

Rimini Street

Taking the Smart Path: An ROI Analysis of Rimini Street Enterprise Software Services

Research validates the value of comprehensive
enterprise software services



Contents

Executive Summary 3

Illustrating the Impact 4

Study Analysis and Major Themes 8

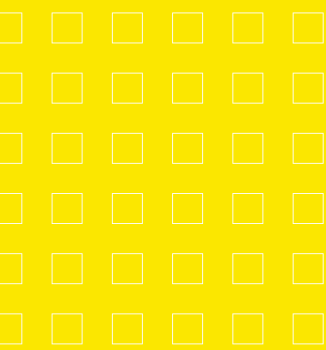
The Business Case for a Comprehensive Third-Party Support Services Model 10

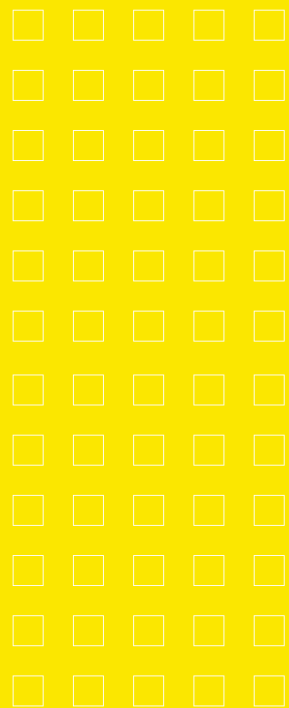
What’s Next? The Unified Support Services Model: Your Smart Path to the Future 11

Key Takeaways for IT Executives 11

Take the First Step in Your Unified Support Journey 12

Appendix 13





Executive Summary

To help licensees understand the business case for moving to a Unified Support model for enterprise software, Valoir, an independent analyst firm, reviewed and validated the value of Rimini Street support. Findings confirm the significant value that organizations experience in the following areas:

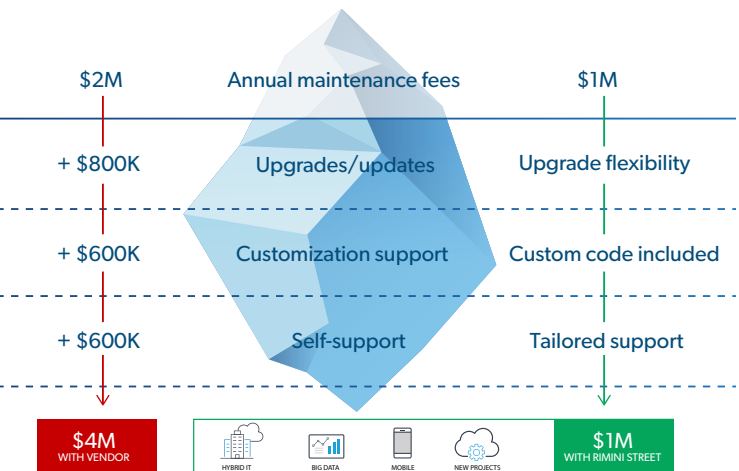
- **Resource optimization:** Reducing the resources and headcount required to deal with the inefficiencies of software vendor support models, including research and root-cause analyses, applying notes and patches, regression testing, issue and priority justification, and escalations.
- **Roadmap flexibility:** Avoiding the cost of forced upgrades and updates just to stay fully supported when a vendor’s full support window ends or the pressure to migrate to proprietary cloud platforms without a clear business case or ROI instead of investing in the technologies that the organization needs to drive growth.
- **Comprehensive service:** Accessing experienced engineers when custom code issues arise that are not covered by the standard vendor support model, along with break/fix support; tax, legal, and regulatory updates; and advisory and professional services.

An in-depth ROI study on hundreds of Rimini Street clients validates the percentage of actual savings and business value delivered by adopting L4 software support. As the first step in the unified support journey, leveraging software support services opens the door for organizations to achieve added benefits by layering other elements of the portfolio, such as integrated managed services for L2 and L3 support, advanced security, and cloud advisory services.

The ROI studies of licensees in this report demonstrate an average savings of 75% on the total cost of software maintenance. Beyond cost savings, the report highlights the business impact of having software expertise available anytime, anywhere and reallocating resources to invest in strategic projects that drive growth.

The following iceberg image further reflects the above-and-below the waterline benefits of moving from software vendor support to comprehensive enterprise software services from an independent provider.

The Value of Rimini Street Enterprise Software Services Versus Vendor Support



Report Overview

Findings are based on a study of 200 Rimini Street clients using enterprise software services for L4 support on SAP and Oracle systems. Data has been validated by analyst firm Valoir. This research report outlines the types, ranges, and underlying components of savings and business value attained from Rimini Street services.

Illustrating the Impact

For each client interviewed, the following information was gathered:

- 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 with Rimini Street
- Total annual maintenance savings with Rimini Street. This was derived from total annual original vendor maintenance costs minus total annual maintenance costs with Rimini Street. The result equals the amount of spend the client can redirect toward innovation and other strategic projects.
- Total 10-year estimated savings with Rimini Street that can be used to estimate long-term ROI
- Total annual maintenance savings with Rimini Street as a percentage of total annual maintenance costs with original vendor support

See the [appendix](#) for the detailed findings for all 200 client ROI studies. In the following sections, you'll find four dramatic examples of client successes that illustrate the impact of choosing Rimini Street to support enterprise software.

\$3.4 Billion Chemical Manufacturing Company

Client summary: US-based chemical manufacturing company with 4,200+ employees will save an estimated \$29,427,355 in total maintenance costs over the next 10 years. This represents a total maintenance savings of 67% on its annual SAP support costs.

Vendor Support Pain Points

- Forced upgrades: "We saw no need to upgrade on the vendor's desired timetable."
- Self-support burdens: "No customization support from SAP. Able to redeploy 3.36 FTEs."
- Low-quality support: "Very unhappy with SAP cost and poor support."

75%
Average annual
savings under
Rimini Street based
on 200 client ROI
studies



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

Business Outcomes

- Able to deliver a higher level of service by reducing maintenance fees and improving support quality for SAP
- Freedom to follow a Business-Driven Roadmap without vendor pressure to upgrade

Financial Summary

- \$1,431,542: saved annually by reducing its annual support fees by 50%
- \$644,194: saved over 10 years by avoiding upgrades and not applying Enhancement Packages
- \$477,000: the equivalent of 3.36 full-time employees (FTEs) saved annually by avoiding dedicated resources or external consultants to fix broken customizations
- \$390,000: the equivalent of 1.38 FTEs saved annually by avoiding additional resources and headcount to manage the inefficiencies of vendor support

£2 Billion Snack Manufacturing Company

Client summary: Global snack manufacturing company based in Europe with 3,000+ employees will save an estimated £15,029,750 in total maintenance costs over the next 10 years. This represents a total maintenance savings of 76% on its annual SAP support costs.

Vendor support pain points

- Forced upgrades: “Mammoth £3–4M projects every 4–5 years.”
- Useless enhancement packages: “Absolutely NO benefit, ZERO.”
- Self-support burdens: “Outsourced to SI, fixed-price contract.”
- Runaway support costs: “Paying £1M annually and rising.”

“Cutting our annual maintenance fees in half and delivering much higher levels of service.”

— IT Executive

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
Totals	£1,970,150	£467,175	£1,502,975

Business Outcomes

- Improved support quality and savings reduced the need to backfill FTEs
- Not deploying Enhancement Packs and upgrades reduced the IT team's workload
- SAP support spending better aligned with the value received

Financial Summary

- £467,175: saved annually by reducing its annual support fees by 50%
- £450,800: saved over 10 years by avoiding two upgrades and not applying Enhancement Packs
- £435,000: the equivalent of 2.9 FTEs saved annually by avoiding dedicated resources or external consultants to fix broken customizations
- £150,000: the equivalent of one FTE saved annually by avoiding additional resources and headcount to manage the inefficiencies of vendor support

\$11.5 Billion Energy Company

Client summary: US-based energy company with 13,000+ employees will save an estimated \$3,298,000 in total maintenance costs over the next 10 years. This represents a total maintenance savings of 78% on its annual Oracle support costs.

Vendor support pain points

- Unresponsive support: Poor response from Oracle support to a critical payroll issue
- Resource gaps: Needed to ensure technical and business continuity with experts
- Roadmap flexibility: Balancing its long-term IT goals with older applications in a complex environment

“We are now reinvesting the half-a-million-pound savings in capital projects.”

— U.K. IS Controller

Estimated Annual Total Maintenance Savings by Switching to Rimini Street

Category	Annual Oracle Support Costs	Annual Rimini Street Costs	Annual Rimini Street Savings
Annual support fees	\$1,896,000	\$948,000	\$948,000
Upgrades and enhancement packages	\$1,500,000	–	\$1,500,000
Customization support	\$500,000	–	\$500,000
Maintenance resources	\$350,000	–	\$350,000
Totals	\$4,246,000	\$948,000	\$3,298,000

Business Outcomes

- Faster and more comprehensive issue resolution backed by SLAs
- Reallocated the 30% of time its team was spending to self-support Oracle
- Access to deep Oracle technical expertise

Financial Summary

- \$948,000: saved annually by reducing annual maintenance fees by 50%
- \$1,500,000: saved over 10 years by avoiding upgrades
- \$500,000: saved annually by avoiding dedicated resources or external consultants to fix broken customizations
- \$350,000: saved annually by avoiding additional resources and headcount to manage the inefficiencies of vendor support

\$8.1 Billion Food Processor

Client summary: US-based food processor with 17,000+ employees will save an estimated \$5,540,000 in total maintenance costs over the next 10 years. This represents a total maintenance savings of 78% on its annual Oracle support costs.

Vendor Pain Points

- Poor support quality: Needed better support for its Oracle applications
- Dissatisfied with value: High maintenance costs weren't delivering business value
- Stifled growth: Oracle support fees hindered its ability to optimize costs and invest in growth

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

— CIO



Estimated Annual Total Maintenance Savings by Switching to Rimini Street

Category	Annual Oracle Support Costs	Annual Rimini Street Costs	Annual Rimini Street Savings
Annual support fees	\$453,000	\$226,000	\$226,000
Upgrades and enhancement packages	\$178,000	–	\$178,000
Customization support	\$75,000	–	\$75,000
Maintenance resources	\$75,000	–	\$75,000
Totals	\$781,000	\$226,000	\$554,000

Financial Summary

- \$226,000: saved annually by reducing annual maintenance fees 50%
- \$178,000: saved over 10 years by avoiding upgrades
- \$75,000: saved annually by avoiding dedicated resources or external consultants to fix broken customizations
- \$75,000: saved annually by avoiding additional resources and headcount to manage the inefficiencies of vendor support

Business Outcomes

- Reduced budget and reallocated funds to initiatives that support growth
- Able to invest in business intelligence technologies
- Decreased time spent on support tasks such as custom code fixes, compliance updates, and following up on support tickets

Study Analysis and Major Themes

Findings from the study surfaced multiple benefits that stem from replacing vendor support with Rimini Street. The following sections explain the key benefits in more detail, layered with examples cited from interviews with IT leaders.

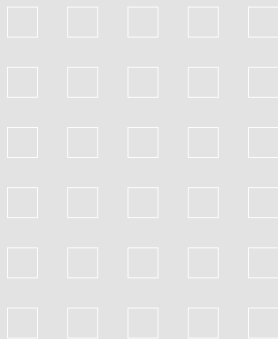
Gaining Control

According to a recent **Rimini Street survey**, 96% of SAP licensees stated that maximizing value from their current SAP investment is a critically or moderately important goal. In an **Oracle Database licensee survey**, 73% of respondents do not feel they are getting enough valuable database enhancements.

With Rimini Street, licensees can avoid the cost and disruption of upgrades, updates, and migrations to new platforms. Instead of focusing resources on vendor-dictated upgrades that can require retesting and rewrites, organizations could be working on the next product innovation. By eliminating the continuous upgrade cycle, IT teams can better focus on revenue-generating activities, reduce risk, and control the direction of their roadmap.

“What the savings from Rimini Street has done for us is allow us to take that money and reinvest in some of our BI and data platforms. They’ve clearly helped us in fixing our bottom line from a cost perspective.”

— CIO



In their own words:

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

— CIO, \$4B Chemical Manufacturing Company

"[Oracle's] response to us was always, 'You need to upgrade.' But we didn't think the latest version of the software was worth it — upgrading [our] PeopleSoft applications would cost an estimated \$15 million, take 12-18 months, and represented an enormous and unacceptable business disruption."

— VP Information Technology \$2B Staffing Agency

"We were burdened with Enhancement Packages that gave us absolutely NO benefit, ZERO."

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

Customization Support

Many of the issues in mature enterprise software environments are not in the core code delivered by software vendors. Issues arise in the process of customizing code to fit unique business requirements.

Yet, standard ERP support programs do not cover support for customized code. This can make vendor support increasingly irrelevant as companies continue to modify systems to meet evolving business demands.

Rimini Street supports customized code at no extra charge. Nearly two-thirds of the cases that Rimini Street resolves for its clients are issues that typical vendor support programs would likely not have covered.

In their own words:

"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."

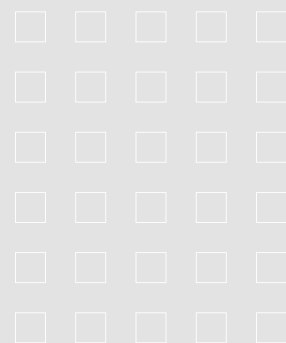
— UK IS Controller, \$2B Snack Manufacturing Company

"I don't have to go to a third, fourth, or fifth level of support and explain my issue again. And that has saved us an immense amount of time with finding the solutions to issues and getting the products rolled out in the timely manner that we need to."

— EVP and CIO \$1.5B Building Manufacturer

Resource Optimization

This category represents the value of not having to recruit and retain additional resources to manage the inefficiencies of dated vendor support models. Rimini Street clients consistently reported faster issue resolution and, as a result, were able to deploy internal staff and consulting resources to other projects. With fast response times and deep expertise, clients no longer needed to spend time hunting for potential issue resolutions on vendor support portals and forums or replicating issues in a vanilla environment to get help.



With the scarcity of enterprise software skills in the market, organizations are scrambling to find the right talent or to retrain existing talent to fill critical skills gaps. With Rimini Street, clients can access experienced engineers with deep expertise in the software that runs their business. And services such as tax, legal, and regulatory updates help organizations further optimize resources and free IT teams to work on projects that drive growth and differentiation.

All clients are assigned a dedicated engineer experienced in their software who can quickly address general inquiries, troubleshoot issues, assess code to diagnose problems, and identify root-cause solutions. When compared to vendor support, clients found Rimini Street support to be more proactive, responsive, and personalized.

In their own words:

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

— Head of IT, Japanese Construction Company

"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."

— CIO, \$1B Global Manufacturer

The Business Case for a Comprehensive Third-Party Support Services Model

Your IT budget can be one of the biggest barriers between you and your ability to meet business demands and strategically transform your organization to stay ahead of the competition.

With 90% of a typical IT budget allocated to keeping the lights on and supporting ongoing operations and enhancements, only 10% is left for other projects¹ — namely, strategic priorities that actually increase revenue, establish a competitive advantage, or improve customer experience.

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 2021.² Organizations can fund more IT innovation with an enterprise software services strategy that includes Rimini Street services for better operational efficiency and improved support quality.

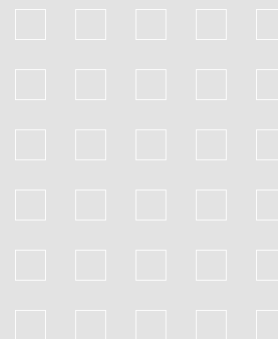
¹ Gartner, Inc., "IT Key Metrics Data 2021: Executive Summary," 18 December 2020

² Gartner, Inc., "[Gartner Survey of Nearly 2,000 CIOs Reveals Top Performing Enterprises are Prioritizing Digital Innovation During the Pandemic](#)," October 20, 2020

What is a Business-Driven Roadmap?

Maintaining control of your IT roadmap by following strategies designed around your business objectives — not your software vendor. It's choosing to leverage vendor software and solutions on your terms; on your timetable; and with the flexibility, funding, and freedom to focus on initiatives that support your future.

Learn how to power a Business-Driven Roadmap



What's Next? The Unified Support Services Model: Your Smart Path to the Future

High-touch product support is a great start. Combining that with managed services from the same, experienced provider — whose engineers have a deep understanding of your systems and business processes — gives you a unified service experience. Rimini Street becomes your partner not only to support and optimize what you have, but also to help guide you to where you want to go. Without the shackles of a vendor-dictated roadmap and upgrade requirements to maintain full support, you're free to explore other options.

To maximize profits, software vendors and managed service providers seemingly have an incentive to minimize the labor, expertise, and other resources invested in delivering software services while keeping their fees high. In contrast, the Rimini Street unified support model provides global engineering expertise and capacity to help you secure, run, manage, and enhance your software portfolio while redirecting cost savings to strategic priorities.

Optimizing budget and resources led the IT leaders interviewed in this study to choose Rimini Street to support their SAP and Oracle software. As they advance in their support journey, they have the freedom to expand adoption to gain even more efficiencies, reduce vendor management, access scarce software expertise, and stay on a smart path to their IT future.

Key Takeaways for IT Executives

Executives interviewed were asked to respond to the question, "What advice do you have for other CIOs, based on your experience with moving to the Rimini Street support model?" The key takeaways are summarized below. As you build a business case for independent enterprise software services, incorporate the following insights from other IT leaders:

Takeaway 1 – Determine the true value of your software maintenance spend

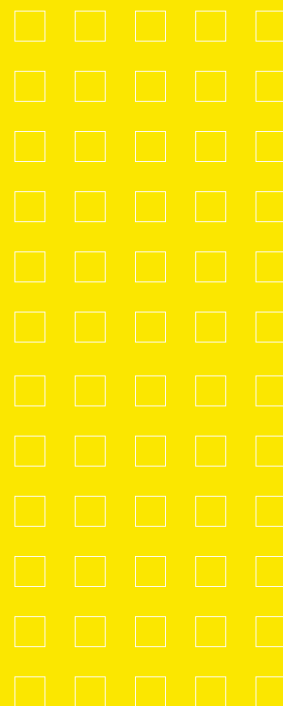
A large global company was paying \$4 million in SAP annual maintenance fees. The company called SAP with urgent support issues seven times in one year. Five of those calls involved customized code that the vendor wouldn't address. Based on this performance, the per-issue maintenance cost for an urgent issue was essentially \$2 million.

"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

Takeaway 2 – Have a solid business case for software upgrades or migrations

Another Rimini Street client had been paying the vendor \$3M in annual support fees. It was able to save \$1.5M and avoid a \$19M 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

Takeaway 3 – Never settle for poor support quality

Timely and effective case resolution is table stakes for enterprise software support. If your vendor or managed services provider can’t deliver the level of support that your business needs or unduly burdens your team to access support, it’s time to rethink the relationship.

“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

Takeaway 4 – Focus on revenue generation, not maintenance

In addition to getting improved support quality and deep enterprise software expertise, Rimini Street clients are able to redirect substantial cost savings into innovative business and IT initiatives that drive business priorities.

“I was able to reallocate 10% 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% 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.”

— 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



Take the First Step in Your Unified Support Journey

Learn more about how the Rimini Street portfolio of enterprise software services can help you pave a smart path to the future with premium support, personalized service, and better overall ROI:

Meet other organizations
taking the smart path with
Rimini Street

Overview of
Rimini Street software
solutions

Appendix

Total Maintenance Savings: Snapshot of 200 Clients

Rimini Street Client	Product	Above the Waterline				Below the Waterline			
		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
\$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.

		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
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%
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%

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
\$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%
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%

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

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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
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%
\$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%

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\$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%
\$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%

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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%
£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%

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\$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%
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%

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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%
Retailer With Over 650 Locations Across ANZ	SAP/Obj	\$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/Obj	\$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%

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\$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%
\$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/Obj/ 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%

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\$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%
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%

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
\$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/ Bobj/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%
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%

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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
\$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%
\$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/Bobj/MS-SQL	\$705,180	\$213,691	\$58,706	\$48,129	\$1,025,706	\$352,590	\$673,116	66%
\$2B Electronics Manufacturer	SAP/HANA DB/Bobj	\$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%

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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
\$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/Bobj	\$6,200,000	\$750,000	\$900,000	\$750,000	\$8,600,000	\$3,100,000	\$5,500,000	64%

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