



# Rimini Consult™: Delivering Real Business Outcomes Without Disruption

*How leading organizations leverage Rimini Street's professional services to expertly deliver strategic business projects and create capacity for AI and innovation.*

**Rimini Street**®

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# Break Through the Constraints Slowing Your Business

**Rimini Consult™ is purpose-built to:**

- **Unlock trapped value in your existing enterprise systems**
- **Fund innovation without new budget by improving efficiency**
- **Accelerate AI readiness on a stable, optimized foundation**
- **Expand capacity instantly with deep, specialized expertise**
- **Move forward without disruption, forced upgrades or vendor pressure**

IT and business leaders today are under relentless pressure to deliver faster insights, stronger security, better integration and AI readiness while improving efficiency, freeing scarce resources and keeping the business running without disruption. In a recent [Rimini Street-sponsored research report](#), 36% of C-suite respondents report believing that traditional ERP is becoming obsolete, with 44% ranking AI and automation as a top need, while admitting that talent shortages are hindering the delivery of their IT vision.

As demand builds to enable AI and new digital tools to achieve operational efficiency and growth, many are confronting a fundamental constraint: how to deliver innovative technologies when resources are limited, and teams are consumed with maintaining core systems and juggling backlogs.

Making real progress starts with understanding where value is trapped and making deliberate, informed decisions about what matters, paired with access to deep system expertise that can expand capacity and accelerate results.

This is where Rimini Consult™ shines.

By delivering targeted, expert-led enterprise software consulting services, Rimini Consult™ helps unlock value from your existing systems, expand internal capacity and accelerate progress on your highest-priority initiatives.

With broad knowledge across multiple enterprise technology platforms and expert guidance, our consultants work with you to align systems with your business priorities, driving process and technology efficiencies on your terms. From simple database tuning to full-scale software transformations, Rimini Consult™ has the expertise, global reach and proven methodologies to help you achieve your business objectives.

# Rimini Consult™: Built on the Proven Rimini Smart Path™ Methodology

## Rimini Smart Path™



The [Rimini Smart Path](#) is Rimini Street's three-step methodology, chosen by thousands of organizations around the globe to fund and accelerate innovation, within existing budget and without disruption. Rimini Optimize™ is the second step in the process, focused on helping clients unlock greater value from existing software investments. As part of the [Rimini Optimize™](#) umbrella, Rimini Consult™ provides strategic IT professional services and consulting to improve processes, align IT with business goals and create a strong foundation for innovation.



Watch the  
**Rimini Smart Path  
Video**

# Laying a Foundation For Success



**We partner with clients to stabilize today's environment, unlock efficiencies and design clear, practical paths forward based on deep system knowledge and real-world delivery experience. Our engagements are intentionally scoped and expert-led to deliver clarity, momentum and measurable results without unnecessary disruption.**



## Learn

Share with us the problems you're experiencing, giving our professionals the opportunity to understand where you want to go in your transformation efforts and what roadblocks may be delaying your progress.



## Align

Receive a tailored proposal for IT professional services that fits your organization's needs, budget and goals, along with the expected timeline to achieve your desired outcomes.



## Agree

With a formal commitment for IT professional services delivery in place, our global team of experts gets to work right away to help your organization achieve Transformation without Disruption™.

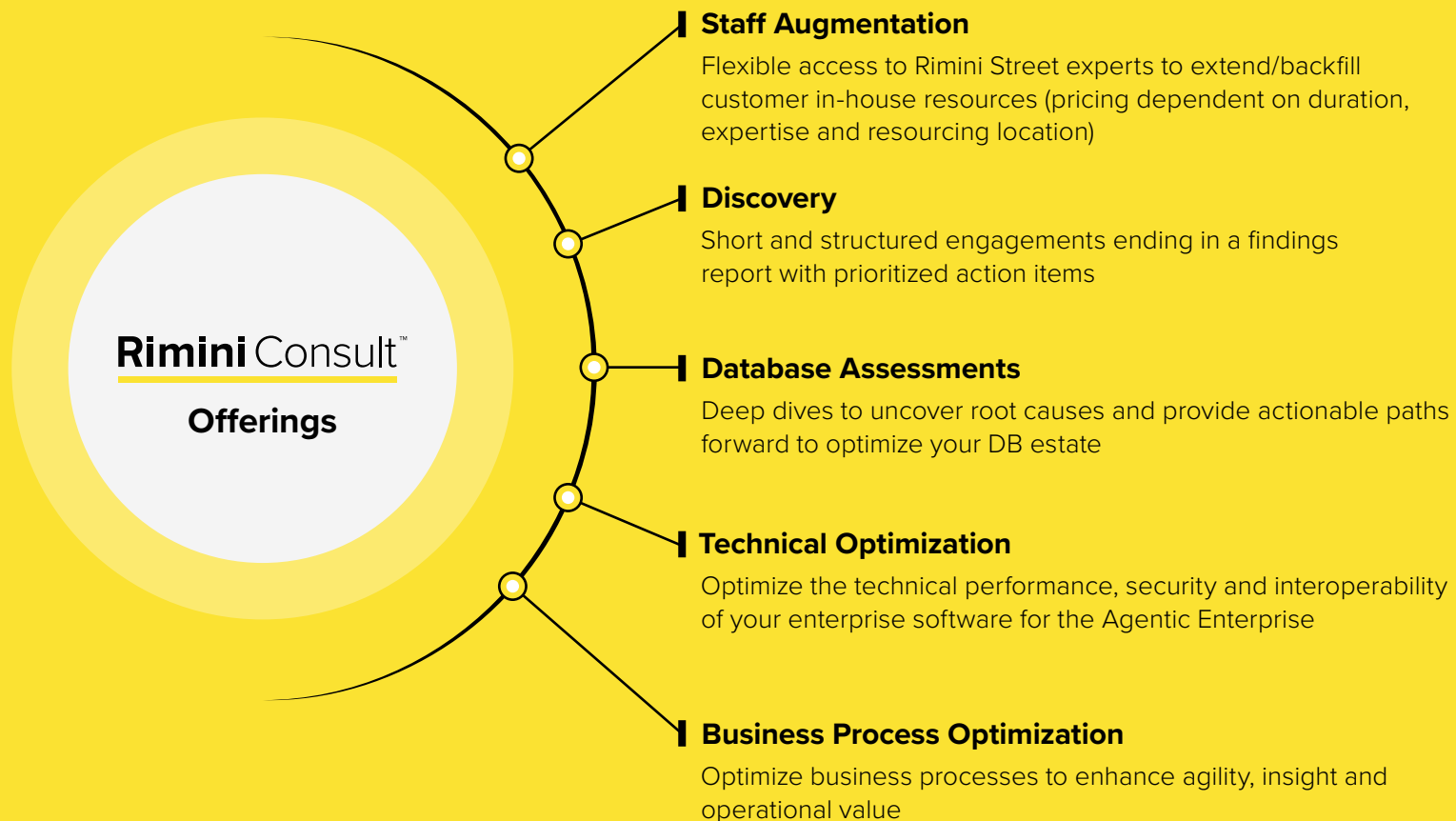
## Our approach is:

- **Vendor-neutral and upgrade-agnostic**
- **Focused on measurable outcomes, not theoretical recommendations**
- **Designed to stabilize and optimize — not disrupt what already works**



# Targeted Solutions That Deliver Business Impact – Fast

To help you achieve your organization's technical and business goals, the Rimini Consult™ catalog offers a wide array of services across people, process, data and technology to address critical IT needs.



## Organizations leveraging Rimini Consult™ consistently achieve measurable, business-critical outcomes:

- **Faster, more confident executive decision-making:** Clear, board-ready strategies and roadmaps align IT investments with business priorities by delivering vendor-neutral recommendations that improve alignment across IT, finance and business stakeholders.
- **More value from enterprise software investments:** By uncovering underused capabilities, reducing technical debt and avoiding upgrades, clients can extend system life while improving efficiency and lowering IT costs.
- **Measurable operational improvements:** Through streamlined processes that reduce manual effort and cycle times, organizations can accelerate product launches and delivery of critical business initiatives.
- **Optimization without disruption:** Selective strategies that balance stability and flexibility without large-scale transformation programs.
- **AI and intelligent automation readiness:** Establish data quality and system foundations required for responsible AI adoption and the evolution to Agentic AI ERP.
- **Reduced risk, stronger governance:** Implement a stronger security and compliance posture with clear ownership and prioritization across the enterprise IT roadmap.

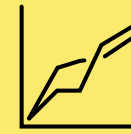


### WHITE PAPER

## THE RISE OF AGENTIC AI ERP

See how Rimini Street is preparing you for the transition from traditional ERP to Agentic AI ERP

[Read now](#)



### FINANCIAL SERVICES

### Strategy & Roadmap Development

Reduced IT spend by **25%**

Delivered a 3-year roadmap aligned to business priorities and positioned for agentic AI readiness



### RETAIL ENTERPRISE

### Business Process Optimization

**30%** acceleration of launch cycles

Freed up critical IT resources for innovation and improved system stability within existing budgets



### MANUFACTURING

### Managed Services

**40%** fewer repetitive tasks

Streamlined critical processes and delivered a roadmap for automation and agility

# Real-World Results Across Industries and Platforms

These client examples demonstrate a consistent pattern: When organizations focus on optimizing what they already have, they unlock faster results, lower risk and gain greater flexibility to innovate.

**Rimini Consult**<sup>™</sup>





## 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



**DISCOVERY & TECHNICAL OPTIMIZATION**

## 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



**BUSINESS PROCESS OPTIMIZATION**

## Medical Microinstruments, Inc. (MMI)

### OPTIMIZED SALESFORCE PLATFORM POWERS BREAKTHROUGHS IN ROBOTIC MICROSURGERY

Medical Microinstruments, Inc. (MMI), the makers of the groundbreaking Symani® Surgical System for robotic microsurgery, engaged Rimini Street’s professional services arm, Rimini Consult™, to transform its Salesforce platform from a basic CRM into a strategic engine capable of supporting the company’s growth and global scale.

Working with MMI’s internal developers, Rimini Street provided architecture and roadmapping advisory services, cleared the near-term backlog, automated processes and improved data quality, including a WorkRamp implementation that lets surgical trainees register and get certified to use the Symani® Surgical System using the Salesforce platform to track each step of the learning and certification process.

Among the early wins, Rimini’s analysis led MMI to drop an underperforming third-party asset management tool, saving nearly \$500 per user per month in licensing fees, while roughly 37 user stories were developed to map Salesforce’s future capabilities. The result is a more stable, optimized Salesforce environment that frees MMI’s team to focus on high-value initiatives like R&D and robotics innovation, with both parties eyeing a longer-term roadmap that includes omni-channel integration and expanded asset management.



MMI is a pioneer in the microsurgery field with the development of the first-of-its-kind surgical robotic platform for open, soft tissue surgery to help address microvascular and lymphatic repair.

#### **GEOGRAPHY**

United States

#### **INDUSTRY**

Healthcare

#### **SOFTWARE USED**

Salesforce

#### **SOLUTION**

Rimini Consult™ for Salesforce

[Read full client story](#)

*“The progress we’ve seen in reducing manual processes and enhancing data-driven decision making reflects the strategic value Rimini Street brings to our Salesforce evolution, and we know there’s more we can do to maximize the full potential of our IT investments with their support.”*

– William Retana, Global IT Director and Cybersecurity Officer, MMI



**BUSINESS PROCESS OPTIMIZATION**



# 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**



**BUSINESS PROCESS OPTIMIZATION**

# 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 Consult™ 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



## **End-to-end Oracle EBS Implementation/ Technical Optimization**

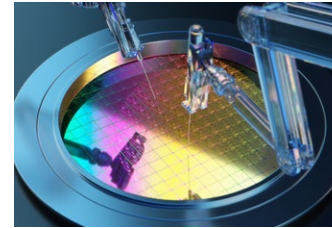
Fully implemented an Oracle EBS platform for a leading Indonesian pharmaceutical group, including establishing a unified, scalable ERP foundation with Finance and Supply Chain modules. New Ledgers, Operating Units, Legal Entities, Inventory Organizations and Sub-Inventories were set up to link the financial and operational landscapes, ensuring compliance and control. Additionally, transaction flows were designed with built-in validations and approval controls, resulting in 12 new tailored reports. This software-enabled approach reduced risk, improved data integrity and enabled consistent, auditable processes across the business.

**Geography:** Indonesia

**Industry:** Healthcare

**Software:** Oracle EBS

[More details](#)



## **Modernizing a Complex SAP Ecosystem/ Technical Optimization**

Completed a coordinated, multi-system SAP upgrade for a global semiconductor manufacturer. The project included modernizing 12 environments, including 3 instances each of SAP ECC 6 EHP8 SP16, SAP CRM 7 EHP4, SAP Gateway 7.52 and SAP Data Services 4.2, aligned with updated operating system and database standards. Using proven methodologies paired with an expert-led approach reduced technical debt, strengthened security and compliance and provided a data-driven foundation for growth.

**Geography:** US

**Industry:** Manufacturing, Technology

**Software:** SAP ECC

[More details](#)



## **Migrating Mission-critical Siebel Systems to Azure/ Technical Optimization**

Time-sensitive Siebel migration to Microsoft Azure delivered for a new global clinical research organization to meet a strict compliance deadline. The full Siebel platform migration and seamless Azure integration were performed on an accelerated schedule, including an upgrade from Microsoft SQL Server 2005 to 2019 with backward compatibility. Interoperability issues between Windows Server 2003 and 2019 were also addressed, along with the implementation of an enhanced security solution. Our deep cross-platform expertise and proven methodology ensured minimal downtime, robust data integrity and a smooth cutover aligned with compliance requirements.

**Geography:** US

**Industry:** Healthcare

**Software:** Oracle Siebel, Microsoft Azure

[More details](#)



## **Migrating from Oracle Data Integrator (ODI) 11g to 12c/ Discovery + Technical Optimization**

A complex upgrade from ODI 11g to 12c on Microsoft Azure was performed for a large Australian bank. Starting with a thorough Assessment Project, previous failures were analyzed, and a detailed roadmap was developed. The project required broad Oracle expertise to move the bank's vast data and code volumes between the platforms, including specialized fixes, validation cycles and exhaustive testing to ensure a smooth transition. The project delivered an enhanced platform that improves the bank's data integration processes.

**Geography:** Australia

**Industry:** Financial services

**Software:** Oracle, SAP

[More details](#)



## **SAP ECC Strategy and Roadmap Development/Discovery**

A French technology leader facing SAP ECC end-of-support deadlines requested an ERP Strategy and Roadmap Advisory assessment. Using a scenario-based roadmap, three viable paths were explored: upgrading ECC to SAP S/4HANA, replacing ECC with an alternative ERP or innovating around the core with a composable ERP strategy. A detailed analysis of business impact and risk was performed for each path. Leveraging our unmatched expertise across ERP and technology platforms, the company received clear guidance, data-driven analyses and outcome-focused recommendations to make an informed decision aligned with business objectives.

**Geography:** France

**Industry:** Technology

**Software:** SAP ECC

[More details](#)



## **Unification of Corporate and Regional Systems/Technical Optimization**

Successfully migrated the Brazilian operations of a leading global provider of Offshore Service Vessels (OSV) from PeopleSoft to SAP ECC to support the consolidation of all ERP processes onto a single global platform. The project included implementing SAP SD, MM and FI and the integration with external invoicing, tax and accounting systems aligned with the global SAP template. Our proven methodology facilitated collaborative workshops with business and IT stakeholders, aligning processes, usability and flexibility. The engagement delivered a unified, scalable ERP solution with improved data integrity and operational cohesion, while minimizing risk and downtime.

**Geography:** Brazil

**Industry:** Transportation

**Software Used:** SAP ECC, PeopleSoft

[More details](#)



## Corporate Technology System Split/ Discovery + Technical Optimization

After major systems integrators declined the project due to its complexity, a Japanese precious metal recovery and retrieval firm engaged Rimini Street to divide a 20+ year-old SAP system for three independent entities. The challenging project included synchronizing data across instances and developing custom programs to support business processes. Our SAP and ABAP experts performed a deep technical assessment to scope and plan the project, including navigating extensive customizations, resolving coding issues and adhering to compliance requirements. The project delivered three fully synchronized SAP instances that support the company's global expansion strategy.

**Geography:** Japan

**Industry:** Manufacturing

**Software:** SAP

[More details](#)



## Multi-phased Upgrade of Core SAP Systems/ Technical Optimization

To achieve a more resilient SAP landscape, a global mining company wanted to update portions of its ECC platform and align with new OS and database standards. The scope included modernizing 14 SAP technologies across 36 system instances, including updates to Microsoft Windows, SQL Server and key peripheral applications critical to system performance. The engagement used a disciplined, phased approach to first address the OS and database updates in preparation for the SAP application upgrades. The new, fully aligned platform better supports day-to-day operations, enhances reporting and improves data-based decision making.

**Geography:** US

**Industry:** Energy & Utilities

**Software Used:** SAP ECC

[More details](#)



## **Multi-system SAP Modernization/ Technical Optimization**

To reduce system complexity and modernize its SAP landscape, a North American investment management firm engaged Rimini Consult™ for a coordinated modernization initiative spanning SAP ECC, Business Warehouse, Disaster Recovery and SAP Router environments. The scope eventually expanded to include aligning application, database, operating system and security improvements into a single coordinated delivery. The final project delivery also included parallel system builds, new Single Sign-On capabilities, system validation and testing and technical and functional documentation. The result was a more simplified, secured and resilient SAP foundation with better visibility into business data to support informed decision-making.

**Geography:** US

**Industry:** Financial Services

**Software:** SAP ECC; Disaster Recovery (DR); Business Warehouse (BW); SAP Router

[More details](#)



*Rimini Street's consultants took the time to understand our situation, evaluate our systems and see things from our perspective – that's what makes them different."*

**— Takuro Yamashita**

Assistant Manager, Suntory System Technology,  
Suntory

# Win Now. Build What's Next.

With Rimini Consult™, you don't have to choose between stability and progress — you can achieve both.

Whether you're optimizing existing systems, preparing for AI or redefining your IT roadmap, we help you move forward with clarity, speed and confidence.

**Rimini Consult**™

**Start your path to better outcomes today:**

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