

VIVERE GROUP

Rimini Street

Indonesian interior and furnishing group keeps SAP ECC stable, reduces pressure on internal teams and frees capacity for growth with Rimini Support™.



“Rimini Street helps my team spend less time firefighting SAP issues and more time supporting process improvements and higher-value business needs.”

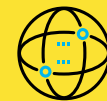
— Sutrisno Yao, Head of IT Division, VIVERE Group



STABILIZED OPERATIONS:
BUSINESS CONTINUITY
MAINTAINED ACROSS THE
SAP LANDSCAPE



FILLED SKILLS GAPS:
BROAD SAP EXPERTISE
CREATES MORE CAPACITY
FOR TRANSFORMATION
PROJECTS



VERTICAL/COUNTRY:
MANUFACTURING,
INDONESIA



SOFTWARE:
SAP ECC 6.0

RIMINI STREET SOLUTION:
RIMINI SUPPORT™ FOR SAP

VIVERE GROUP

COMPANY OVERVIEW:

FOUNDED IN 1984 AS PT GEMA GRAHA SARANA, VIVERE GROUP IS AN INDONESIAN COMPANY SPECIALIZING IN INTERIOR CONTRACTING, FURNITURE MANUFACTURING, DISTRIBUTION AND LIFESTYLE FURNISHINGS FOR COMMERCIAL, RESIDENTIAL, HOSPITALITY AND RETAIL SECTORS.

“When we talk to the Rimini Street team, they treat us like a long-time friend, and that really means a lot to us. They help us not only protect critical systems, but also give the business more confidence to improve, adapt and plan ahead.”

– Sutrisno Yao, Head of IT Division, VIVERE Group



VIVERE Group Cuts SAP Support Costs, Reinvests in IT Transformation

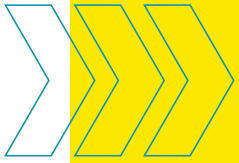
Founded in 1984 as PT Gema Graha Sarana, VIVERE Group has grown from an interior contracting company into an integrated business spanning interior fit-out, furniture manufacturing, mechanical and electrical services. Today, the group distributes and exports furniture to more than 25 countries, manages 23 brands and serves 1,000 clients with a team of more than 1,500 consultants.

With more than four decades of experience, multiple manufacturing facilities and a portfolio of brands serving both commercial and consumer needs, VIVERE Group's business depends on strong coordination across diverse operations. Its on-premises SAP ECC environment, running on IBM Db2, plays a central role in that coordination, integrating finance, supply chain, production, sales, distribution and project management into a single source of truth across business units.

Sutrisno Yao, Head of IT Division at VIVERE Group, is responsible for keeping the company's critical systems reliable while building an IT foundation for the company's future. “Our core philosophy is to keep people, quality and business continuity at the center of our technology decisions. We see technology as a practical enabler that should support reliable operations, improve processes and strengthen the business without creating unnecessary disruption,” Yao said. “Our IT strategy is focused on strengthening integration, improving reliability and flexibility and using technology to support better processes and business insight.”

Choosing a support model built for value, continuity and flexibility

As VIVERE Group continues to evolve, the demands on IT have become more complex. According to Yao, “One of our main challenges is managing a business that spans multiple areas, from interior projects and manufacturing to M&E and distribution. To deliver consistently, we need strong coordination, good visibility and the ability to make decisions quickly across different teams.”



VIVERE Group needed to balance run-the-business work with longer-term improvement and transformation initiatives. “Just like any other company, if we don’t succeed at digital transformation, we will die or lose to competitors. Our goal is to use IT as a differentiator to stay ahead of the competition.”

Some of those initiatives would require deep system expertise that wasn’t available within the internal team. “The IT skills gap affects us most in specialized areas such as SAP support, integration and cloud-related work,” he explained. “It can be challenging to balance day-to-day issue resolution with long-term initiatives, especially when the same people are supporting both operations and transformation.”

Yao was also facing the upcoming SAP deadline to move to S/4HANA or lose support for VIVERE Group’s existing platform. With SAP ECC underpinning critical business processes, VIVERE Group needed to maintain stability, add expertise and give the internal team more flexibility. Yao said, “We decided not to move to S/4HANA, and instead, focus on achieving stability first and building applications around ECC. But we needed a strong partner to help us with that.”

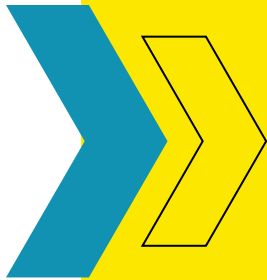
After exploring its options, VIVERE Group selected [Rimini Support™](#) for [SAP ECC](#). “We heard about Rimini Street on a call with a Gartner consultant. We raised an issue regarding strategy related to upgrading our ECC to S/4HANA. We reached out to Rimini Street to explore the possibilities, and what they showed us just made sense,” Yao recalled. “As we continue to transform the business, it is important for us to keep our SAP environment well supported. We saw third-party support as a better option to ensure dependable coverage for a critical system while allowing our internal team to stay focused on improvement and transformation work. We’re not an IT company. We needed more than a vendor; we needed a true partner to accompany us along the way and grow with us, and that’s Rimini Street.”

Rimini Street helps Vivere Group build a stronger foundation

With Rimini Street providing support for VIVERE Group’s SAP ECC environment, Yao can maintain SAP continuity, resolve issues faster and support day-to-day operations with confidence. “Our initial goal was clear: protect business continuity, strengthen SAP support and free up our internal team to focus on higher-value priorities,” Yao noted. That goal is now reflected in how the IT team works. “The most visible result has been greater confidence in our SAP environment,” he continued. “Rimini Street helps my team spend less time firefighting SAP and more time supporting process improvements and higher-value business needs.”

With a more stable system and less strain on internal resources, the company can now accelerate broader innovation efforts. “We are now better positioned to pursue process convergence, cloud-enabled operations and broader digital transformation initiatives across the business,” Yao said.

Having more flexibility in costs and capacity is important as VIVERE Group continues to modernize in a practical, business-led way. Yao detailed his team’s plans: “Our next focus is to continue strengthening operations, improving process consistency and supporting transformation across the business. We’re also focused on building a stronger foundation for future growth through better integration and standardization.”



Trusted support partnership keeps the business moving forward

VIVERE Group's experience shows how the [right support model](#) can help enterprise IT teams protect critical systems while creating more capacity for transformation.

With Rimini Support, Yao and team enjoy:

- [50% reduction in SAP annual support fees](#), enabling VIVERE Group to invest funds and resources in process improvements, cloud projects and IT transformation initiatives
- [Ultra-responsive 24/7/365 support](#) with under two-minute response times on P1/P2 issues to ensure smooth, continuous operations
- Access to a [dedicated Primary Support Engineer \(PSE\)](#) with at least 10 years of application-specific experience to fill skills gaps
- [Freedom to run its existing SAP ECC platform](#) beyond end-of-support dates to maintain control of its IT roadmap and avoid upgrade pressure

As enterprise IT becomes more integrated, agile and closely tied to business outcomes, VIVERE Group is continuing to modernize with a practical approach that keeps core operations stable and reliable. "One key lesson we've learned is that the right support model does more than just solve issues. It also gives the business more capacity to move forward," Yao shared. "When we talk to the Rimini Street team, they treat us like a long-time friend, and that really means a lot to us. They help us not only protect critical systems, but also give the business more confidence to improve, adapt and plan ahead."

To learn more about Vivere Group or to read other client stories, visit [riministreet.com/clients](https://www.riministreet.com/clients)

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