



The Rimini Smart Path™: How SAP Customers Are Modernizing without Migrating

Featuring real-world SAP customer journeys of greater stability and accelerated growth leveraging existing systems

Rimini Street®



Innovation can't wait for a lengthy migration

Across the globe, CIOs are focused on delivering meaningful progress and scalable growth while protecting the stability and long-term value of the SAP systems their organizations rely on every day. Many are discovering that innovation doesn't have to be tied to large-scale ERP migrations to move the business forward, and that preserving flexibility and focus is just as critical as pursuing transformation initiatives.

Proven, trusted and repeated by leading organizations across the globe, the Rimini Smart Path™ provides an easy-as-1-2-3 method for SAP customers to achieve Transformation without Disruption™. Without ripping and replacing existing systems, giving up valuable perpetual licenses or locking themselves into subscription-based models, Rimini Street's SAP clients are taking control of their roadmap, accelerating progress, realizing significant savings and reinvesting in Agentic AI and other high-impact strategic initiatives.

Featuring 14 real-world Rimini Smart Path™ for SAP client stories, this eBook explores what's possible when organizations take a flexible, business-first approach to modernization, leveraging the Rimini Smart Path to turn their existing SAP systems into a powerful springboard for innovation.

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Why more SAP customers are choosing the Rimini Smart Path™

What if you could...



Immediately reduce annual SAP support fees by up to 50%, and redirect the savings toward innovation without compromising service quality?



Avoid forced migrations entirely, saving millions by not being pushed into SAP's cloud model?



Eliminate vendor lock-in, keeping full control of your SAP roadmap and running your current releases for 15+ years with guaranteed support?



Optimize and modernize your SAP environment without touching the core, rewriting critical customizations or introducing risk?



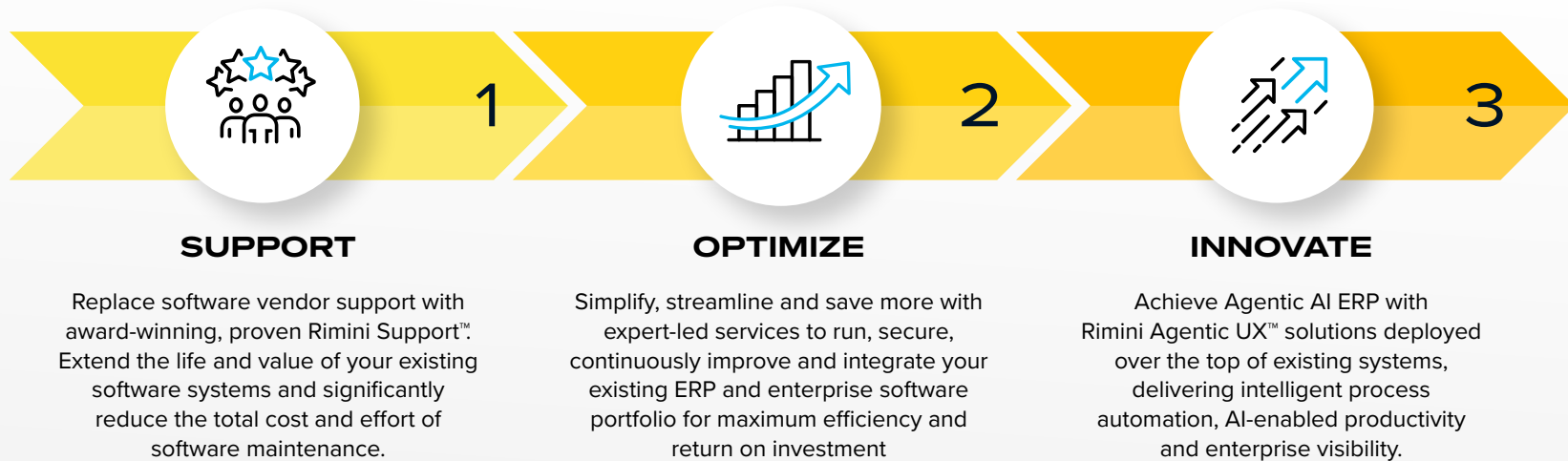
Rapidly introduce AI, automation and modern UX on top of your existing SAP system now, not years from now?

Rimini Smart Path™

Rimini Smart Path™

And what if one partner could help you stabilize what's working, improve how it runs and accelerate your technological vision — all with award-winning support, unmatched expertise and industry-leading Agentic AI capabilities?

That's exactly what the Rimini Smart Path delivers — a clear, three-step guide to modernize with confidence and without unnecessary disruptions, costs or risks to the business.



Combine:

- Guaranteed long-term support
- Operational optimization
- Self-funded, risk-free innovation

Achieve:

- Full control of your SAP roadmap
- Greater agility and no more vendor lock-in worries
- Preservation of perpetual license rights
- Stable systems that evolve with your business needs
- Faster speed to market than competitors



Watch the
**Rimini Smart Path
Video**

Rimini Support™: Delivering better support for less



1. SUPPORT

As SAP's end-of-support deadlines close in — with ECC and Business Suite mainstream maintenance ending in 2027 and S/4HANA versions phasing out through 2030 — IT leaders are facing mounting pressure to migrate or risk being relegated to SAP's costly and limited Customer-Specific Maintenance program, which offers no new legal or tax compliance updates, security patches, support packages, technology compatibility updates or guaranteed issue resolution. These hard deadlines, combined with SAP's cloud-only innovation strategy, are driving organizations to seek immediate relief and a stable, long-term alternative.

The [Support pillar of the Rimini Smart Path](#) delivers that relief on day one.

With it, SAP customers gain immediate financial savings and continued operational stability of their existing systems, eliminating vendor pressure to upgrade or migrate while dramatically improving support quality. [Rimini Support™](#) reduces annual SAP support fees by up to 50% and delivers significant additional savings through avoided upgrades, deferred migrations and reduced operational burden.

Rimini Street's "Engineered for Support™" model provides:

- **Award-winning support for all SAP releases**, including ECC and older versions, for 15+ years — with no required upgrades
- **Immediate savings of up to 50%** on annual support fees and up to 90% on total maintenance costs
- **Customization support at no additional cost**, helping you retain competitive advantage and differentiation
- **ISO 9001:2015 certified**, fastest Legislative-to-Live™ tax, legal and regulatory updates for 160+ countries for compliance
- **Industry-leading SLAs**, including a guaranteed 10-minute response time for critical issues, delivered in less than 2 minutes on average, and a guaranteed 4-hour resolution time for P1 cases
- **Dedicated, named Primary Support Engineer** from a team averaging 20+ years of experience, backed by hundreds of engineers with expertise in SAP across the globe
- **Human-first support** supercharged by patented and proprietary AI applications and processes to assign best-fit engineers, detect data anomalies and accelerate case resolution
- **4.9 out of 5.0** client satisfaction rating

This foundational step stabilizes the SAP environment and frees up IT budget and internal teams, enabling clients — such as the five whose stories are showcased in the following pages — to self-fund the next stages of the Rimini Smart Path while enjoying better support for less.

SAP leaders
strengthen stability
and unlock value
with Rimini Support™



Rimini Support™





Pacific Textiles

BUSINESS-DRIVEN ROADMAP, POWERED BY A STRATEGIC PARTNER

SAP serves as Pacific Textile’s mission-critical backbone — any downtime halts production instantly. Despite a strong early partnership with SAP, the company’s highly specialized operations required deep customization beyond standard support, and over time, the company faced slow ticket response times, fewer product updates and increasing reliance on paid professional services just to keep systems stable.

To align support with its business roadmap, the manufacturer sought alternatives that would help extend the life of its on-premises S/4HANA, APO and BW systems. After discovering Rimini Street, Pacific Textiles was impressed by the provider’s global scale and ability to support customizations and multiple languages.

Switching to Rimini Support™ delivered immediate value. The company now receives under 10-minute responses for critical issues, compared to SAP’s four-hour initial response time. Pacific Textiles also cut annual SAP maintenance fees by 50%, using the savings to fund strategic initiatives such as building a new data-lake architecture to enhance analytics and machine performance.

With Rimini Street’s proactive guidance and monthly insights, Pacific Textiles has gained a strategic partner — enabling long-term stability, lower costs and greater profitability.



Pacific Textiles is a global leader in manufacturing customized knitted fabrics, specializing in complex, value-added textiles. With a customer base that includes some of the world’s largest brands, Pacific Textiles supplies fabric for over a billion garments a year across more than 40 countries, including the USA, Europe, Japan and Asia.

GEOGRAPHY

Hong Kong, China

INDUSTRY

Manufacturing

SOFTWARE USED

SAP S/4HANA, ECC 6

SOLUTION

Rimini Support™

[Read full client story](#)

“With SAP, it could take up to four hours to get a ticket response. With Rimini Street, if we have a P1 critical issue, they respond within 10 minutes. And Rimini Street covers our customizations that we used to have to pay for additional professional services to support.”

– Hubert Tsang, CIO, Pacific Textiles

“As you look at the current business landscape, competition is increasing, margins are under pressure, and profitability is falling. As an executive, you have a responsibility to increase profitability for your business. Rimini Street is one of the easiest ways to do that.”

– Hubert Tsang, CIO, Pacific Textiles



KBS

SMARTER SUPPORT FOR SAP ENABLES AN AI-DRIVEN FUTURE

Since 2002, Korea Broadcasting System (KBS) has relied on its highly customized SAP ECC 6 to run financials, purchasing, asset management and payroll across thousands of programs. But vendor support introduced challenges, including slow response times, English-only support and no coverage for customizations central to KBS’s competitive advantage.

With the SAP maintenance end date near, KBS sought a path aligned to business goals rather than vendor deadlines. The company viewed its 20-year SAP data foundation as critical fuel for upcoming AI initiatives and needed a support model that would protect and extend its existing systems. After conducting research and speaking with peer IT leaders in Korea, KBS selected Rimini Support™ for SAP, avoiding a costly, disruptive migration to S/4HANA.

Rimini Street’s dedicated, Korean-speaking Primary Support Engineer now delivers <2-minute responses for P1 issues, supports custom code and eliminates unnecessary vendor patches. Rimini Street’s Legislature-to-Live™ tax updates also transformed year-end reporting for KBS, reducing risk and manual effort.

By cutting support costs and stabilizing operations, KBS can now fund and focus on its strategic vision — advancing AI in broadcasting, modernizing global content delivery and strengthening data for smarter financial decision-making.

Korean Broadcasting System (KBS), founded in 1927, is South Korea’s leading public broadcaster. Operating nationwide stations and 11 overseas branches, KBS delivers trusted news, entertainment and cultural programming. Spanning radio, television and digital platforms, KBS connects audiences in Korea and worldwide with high-quality, impactful content.

GEOGRAPHY

South Korea

INDUSTRY

Media & Entertainment, Telecom

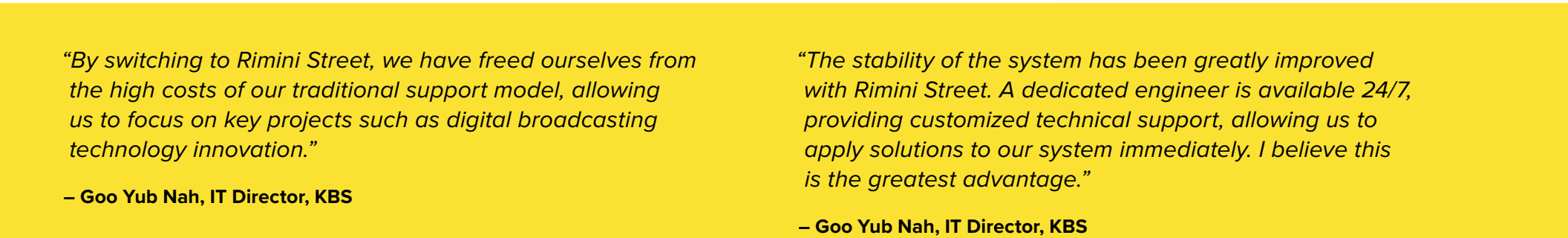
SOFTWARE USED

SAP ECC 6

SOLUTION

Rimini Support™

[Read full client story](#)



“By switching to Rimini Street, we have freed ourselves from the high costs of our traditional support model, allowing us to focus on key projects such as digital broadcasting technology innovation.”

– Goo Yub Nah, IT Director, KBS

“The stability of the system has been greatly improved with Rimini Street. A dedicated engineer is available 24/7, providing customized technical support, allowing us to apply solutions to our system immediately. I believe this is the greatest advantage.”

– Goo Yub Nah, IT Director, KBS



ACM

AGILE SUPPORT MODEL FOR VALUABLE SAP SYSTEMS

AllianceCorp Manufacturing (ACM) operates at the forefront of the Industry 4.0 Revolution, where innovation must be balanced with operational excellence. To support this, ACM adopted a bimodal IT strategy: maintain a stable foundation for core systems while freeing resources to pursue innovation and exploration.

ACM reassessed the role of its highly customized SAP S/4HANA environment. Frequent vendor-driven updates and limited support for customizations consumed time and resources, shifting focus away from maximizing the value of existing investments. The client needed greater control over its SAP roadmap and a more agile support model that wouldn't disrupt core operations.

ACM selected Rimini Street to support its on-premises SAP S/4HANA platform — a proven alternative to traditional vendor support. Rimini Street provided a dedicated support team with deep knowledge of ACM's environment, along with comprehensive archiving services to preserve critical assets and maintain agility.

With Rimini Street, ACM continues to run its current SAP release while benefiting from improved support quality and the extended life of its investment. The result is increased operational stability and bandwidth for IT to focus on customer needs and strategic initiatives, including innovation in electric vehicles, robotics, healthcare, 3-D printing and more.

Founded in 1998, AllianceCorp Manufacturing (ACM) is a global manufacturing company with five sites worldwide. ACM offers integrated contract manufacturing solutions in machining, sheet metal-welded frames, mechatronics, clean-room high-level assembly and equipment building for OEM customers in high-tech industries.

GEOGRAPHY

Penang, Malaysia

INDUSTRY

Manufacturing

SOFTWARE USED

SAP S/4HANA SAP 4.6C (Legacy)

SOLUTION

Rimini Support™

[Read full client story](#)

“A key factor for me is that we can pursue our own roadmap. Rimini Street adapts to what we want to do, not the other way around. It is truly an extension of my internal SAP support team.”

– Erik Looi, CIO, AllianceCorp Manufacturing

“I don't want to be pinned down. Rimini Street gives me independence — freedom to make my own decisions about what is optimal for ACM.”

– Erik Looi, CIO, AllianceCorp Manufacturing



LEDVANCE

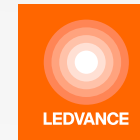
OPERATIONAL AGILITY FOR DIGITAL FUTURE FOCUS

Following its carveout from OSRAM, LEDVANCE had to rapidly rebuild its IT organization while transforming its business model. The company shifted from being a traditional lighting manufacturer to a consumer-driven trading company, requiring significant operational agility and a stronger focus on customer experience.

LEDVANCE's workforce was reduced from approximately 10,000 to 3,000 employees, increasing pressure on IT to enable rapid digitalization while minimizing business disruption. To streamline operations, LEDVANCE launched a Digital Future initiative that included modernizing tools and processes, improving data management and migrating infrastructure from on-premises systems to cloud-based IaaS.

SAP remained central to operations, with four regional SAP environments and shared systems inherited during the carveout. However, the company was burdened by thousands of unused SAP licenses, for which it was still required to pay maintenance. Inflexible vendor policies limited the company's ability to negotiate.

By moving SAP support to Rimini Street, LEDVANCE aligned maintenance costs with actual usage and reduced overall IT costs by nearly 70%. The move delivered stable operations, fewer escalations and restored control, enabling LEDVANCE to invest in and focus on innovation and its digital future.



With offices in more than 50 countries and business activities in 140+ countries, LEDVANCE is one of the world's leading general lighting providers.

GEOGRAPHY

Garching b.München, Germany

INDUSTRY

Retail

SOFTWARE USED

SAP ECC, HANA Database

SOLUTION

Rimini Support™

[Read full client story](#)

“Rimini Street has a strong customer-oriented commitment. They are fully committed to seeing the project through and are very reliable.”

– Walter Eckardt, Head of IT, LEDVANCE

“The central applications run as expected, which provides peace of mind and allows the IT organization to focus on higher-value strategic objectives.”

– Walter Eckardt, Head of IT, LEDVANCE



Nottinghamshire County Council

COMPLIANCE AND COST CONTROL WITH RIMINI SUPPORT™ FOR SAP

Nottinghamshire County Council (NCC) recognized that its SAP maintenance costs were a significant portion of its IT budget and sought to reduce overall spend, all while maintaining essential public services. Initial cost-optimization efforts delivered significant results, and the Council pursued additional strategies to further lower SAP expenditures without compromising service delivery.

NCC turned to Rimini Street for support of its SAP ERP platform, streamlining operations across nine county offices and multiple satellite locations. The resulting savings were redirected toward community priorities, including expanded broadband access and natural disaster relief programs.

As part of its modernization strategy, NCC is rebuilding its architecture and migrating SAP applications to a Microsoft Azure cloud environment. Vendor-agnostic support allows the Council to work closely with its implementation partner, ensuring infrastructure decisions are driven by business priorities. By avoiding unnecessary vendor-mandated upgrades, the Council further reduced costs and effort, implementing only necessary compliance updates while continuing to meet regulatory requirements.

Partnering with Rimini Street has delivered higher-quality support, defined service levels, stable operations for more than 5,000 users and long-term assurance for maintaining SAP systems. This flexibility allows NCC to modernize at its own pace while prioritizing community services and long-term value.

Located in the East Midlands of England, Nottinghamshire County Council (NCC) serves a population of approximately 828,000 residents. The local authority comprises 66 publicly elected county councillors. NCC delivers nearly 400 public programs, including services for education, social care, public health, transportation and road maintenance, libraries and waste disposal.

GEOGRAPHY

County of Nottinghamshire, England

INDUSTRY

Government

SOFTWARE USED

SAP ECC 6, BusinessObjects 7.0

SOLUTION

Rimini Support™

[Read full client story](#)

“Rimini Street has been an incredibly reliable and trusted partner, giving confidence that our core SAP applications are stable and enabling us to concentrate on supporting our frontline colleagues.”

– Sarah Stevenson, Business Services Centre Group Manager, Nottinghamshire County Council

“The partnership helps achieve significant savings while also giving us more time and flexibility to plan for the future without pressure to follow a vendor-led upgrade path.”

– Sarah Stevenson, Business Services Centre Group Manager, Nottinghamshire County Council

Rimini Optimize™: Turning stability into measurable performance gains



2. OPTIMIZE

SAP customers don't just want their systems to last longer; they want them to perform better, adapt faster and deliver a greater return as business demands evolve. That means keeping SAP environments secure, interoperable and resilient, while continuously improving how they operate day-to-day.

After stabilizing their SAP systems and reclaiming budget through Rimini Support, many organizations are taking the next step on the Rimini Smart Path: Rimini Optimize™. This phase focuses on strengthening performance, security and operational discipline across existing SAP environments — without requiring upgrades or disrupting the core ERP.

Rimini Optimize™ encompasses a wide range of solutions designed to help organizations extend the life and value of their SAP systems by 15+ years, maximizing ROI and freeing the business from SAP's upgrade treadmill:

- **Rimini Consult™:** Enhances system capabilities to streamline operations, free up critical resources and reduce complexity
- **Rimini Manage™:** Helps run SAP more efficiently, with increased reliability, fewer disruptions and better operational discipline
- **Rimini Protect™:** Strengthens security posture and resilience, reducing risk exposure without needing code modification, vendor-provided security patches or costly upgrades
- **Rimini Connect™:** Improves interoperability and flexibility, allowing SAP to connect more easily with modern cloud applications and digital services — without migrations
- **Rimini Watch™:** Enhances visibility and oversight, giving IT teams far better awareness of performance and issues before they impact operations
- **Rimini Change™:** Simplifies and modernizes change management for accelerated change delivery, reduced risk and greater cost savings

Rimini Optimize for SAP clients highlighted here have achieved the operational transformation they've wanted for years: smoother operations, lower TCO, greater agility and an easier-to-manage system — all without touching their customizations or core SAP environment.

SAP leaders simplify operations and improve performance with Rimini Optimize™

Mercury 

GE Lighting
A SAVANT COMPANY

CH2

NIBCO®

 IGUATEMI
Empresa de Shopping Centers SA

Rimini Manage™

Rimini Protect™

Rimini Connect™

Rimini Watch™

Rimini Change™





GE Lighting

OPTIMIZED SAP OPERATIONS TO POWER INNOVATION

As GE Lighting, a Savant company, evolved from a traditional lighting manufacturer into a consumer technology and smart home brand, leadership prioritized optimizing existing operations to free resources for innovation.

SAP remains central to GE Lighting’s technology ecosystem, including long-standing use of SAP Solution Manager (SolMan) and the Change Request Management (ChaRM) tool. However, traditional SAP support was costly and restrictive, limiting flexibility and consuming resources needed to support transformation. The company needed a more cost-effective approach that could maintain system stability while simplifying day-to-day operations.

By partnering with Rimini Street, GE Lighting reduced its maintenance costs by 50% while improving responsiveness and reducing system complexity. The company replaced SAP ChaRM with Rimini Change™ (formerly Rimini Watch™ for Change Management), a solution that operates directly on the ECC layer and provides centralized visibility, secure transport management, detailed audit trails and continuous change delivery with no downtime.

After executing hundreds of SAP changes without incidents, GE Lighting gained momentum by redirecting its savings and team capacity to smart home innovation.

A market leader in the residential lighting category, GE Lighting, a Savant company, also offers a growing suite of Cync™ smart home products that provide comfort, convenience, safety and security.

GEOGRAPHY

U.S.

INDUSTRY

Manufacturing

SOFTWARE USED

SAP Business Suite, HANA Database

SOLUTIONS USED

Rimini Support™, Rimini Change™ (formerly Rimini Watch™ for Change Management)

[Read full client story](#)

“With Rimini Street, you have a partner that’s always ready with depth of expertise and a demonstrated, heartfelt commitment to helping support you.”

– Sanjay Sethia, Senior Manager of Enterprise Applications, GE Lighting, a Savant company

“Rimini Street was so consistently responsive and proactive, we no longer worried about skills gaps. They have all the bench strength that we need.”

– Sanjay Sethia, Senior Manager of Enterprise Applications, GE Lighting, a Savant company



Iguatemi

SAP EFFICIENCY TURNED INTO A COMPETITIVE ADVANTAGE

In 2016, Iguatemi Empresa de Shopping Centers launched parallel initiatives to optimize its IT budget while accelerating digital transformation through new technologies.

Key innovation initiatives included Iguatemi ONE, a nationwide loyalty and relationship program; an internal mobility platform to streamline executive approvals; and the creation of Iguatemi Labs to test and adopt emerging technologies. These efforts culminated in the launch of Iguatemi 365, a premium e-commerce platform that extended the Iguatemi shopping experience across all of Brazil.

To fund this innovation agenda, Iguatemi replaced traditional SAP support with third-party support from Rimini Street. The move reduced total annual SAP support costs by more than 50% and eliminated the need for additional vendors to maintain extensive SAP customizations. With Rimini Support™, the company also benefited from improved delivery of tax, legal and regulatory updates, ensuring compliance.

Iguatemi then consolidated application management services by selecting Rimini Manage™, a move that significantly reduced handoffs, backlogs and operational complexity. With a single, reliable partner supporting its end-to-end SAP needs, the company was able to redirect its internal teams to focus on business growth. The result: greater efficiency, lower costs and the ability to do more with fewer resources while sustaining competitive differentiation.

“After making the decision to move to Rimini Street, we were really satisfied with the service model and the differentiated advantages it gave us.”

– **Valdemar Castilho, IT Operations Manager, Iguatemi Empresa de Shopping Centers S.A.**

“Rimini’s proposal for AMS delighted us due to the differential of its model. In addition to the seniority of the engineers and extremely fast response time, today we don’t waste any more time having to manage the tickets. It is a great optimization of resources to have a single service provider for support and AMS.”

– **Valdemar Castilho, IT Operations Manager, Iguatemi Empresa de Shopping Centers S.A.**



IGUATEMI

Empresa de Shopping Centers SA

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.

GEOGRAPHY

Brazil

INDUSTRY

Retail

SOFTWARE USED

SAP ECC 6

SOLUTIONS USED

Rimini Support™, Rimini Manage™, Rimini Watch™

[Read full client story](#)



NIBCO

STABILITY, SECURITY AND PERFORMANCE THAT FUEL GROWTH

NIBCO set out to maximize the value of its existing SAP landscape while keeping pace with growing demands for automation, performance improvements and innovation. Frequent upgrades were consuming time and budget without delivering proportional business value, stretching internal resources and slowing progress.

To address these challenges, NIBCO replaced SAP support with Rimini Support™, gaining comprehensive coverage for its highly customized SAP environment and access to deep technical expertise. Shortly thereafter, NIBCO added Rimini Manage™, reducing backlogs, simplifying workflows and unlocking additional savings. These improvements allowed NIBCO to redirect savings toward strategic initiatives, including acquisitions, new product development, advanced analytics, AI-driven demand forecasting and expanded digital customer experiences — key pillars of its Industry 4.0 strategy.

As cybersecurity risks heightened, NIBCO expanded its portfolio of Rimini Street solutions, implementing Rimini Protect™ for SAP. Through regular vulnerability scans and zero-day protection, Rimini Street helped quickly identify and mitigate risks that traditional patching alone wouldn't have addressed.

Together, these initiatives extended the lifespan of NIBCO's SAP investment, strengthened operational resilience and improved performance across the environment, allowing the company to focus on innovation and growth rather than simply keeping the lights on.

“Rimini Street has helped us to maximize the lifespan of our SAP system and to avoid unnecessarily spending money on upgrades. We've been able to redirect those funds into acquisitions and developing new products. We're now spending money on growing NIBCO, not just keeping the lights on.”

– Jeff Miller, Director, Business Relationship Management, NIBCO

“Within the first month of deploying Rimini Protect™ for SAP, we found several vulnerabilities, which were quickly corrected. We never would have discovered all of these issues by just applying security patches.”

– Jeff Miller, Director, Business Relationship Management, NIBCO



NIBCO is a leading manufacturer of valves, fittings, piping systems and a variety of flow-control solutions. The company's portfolio of plumbing products contains more than 36,000 SKUs. NIBCO serves a global clientele, with customers in residential, commercial and industrial markets. Founded in 1904, five generations of family leadership and employee ownership have defined the company's continual evolution.

GEOGRAPHY

U.S.

INDUSTRY

Manufacturing

SOFTWARE USED

SAP Business Suite, BusinessObjects, HANA Database

SOLUTIONS USED

Rimini Support™, Rimini Manage™, Rimini Protect™

[Read full Rimini Support™ & Rimini Manage™ story](#)

[Read full Rimini Protect™ story](#)



Mercury NZ

DEEP EXPERTISE AND OUTCOME-BASED SOLUTIONS FOR GREATER CONFIDENCE

Mercury NZ relied on SAP ECC 6 running on a HANA database to support critical business functions such as billing, CRM, reporting and e-commerce. Following its 2022 acquisition of Trustpower’s retail business, the company made a strategic decision to migrate retail operations from SAP to Gentrack and Salesforce while continuing to run SAP in parallel. Maintaining stability across both environments during the transition was essential.

To support this approach, the company selected Rimini Street as a cost-effective alternative to vendor support, gaining access to deep SAP expertise and the ability to scale support as SAP usage downsized. This flexibility allowed Mercury NZ to optimize its roadmap based on business needs rather than following a forced upgrade path.

Rimini Street ensured SAP system stability throughout the transition, providing additional resourcing and working closely with Mercury NZ and its other partners to support a highly customized SAP landscape. Rimini Street also replaced the SAP Solution Manager with tailored monitoring and health-check services, helping to maintain performance and operational confidence.

Over time, Mercury significantly reduced maintenance costs, freeing budget for strategic initiatives. With stable core systems in place, the business met post-acquisition revenue targets while redirecting resources toward innovation, including expanded use of AI, machine learning and digital twin technologies in energy trading and power generation.

The partnership allowed Mercury to optimize costs, protect operational continuity and pursue future growth with confidence, modernizing at a pace aligned to its business priorities.



Mercury NZ is a New Zealand electricity generation and multi-product utility retailer of electricity, gas, broadband and mobile telephone services. All the company’s electricity generation is renewable.

GEOGRAPHY

New Zealand

INDUSTRY

Energy & Utilities

SOFTWARE USED

SAP ECC 6

SOLUTIONS USED

Rimini Support™, Rimini Watch™

[Read full client story](#)

“We were able to halve our SAP maintenance costs over a couple-year period, resulting in substantial savings.”

– **Tim Aynsley, Head of Technology, Mercury NZ**

“Rimini Street is a capable IT partner that has delivered on what they promised. We’ve achieved or exceeded the outcomes we expected by engaging and working with Rimini Street.”

– **Tim Aynsley, Head of Technology, Mercury NZ**



Clifford Hallam Healthcare

STREAMLINED MIGRATION THROUGH EXPERT SAP CONSULTING

SAP BusinessObjects plays a central role in Clifford Hallam Healthcare's reporting environment, supporting Community Service Obligation (CSO) compliance and an internally developed application used for supplier and manufacturer payments. As the business grew, the heavily customized, tightly integrated SAP BusinessObjects 4.1 environments needed greater speed, efficiency and security to keep pace with evolving requirements.

To improve performance and extend the life of its mission-critical system, CH2 partnered with Rimini Street, which was already providing support for its SAP BusinessObjects environment. The Rimini Consult™ team conducted a comprehensive assessment of the landscape — including licensing, security and total cost considerations — to help CH2 identify the most suitable upgrade path. Based on this analysis, CH2 made the move to SAP BusinessObjects 4.2 with structured roadmapping, expert migration execution and post-upgrade support.

The optimized environment delivered immediate results, reducing report runtimes by 75% and significantly improving the speed and reliability of compliance, governance and operational reporting. It also strengthened CH2's security posture, helping address growing cybersecurity risks in the healthcare sector.

With improved performance, stronger security and greater confidence in its data, CH2 is positioned to further optimize operations through advanced analytics and EDI automation, supported by a long-term partnership with Rimini Street that enables scalable growth and ongoing innovation.



Formed in 1978, Clifford Hallam Healthcare is Australia's only fully-integrated pharmaceutical and medical consumable distributor servicing the national healthcare market.

GEOGRAPHY

Australia

INDUSTRY

Healthcare

SOFTWARE USED

SAP BusinessObjects

SOLUTIONS USED

Rimini Support™, Rimini Consult™

[Read full client story](#)

“Rimini Street took the time to listen and learn about my environment, giving me clarity and peace of mind knowing what the outcome would be and how it would improve my operations.”

– Nav Pillai, Chief Information Officer, Clifford Hallam Healthcare

“Even after the migration was complete and we experienced some technical challenges, the Rimini Street team jumped in to help us work through them. It was a really well-executed project, and I've never experienced a partnership like this from any other vendor I've worked with before.”

– Nav Pillai, Chief Information Officer, Clifford Hallam Healthcare

Rimini Innovate™: Enabling modernization now, not years from now



3. INNOVATE

CIOs know the pressure to deliver AI, automation and modern digital experiences is immediate. The challenge is finding a way to do so without diverting scarce budget, talent and time into large-scale ERP transformations that delay value and limit flexibility.

Many organizations operating perpetual SAP licenses — whether on-premises or in their preferred cloud — are seeking ways to unlock innovation sooner, while preserving the systems and investments that already work. SAP customers partnering with Rimini Street have demonstrated that there are practical options to move forward — without being forced into disruptive migrations or unpredictable subscription-based cost models.

With Rimini Innovate™, CIOs can deliver modern capabilities right away on the SAP systems they already own — even highly customized ECC or S/4HANA environments — unlocking:

- **AI-driven workflows, automation and decision support** without migrating to SAP Cloud ERP
- **Modern UX, digital workflows and Agentic orchestration** without Clean Core mandates or vendor-imposed upgrade timelines
- **Composable ERP architectures** that integrate best-fit AI services, cloud applications and data platforms — without restricting technology choices or forcing subscription-based consumption
- **Meaningful innovation without disruption**, preserving perpetual license rights, custom code and infrastructure flexibility

[Rimini Agentic UX™](#), the flagship solution of Rimini Innovate, enables organizations to modernize through AI, automation and enhanced user experiences — without touching the core ERP. Instead of waiting years for a subscription-driven migration that many can't justify financially or operationally, IT and finance leaders can realize measurable outcomes now.

And innovation doesn't stop at ERP. With the budget and capacity freed through the Support and Optimize phases, organizations can engage Rimini Street's deep expertise to advance innovation across their broader IT landscape — funding high-value initiatives within existing budgets.

The client stories that follow demonstrate what's possible when organizations choose the pace, priorities and path that best align with their business — proving that modernization doesn't have to wait or be disruptive.

SAP leaders achieve Transformation without Disruption™ with Rimini Innovate™



Rimini Consult™





Ypê

TARGETED AI WINS BUILD CONFIDENCE FOR ENTERPRISE-WIDE AI ADOPTION

Within Ypê’s SAP-based order-to-cash process, Electronic Data Interchange (EDI) orders frequently arrived with price discrepancies, creating exceptions that required manual intervention. These delays drove up general and administrative costs, reduced visibility for sales teams and customers and negatively impacted On-time In-Full (OTIF) delivery performance.

Ypê sought a faster, more scalable approach to process optimization using AI — one that could extend beyond ERP and operate seamlessly across the enterprise. As a highly satisfied Rimini Support™ client, the company selected Rimini Agentic UX™ for its targeted capabilities and ease of use.

Working closely with Ypê, Rimini Street designed an automated, persona-based workflow for EDI resolution that integrated SAP with the ServiceNow® platform. The solution delivered real-time visibility, actionable notifications and AI-driven recommendations while automatically updating SAP records to ensure accuracy and audit readiness.

The results were immediate and measurable, including an 80% reduction in exception-handling time and a 60% reduction in approval cycles, while achieving full audit traceability. These improvements not only lowered G&A costs and strengthened OTIF performance, but they also freed resources to reinvest in strategic initiatives.

By delivering fast, targeted outcomes without large investments or disruption, Ypê gained the confidence to accelerate its broader AI strategy — using proven success in one process as a foundation for enterprise-wide AI adoption.

Ypê is a leader in the Brazilian consumer packaged goods industry with more than 450 hygiene and cleaning products in 23 categories across multiple brands. Its products can be found in 95% of Brazilian homes.

GEOGRAPHY

Brazil

INDUSTRY

Retail

SOFTWARE USED

SAP S/4HANA, ServiceNow

SOLUTIONS USED

Rimini Support™, Rimini Consult™, Rimini Agentic UX™

[Read full client story](#)

“At Ypê, we have several AI projects in works, but the Rimini Agentic UX™ project has outperformed them all in both speed and expectations. It only took one month from start to delivery, and helped us reduce our approval cycle by 60% and accelerate time-to-value. It’s a great win for our IT team.”

– Geraldo Pereira, CIO, Ypê

“Rimini Street is a true AI strategy partner because they work seamlessly with our CRM, ERP, HR systems and so on. We were able to achieve our AI goals very fast, and without high costs or disruption to the business.”

– Geraldo Pereira, CIO, Ypê



Apsen Farmacêutica

COMPOSABLE ERP STRATEGY LEADS TO AGENTIC AI ERP WINS

Apsen Farmacêutica set out to improve autonomy, break down information silos and increase efficiency by rethinking how IT could deliver value faster. As SAP support for ECC 6 approached end of life — and with the cost and risk of migrating to S/4HANA looming, the company chose an alternative path: modernizing its existing SAP system rather than replacing it.

Apsen adopted a composable ERP strategy, preserving its stable, highly customized SAP ECC 6 core while layering modern workflow automation on top. Partnering with Rimini Street and ServiceNow, Apsen integrated low-code/no-code and AI-enabled workflows with SAP to accelerate innovation without disruption. The Rimini Consult™ team helped design a pilot to automate SAP-anchored processes.

The first use case focused on materials transfer, a critical process that previously relied on manual emails and spreadsheets. Within weeks, Apsen transformed it into an automated, end-to-end digital workflow with real-time visibility, fewer errors and improved traceability, establishing a viable solution in roughly half the company’s typical development timeframe.

By following the Rimini Smart Path™, Apsen avoided a large-scale ERP migration while gaining flexibility, faster outcomes and higher ROI. The success of the pilot established a repeatable model, and Apsen is now extending this approach to additional SAP processes, turning its existing ERP into a scalable innovation platform.

Headquartered in Brazil, Apsen Farmacêutica is a healthcare manufacturing company that has been developing innovative health solutions since 1969.

GEOGRAPHY

Brazil

INDUSTRY

Healthcare, Manufacturing

SOFTWARE USED

SAP ECC 6, Business Suite, ServiceNow

SOLUTION

Rimini Consult™

[Read full client story](#)

“We have assembled a strong internal team, which now has the capacity to rethink processes, suppliers and architecture in a strategic way. What began as a next-generation vision and a pilot has become a model for the entire company.”

– Renan Santos, CIO, Apsen Farmacêutica

“We were looking for an agile solution that would deliver value quickly and avoid the costs, complexity and risks inherent in any large software migration project, and Rimini Street’s innovative solution with ServiceNow was the fastest and surest path to achieving our transformation vision.”

– Renan Santos, CIO, Apsen Farmacêutica



SP Electricity North West

TAILORED INNOVATION ELIMINATES SERVICE DESK BURDEN

SP Electricity North West (SP ENW) relies on SAP ECC 6 and SAP BusinessObjects to support HR, finance and other essential business functions. With vendor support for ECC 6 approaching end of life, the company needed to maintain operational stability while avoiding disruption from unnecessary upgrades.

After working with a previous support provider, SP ENW experienced repeated SAP outages that couldn't be resolved, creating significant operational impact. Seeking deeper expertise, the company partnered with Rimini Street for advanced support. Rimini Street engineers quickly identified and resolved the root cause of the outages, restoring system stability and preventing recurrence through fixes tailored to SP ENW's customized environment.

Building on this success, SP ENW worked with Rimini Street to solve additional challenges previously deemed unsolvable, including implementing Single Sign-On (SSO) across SAP applications. The innovative solution eliminated hundreds of monthly password reset tickets, reducing password-related service desk requests by 99% and improving access and productivity for more than 2,000 employees.

By combining root-cause analysis, deep SAP expertise and targeted innovation, Rimini Street helped SP ENW streamline daily operations, reduce service desk workload by 10% and free IT resources to focus on higher-value initiatives that support the organization's long-term priorities.

SP Electricity North West plays an essential role in delivering power to more than 5 million customers daily, leveraging its existing network and investing in new technology to spark innovative energy solutions ready for the future.

GEOGRAPHY

UK

INDUSTRY

Energy and Utilities

SOFTWARE USED

SAP ECC 6, BusinessObjects

SOLUTIONS USED

Rimini Support™, Rimini Consult™

[Read full client story](#)

“Instead of spending cycles on accessibility issues, our team is now focusing their efforts on value-add projects that deliver real ROI for our business.”

– Martin Williams, Problem and Knowledge Manager,
SP Electricity North West

“Rimini Street has outscored our baseline. There are only two other vendors that have ever done that since I've been calculating the scores.”

– Martin Williams, Problem and Knowledge Manager,
SP Electricity North West



Green Cargo

DIGITAL INNOVATION MADE POSSIBLE WITH SYSTEM STABILIZATION

Green Cargo set a goal to increase profitability while advancing sustainability objectives. The leadership team defined a 2030 vision centered on digitalizing internal processes, automating rail operations and integrating eco-friendly systems. Achieving this required accelerating innovation while mitigating IT risk.

Following years of cost-cutting and full IT outsourcing, Green Cargo was left with highly complex legacy environments, including SAP ECC 6 EHP 7 and a mainframe platform. The company faced a critical decision: either undertake a costly, high-risk ERP replacement or adopt an approach that would stabilize core systems while enabling modernization.

Rimini Street became a strategic IT partner, providing long-term support for SAP while identifying targeted improvements to reduce risk, modernize access and improve performance. The company helped eliminate a backlog of compliance and development work and stabilized Green Cargo's mission-critical SAP functions. Integration challenges caused by fragmented processes were addressed by connecting SAP with modern, low-code cloud applications and ensuring ongoing regulatory compliance.

Operational improvements delivered measurable outcomes, including stabilizing monthly payroll processing and reducing runtime by 70%. With SAP systems secure and reliable, Green Cargo shifted its focus to innovation — building APIs, microservices and event-driven architectures that support a scalable digital future aligned with its sustainability mission.

Green Cargo is a government-owned organization and a sustainable logistics partner, transporting 22 million tons of freight annually. Electric trains comprise more than 95% of its ton kilometrage, which means climate impact is near zero. Approximately 400 freight trains depart every 24 hours, replacing around 9,000 truckloads of on-the-road network traffic.

GEOGRAPHY

Sweden and the Nordic countries

INDUSTRY

Transportation & Logistics

SOFTWARE USED

SAP ECC 6

SOLUTIONS USED

Rimini Support™

[Read full client story](#)

“Rimini Street is solely focused on support and is incredibly customer-centric, which means it is constantly aiming to raise the bar and find new ways to deliver high-quality, cost-effective support to our business.”

– Ingo Paas, former CIO, Green Cargo

“Knowing that we have Rimini Street as a trusted strategic partner ensuring the stability of our main SAP systems means we have the confidence and capacity to focus on the execution and further development of our goals.”

– Ingo Paas, former CIO, Green Cargo

Join thousands of customers advancing modernization on the Rimini Smart Path

The Rimini Smart Path — Support, Optimize, Innovate — gives SAP customers a proven way to deliver meaningful innovation and next-generation capabilities on their terms, with measurable business outcomes. It's built on strategies already proven across industries and geographies:

- **Extending ERP life** through 2040 and beyond
- **Reducing support and operational costs** to free strategic budget
- **Deploying AI-driven automation** layered on top of existing SAP environments
- **Adopting hybrid models that avoid SAP subscription lock-in** while accelerating modernization

The client success stories in this resource illustrate how organizations running SAP are overcoming migration pressure, simplifying complex landscapes, modernizing safely and innovating boldly now — without replatforming their ERP or surrendering their autonomy.

They prove one thing decisively: You don't have to migrate to move forward.

Your next step

If your organization is ready to regain control of its SAP roadmap, fund innovation with savings and modernize at a pace that aligns with real business priorities, the Rimini Smart Path is ready now.

Start your journey.

Discover how Rimini Street's full portfolio of SAP services can help you Support, Optimize and Innovate — confidently, efficiently and on your terms.

Rimini Support

Rimini Support™ for SAP

Get comprehensive maintenance and support for any SAP product or release. From custom code support and strategic advisory to global tax, legal and regulatory updates, we help maximize uptime and resolve issues fast.

Rimini Manage

Rimini Manage™ for SAP

Let our global team of SAP engineers handle daily management for increased productivity and cost-efficiency. We'll address incidents, service requests and routine tasks, reducing the burden on your internal team.

Rimini Agentic UX

Rimini Agentic UX™ for SAP

Deploy an intelligent, AI-driven user engagement layer over the top of your existing SAP system to help run critical business processes faster, better and cheaper — without disruptive upgrades or migrations.

Rimini Consult

Rimini Consult™ for SAP

Align your SAP ERP strategy with your business goals by applying the expertise of our talented, highly tenured professionals. Strengthen your business roadmap and proceed with confidence using vendor-agnostic guidance and innovative solutions.

Rimini Protect

Rimini Protect™ for SAP

Utilize proactive solutions and managed security services to help protect your SAP software without disruptive upgrades. Mitigate risks within your ecosystem and continuously improve your overall security posture.

Rimini Connect

Rimini Connect™ for SAP

Overcome software compatibility obstacles without code changes or expensive software upgrades. Leverage our interoperability solutions to connect the best-fit technologies to your current SAP system and extend its value.

Rimini Watch

Rimini Watch™ for SAP

Receive proactive monitoring and guidance for your SAP application and technology environment. Keep your applications running smoothly with support services that anticipate problems before they can become critical.

Rimini Change

Rimini Change™ for SAP

Streamline and automate SAP change management. Leverage a future-ready platform designed to accelerate change delivery, simplify change management and reduce operational risk.

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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