software licensees who are taking the smart path to their future. By leveraging Rimini Street services to address skills gaps and tech talent shortages, their internal IT teams can focus on high-priority digital transformation initiatives that drive innovation.

Rimini Street Client	Software Supported	Support Challenges	Benefits with Rimini Street Support Services
<u>ATENTO</u>	SAP ECC 6	<ul style="list-style-type: none"> ▪ Low ROI on support from SAP. ▪ Over-reliance on IT team self-support due to inadequate support from SAP. 	<ul style="list-style-type: none"> ▪ IT team can focus on more strategic tasks. ▪ Outside consultant services are no longer needed. ▪ Faster troubleshooting process and ready-to-use support solutions including tax, legal, and regulatory updates. ▪ Able to remain on existing SAP release rather than migrate to S/4HANA. ▪ Consolidated ERP instances to a common platform in 15 countries.
<u>COVENTYA</u>	SAP	Needed an expert, responsive support partner for global ERP consolidation and introduction of global, company-wide business rules and SAP processes.	<ul style="list-style-type: none"> ▪ Created capacity for several high-impact projects including master data management (MDM) and central management of global ERP deployments. ▪ IT team has newly gained agility. ▪ Reduction in IT operating costs due to freed-up internal resources.
<u>IGUATEMI</u>	SAP ECC 6	Multivendor support model for ERP maintenance and application management services (AMS) was expensive, inefficient, and labor-intensive for IT team.	<ul style="list-style-type: none"> ▪ IT team able to focus on a portfolio of digital initiatives that bring competitive advantages to the business. ▪ Improved capacity for excellence in IT service delivery. ▪ Reduced complexity, operational costs, and support ticket backlogs. ▪ Received support for custom code and all tax, legal, and regulatory updates.
<u>NTT GLOBAL DATA CENTERS AMERICAS</u>	<ul style="list-style-type: none"> ▪ Salesforce® ▪ Sales Cloud® ▪ Oracle E-Business Suite ▪ Oracle Database ▪ Oracle Fusion Middleware 	<ul style="list-style-type: none"> ▪ Soaring business volumes necessitate simultaneously enhancing the organization's Salesforce environment and its sales operations expertise. ▪ The Salesforce enhancement is extensive, requiring speed, accuracy, and intricate reconfiguration. 	<ul style="list-style-type: none"> ▪ Closed skills gaps, allowing its internal team to have a greater impact in other areas of sales operations. ▪ No need to recruit for Salesforce expertise; can consider candidates skilled in analytics, deal desk management, or marketing operations. ▪ Fixed subscription price eliminates the need to lobby for funding for business-critical or new projects.
<u>ORIGIN ENERGY</u>	<ul style="list-style-type: none"> ▪ Oracle E-Business Suite ▪ Oracle Database ▪ Oracle Fusion Middleware ▪ Hyperion 	Oracle support required expensive and labor-intensive, yet low-value, implementation of recurring updates and upgrades.	<ul style="list-style-type: none"> ▪ Rimini Street is now a valuable component in Origin's overall IT strategy. ▪ IT Team was freed up to focus on high-value business initiatives. ▪ Established an open source database support framework. ▪ Migrated some of the enterprise's 100+ database instances to PostgreSQL.
<u>ROCHESTER CITY SCHOOL DISTRICT</u>	<ul style="list-style-type: none"> ▪ PeopleSoft Financials 8.9 ▪ PeopleSoft HRMS 9.1 (including eApplications) ▪ PeopleSoft EPM 9.1 ▪ PeopleSoft Portal 9.1 	Facing a mandatory 15% IT budget reduction and expensive Oracle support.	<ul style="list-style-type: none"> ▪ Retained critical engineering staff members when most other departments had to cut staff. ▪ Gained support for its current PeopleSoft releases for at least 15 years from contract date. ▪ Receives support for custom code, complimentary operational advice, and consultation on industry best practices.



Atento

Global professional services firm, Atento, wanted to reduce its dependence on SAP and its high SAP support costs. Atento's feature-rich, stable, and customized SAP applications had the capability and capacity to support the enterprise's current and anticipated future needs, so there was no business case for migrating to S/4HANA.

Atento began the search for a partner to help maximize its existing SAP investment while providing more responsive and robust support. In particular, Atento wanted to eliminate self-support and secure support for custom code and all tax, legal, and regulatory updates.

Atento partnered with Rimini Street for comprehensive support services for SAP that include follow-the-sun global support and a guaranteed SLA response time of 10 minutes for critical P1 issues. In addition to providing comprehensive preventative maintenance services, Rimini Street supported Atento's 15-country SAP ERP consolidation.

Noted Atento CIO Rogério Ribeiro, "Our move to Rimini Street brought other advantages beyond what we had expected, including freeing up time available for our IT team to focus on more strategic tasks. Another positive point is that the company provides ready-to-use solutions. We no longer have to hire a consultant to fine-tune any solutions."

CLIENT FACTS:

- Atento is one of the world's largest providers of customer relationship management and business process outsourcing (CRM/BPO) services and is a leader in Latin America.
- Atento has been recognized as a great place to work in Latin America and in the world.
- Atento's clients include leading multinational companies in technology, new digital enterprises, telecommunications, finance, healthcare, consumer consumption, and public administration.

“Our move to Rimini Street brought other advantages beyond what we had expected, including freeing up time available for our IT team to focus on more strategic tasks.”

— Rogério Ribeiro
CIO
Atento



HEADQUARTERS:
Madrid



REVENUE:
\$1.4 Billion USD



INDUSTRY:
Business and Professional Services



EMPLOYEES:
150,000

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6

SAP STRATEGY:

- Maximize investment in highly functional SAP release
- Gain more responsive support and value-added services including support for custom code and tax, legal, and regulatory updates

CONSIDERATIONS:

- Eliminate self-support and dependence on outside consultants
- Free up IT team for strategic initiatives
- Avoid unnecessary upgrade to S/4HANA

Ready-to-Use Solutions. No Need for Outside Consultants.

“As Rimini Street support is carried out by senior engineers with a deep knowledge of the product they support, the troubleshooting process has been faster. Another positive point is that the company provides ready-to-use solutions. We no longer have to hire a consultant to fine-tune any solutions.”

— Rogério Ribeiro
CIO
Atento



INDUSTRY: MANUFACTURING
REVENUE: \$180 MILLION USD

Coventya

In 2019, Alain Saguez became group IT director of specialty chemical manufacturer, Coventya. His role included not only accepting the challenge of standardizing IT processes across Coventya's multinational environment, but also transforming the global IT team.

Prior to Saguez's arrival, each regional IT function worked autonomously. Said Saguez, "We were running SAP at headquarters, but we also had five different ERP systems in operation around the world. For a company of our size, this was absurd."

Saguez began the process of standardizing all operations onto a single SAP instance, choosing Rimini Street for comprehensive support services. "Moving away from SAP support immediately reduced our annual SAP-related costs by more than 50% and simultaneously enabled us to enhance the service levels we could offer the company," he explained.

The savings and resource reallocations from the SAP global rollout have given Saguez's team the capacity to complete several focused, high-impact projects such as a master

data management (MDM) initiative and an SAP password reset program. Said Saguez, "What seemed unthinkable 12 months ago is really happening."

Added Saguez, "Leveraging the projects we are now able to take on because of the freed-up resources, I'm convinced we can still gain 20% in overall operating performance. I am sincerely confident in the ability of our partnership with Rimini Street to continue our current trajectory."

CLIENT FACTS:

- Coventya is an eco-conscious manufacturer of specialty chemicals for the surface finishing industry.
- Coventya serves OEMs in a variety of industries, distributing products in 60 countries and across five continents.

“

Rather than having to figure out who to call when there's a problem, I now just tell my team to contact Rimini Street and the issue gets resolved. I really feel like we've been able to take the brakes off and gain agility.”

— Alain Saguez
Group IT Director
Coventya



HEADQUARTERS:

Villeneuve-la-Garenne, France



REVENUE:

\$180 Million USD



INDUSTRY:

Manufacturing



EMPLOYEES:

800

APPLICATIONS AND TECHNOLOGY:

- SAP

SAP STRATEGY:

- Consolidate global ERP systems into a single SAP instance
- Reduce SAP costs and elevate service levels to the business

CONSIDERATIONS:

- Free up IT team and improve agility
- Redirect savings and IT team to high-impact projects

Support Services Aligned with Your Business Objectives

“

There is a misnomer that support must always be purchased from the original application provider.”

— Alain Saguez
Group IT Director
Coventya



INDUSTRY: REAL ESTATE AND RETAIL
REVENUE: R\$684.2 MILLION BRL (\$129.5 MILLION USD)

Iguatemi

Innovation is part of luxury retailer Iguatemi's DNA. Its projects include Iguatemi ONE, a relationship and loyalty program that serves customers from all over Brazil, and an internal mobility platform to facilitate and streamline the flow of project approvals by executives.

The company created Iguatemi Labs in 2016 to provide a comprehensive testing environment for exploring new technologies. And in 2019, Iguatemi launched 365, its premium e-commerce platform that brings the Iguatemi experience to all of Brazil, with more than 400 national and international brands.

Iguatemi replaced its multi-vendor support model with Rimini Street Unified Support for SAP, which includes software support, application management services (AMS) for SAP, advisory services, support for custom code, and all tax, legal, and regulatory updates.

The engagement with Rimini Street has generated significant savings, improved the operational efficiency of the IT department, and enabled Iguatemi to do more with

fewer resources. It has also allowed the IT team to focus on initiatives that bring competitive advantages to the business.

Said Valdemar Castilho, IT operations manager at Iguatemi, "Being able to **redirect IT resources** to carry out a series of innovative projects was a fundamental triumph for us."

CLIENT FACTS:

- Based in São Paulo, Brazil, Iguatemi Empresa de Shopping Centers S.A is recognized for its innovative profile and for launching trends in the Brazilian real estate sector.
- The company is involved in the design, planning, development, and management of regional shopping centers, premium e-commerce marketplace models, premium outlets, and mixed-use real estate complexes with commercial and residential towers.

“ Our partnership with Rimini Street frees up financial and IT resources so we can focus on other innovation initiatives. In August 2019, we launched Iguatemi 365, the company's e-commerce platform. Developed with a total focus on the business, the marketplace offers a qualified mix of products and brands curated by the Iguatemi brand.”

— Valdemar Castilho
IT Operations Manager
Iguatemi



HEADQUARTERS:
Brazil



REVENUE:
R\$684.2 Million BRL
(\$129.5 Million USD)



INDUSTRY:
Real Estate and Retail



EMPLOYEES:
2,600

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6

SAP STRATEGY:

- Move to a single-provider model for support and application management services for SAP, including custom code
- Reduce costs and improve service

CONSIDERATIONS:

- Redeploy IT resources to transformational projects
- Eliminate the inefficiency of a multi-vendor support model
- Use support savings to finance essential projects and establish a portfolio of digital initiatives

Single-Source Provider Optimizes IT Resources

“ Rimini Street's proposal for AMS delighted us due to the differential of its model ... It is a great optimization of resources to have a single service provider for support and AMS.”

— Valdemar Castilho
IT Operations Manager
Iguatemi



INDUSTRY: TECHNOLOGY
REVENUE: \$11 BILLION USD

NTT Global Data Centers Americas

In the wake of the COVID-19 pandemic that created an instant need for cloud-based IT services, the data center colocation world exploded. NTT Global Data Centers Americas was poised to meet the demand through an extensive, yet intricate, enhancement of its Salesforce CRM platform.

For the enhancement, NTT engaged with Rimini Street for Application Management Services (AMS) for Salesforce. By doing so, NTT was able to simultaneously evolve both the organization's Salesforce environment and the expertise of its sales operations department.

With no need to hire a Salesforce specialist, NTT could recruit talent with a broader range of skills in areas such as analytics and marketing operations. And with Rimini Street experts advancing the CRM system and covering Salesforce skills gaps, NTT's team could focus on more critical sales operations projects.

The fixed subscription price of AMS has eliminated the department's need to lobby for new funding for business-critical projects, and the benefits of Salesforce improvements have been immediately realized.

NTT is pleased with the Rimini Street partnership. Said Senior Director of Sales Operations Patrick Haley, "Our support engineer dissects the details of projects we propose, understands the business goals behind these initiatives, and then effectively champions our vision to deliver our desired results."

CLIENT FACTS:

- Founded in 2000, NTT Global Data Centers Americas was one of the early companies that helped build what would become a multibillion-dollar global industry: data center colocation.
- Over the years, NTT Global Data Centers Americas' colocation model has been refined and expanded to deliver large-scale, build-to-suit wholesale data center solutions as well as private vaults, dedicated cages, and multitrack deployments.

“

Rather than focusing on Salesforce administration skills, I can consider candidates who may be stronger in analytics, deal desk management, or even marketing operations. The freedom to cover these gaps really opens possibilities within other areas of sales operations where our team can have an elevated impact.”

— Patrick Haley

Sr. Director of Sales Operations
NTT Global Data Centers Americas



HEADQUARTERS:

Sacramento, CA



REVENUE:

\$11 Billion USD



INDUSTRY:

Technology



EMPLOYEES:

40,000

APPLICATIONS AND TECHNOLOGY:

- Salesforce
- Salesforce Cloud
- Oracle E-Business Suite
- Oracle Database
- Oracle Fusion Middleware

SALESFORCE STRATEGY:

- Enhance Salesforce to meet consumer demand, maintain process efficiency, and ensure user access to needed capabilities
- Source highly skilled Salesforce expertise to maximize platform benefits

CONSIDERATIONS:

- Bridge Salesforce skills gaps while freeing up NTT team for strategic growth initiatives
- Improve capacity to recruit for skills other than Salesforce administration
- Create immediate funding availability for mission-critical projects

Expanded Skills and Depth on the Team

“

With Rimini Street Application Management Services for Salesforce, for about the same cost of hiring one reasonably experienced Salesforce administrator, I have access to a worldwide group of highly qualified engineers. Not only have I expanded the skills and depth of my team, I now get the benefits 24/7.”

— Patrick Haley

Sr. Director of Sales Operations
NTT Global Data Centers Americas



INDUSTRY: ENERGY AND UTILITIES
REVENUE: \$12.09 MILLION AUD

Origin Energy

Australia's Origin Energy was looking to materially reduce its annual Oracle software maintenance and support, identified as one of its largest database operating expenses. Origin has a vast Oracle footprint for its core ERP system environments — including retail customer billing, financial accounting, and asset management — with more than 100 database instances.

Origin also wanted to stop the costly and labor-intensive cycle of implementing recurring Oracle software updates and upgrades, eliminate self-support, and engage its IT team in high-value business initiatives.

Origin chose Rimini Street support services for Oracle as its solution. By doing so, Origin has been able to invest support savings in more strategic activities and deploy its IT team to important database projects. Cameron Adams, Origin's head of architecture and database services recalled, "establishing a new open source database support framework and migrating some databases to PostgreSQL."

Added Adams, "Origin has been on a journey in recent years of migrating all of our application workloads to the cloud. Working with Rimini Street has helped us further simplify some of our activities, and [Rimini Street] has become a valuable component in our overall IT strategy."

CLIENT FACTS:

- Origin is a leading Australian integrated energy company with operations across Australia, Papua New Guinea, and the South Pacific covering electricity generation, upstream unconventional gas, and liquefied natural gas (LNG) and liquefied petroleum gas (LPG).
- Origin has 4.3 million electricity, gas, and LPG customer accounts. Through a joint venture, Australia Pacific LNG, Origin supplies 30% of east coast demand and export LNG to customers in Asia.

“

Importantly [with Rimini Street], we have been able to redeploy some of our cost savings into higher-value activities, with our teams now focusing on more proactive database work, recently establishing a new open source database support framework and migrating some databases to PostgreSQL.”

— Cameron Adams

Head of Architecture and Database Services
Origin Energy



HEADQUARTERS:
Sydney, Australia



REVENUE:
\$12.09 Million AUD



INDUSTRY:
Energy and Utilities



EMPLOYEES:
5,360

APPLICATIONS AND TECHNOLOGY:

- Oracle E-Business Suite
- Oracle Database
- Oracle Fusion Middleware
- Hyperion

ORACLE STRATEGY:

- Extend the useful life of vast, high-functioning Oracle software footprint
- Eliminate self-support and break the cycle of low-value updates and upgrades
- Materially reduce operating expenses by eliminating Oracle support

CONSIDERATIONS:

- Reallocate IT budget and staff to high-value business initiatives
- Continue cloud migration journey; evaluate open source offerings or managed database services as a first priority

Responsive and Comprehensive Support: Your Strategic Resource

“

Working with Rimini Street has helped us further simplify some of our activities, and [Rimini Street] has become a valuable component in our overall IT strategy.”

— Cameron Adams

Head of Architecture and Database Services
Origin Energy



Rochester City School District

Like many other organizations across the country, Rochester City School District has faced a challenging economic climate over the past few years. For Ramana Adibhatla, the District's manager of business enterprise applications, the pain was all too real: a 15% reduction in his IT budget. The District runs PeopleSoft software, and in the face of the budget cut, reducing costs and retaining IT staff were critical.

The District engaged with Rimini Street for comprehensive support services for PeopleSoft, saving more than \$500,000 in annual maintenance costs and projecting total maintenance savings of \$8.9 million over 10 years.

Since partnering with Rimini Street, the District has gained comprehensive, responsive support including support for customized code, a service that is not available with Oracle support. This has facilitated the District's customization of its PeopleSoft instances to enhance the software's capabilities.

When most other departments had to cut staff, Adibhatla was able to retain critical engineering staff members, who benefit from robust Rimini Street support including operational advice and consultation on industry best practices. Said Adibhatla, "I tell our people to call Rimini Street to get another opinion or idea, some feedback on whether the way we are working on a particular problem is right or not."

CLIENT FACTS:

- The Rochester City School District has a rich history of excellence in urban education. Its schools provide a quality education to approximately 32,000 students in pre-K through grade 12, as well as to 10,000 adults.
- The District's mission is to foster students' individual talents and abilities in a nurturing environment of equity.



“

I view Rimini Street as an extension of my staff. Sure, they fix our issues. But they're also there whenever we want to bounce ideas off of them; they consult with us about how we're doing things. For my team, Rimini Street is an always-available."

— Ramana Adibhatla

Manager of Business Enterprise Applications
Rochester City School District



HEADQUARTERS:
Rochester, NY



REVENUE:
\$756 Million USD



INDUSTRY:
Education



EMPLOYEES:
5,470

APPLICATIONS AND TECHNOLOGY:

- PeopleSoft Financials 8.9
- PeopleSoft HRMS 9.1 (including eApplications)
- PeopleSoft EPM 9.1
- PeopleSoft Portal 9.1

ORACLE PEOPLESFT STRATEGY:

- Improve capability and extend useful life of current PeopleSoft software investment
- Customize PeopleSoft to business needs

CONSIDERATIONS:

- Facing a mandatory 15% budget cut
- Spending more than \$1 million in annual maintenance fees with Oracle
- Must reduce costs at a time when it is critical to retain staff

Facilitating Staff Retention During Budget Cuts

“

About 90%-95% of the District's departments had to cut staffing because of the across-the-board 15% budget reduction. The IT department, however, because of engaging in its contract with Rimini Street, was able to save several jobs that would otherwise have had to be eliminated."

— Gary Smith

Director of Procurement and Supply
Rochester City School District

Solving Your Technology Talent Shortage

Why Rimini Street is the Smart Path to Your Future



Our Talent Pool Is Growing

Rimini Street continues to hire more software engineers every year. You'll never have to worry about whether you have enough resources or the right resources for your business.



Integrated Support For Levels 2-4 and a Follow-the-Sun Model

Fast access to ITIL Levels 2-4 expertise to quickly address your most pressing IT support and preventative maintenance needs. Whenever, and wherever in the world, your IT team is working, so are we.



Enabling Your Future Enterprise Software Environment

Scalable IT services to facilitate the journey to your next-generation applications and databases and a clear, secure path to the cloud without operational barriers and hidden costs.



Security and Compliance Peace of Mind

Holistic, layered application and database security services with zero-day vulnerability protection, plus turnkey global tax, legal, and regulatory update services.

Join the thousands of enterprises that have switched to Rimini Street

Reallocate your internal IT resources to mission-critical projects where you need them most — and where they'd probably prefer to be. Rimini Street Unified Support services include integrated solutions for Levels 2-4 software maintenance issues and managed services for applications and databases, both commercial and open source.

Our expert teams are dedicated, professional, and highly engaged, taking full ownership of your enterprise software environment availability through the onboarding knowledge transfer and the delivery of comprehensive support services. We remove the worry from issues such as support for custom code and support for legacy systems. Whatever it is that needs fixing, we've got you covered.

Rimini Street can seamlessly alleviate IT skills gaps and global tech talent shortage concerns and sourcing. Our Primary Support Engineers (for Level 4 support) average over 20 years of professional experience in a client's enterprise software. Coordinating case resolution with a global team of experts, they can collectively support your software release for at least 15 years from the contract date. This leaves you free to build your next-generation enterprise software architecture — on your own schedule.

More than 4,000 companies have trusted Rimini Street to deliver comprehensive support for their applications and databases along with advisory services on new technologies, ERP and cloud migrations, and a range of other IT services. Rimini Street helps CIOs retain their IT team members, who know they can count on us while they focus on critical strategic initiatives.

Learn more about how Rimini Street Unified Support services can help you solve a technology talent shortage:

Shift Funds and Resources to Strategic Initiatives

New Application Management Service (AMS) Models are Emerging to Address the IT Talent Shortage

Top Five Benefits when you Break Free from Legacy Managed Services Models



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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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