Manufacturers Gaining Efficiencies and Funding Transformation

How Seven Rimini Street Clients Regained Control of Their ERP Roadmaps Using Independent, Third-Party Support

Rimini Street®

What if you could . . .

Save 50-90% on total maintenance and application support for manufacturing ERP software with improved service quality and responsiveness?

Free up IT capacity by fully supporting the existing ERP software release (including customizations) up to 15 years without forced upgrades or continuous updates?

Accelerate transformation now, improve the speed and quality of IT's response to business needs, and stop paying to wait for unknown future value?

Many manufacturing CEOs today are seeking new ways to sustain revenue growth and free funds for digital transformation projects without reducing programs, services, or staff.

A proven and innovative strategy is to address one of the largest annual spends: maintenance and application support for manufacturing ERP software.

"Each year, support costs for legacy software increase, while the benefits gained from that support decrease."[1]

Rimini Street independent, third-party support reduces the cost of total maintenance and support for enterprise software up to 90%, freeing up IT capacity to accelerate growth and helping to drive competitive advantage.

[1]Gartner Predicts 2020: Negotiate Software and Cloud Contracts to Manage Marketplace Growth and Reduce Legacy Costs, published 18 December 2019 - ID Goo463732

Why Rimini Street is the Smart Path Forward for Manufacturers

MASSIVE SAVINGS

Optimize IT budget and conserve cash with up to 90% savings on total maintenance and application support costs for enterprise software.

ENHANCED SUPPORT

Get custom code support and industry's fastest Legislature-to-Live™ global tax, legal, and regulatory (TL&R) updates at no additional cost, plus better support service level agreements (SLAs).

GAIN OPERATIONAL EFFICIENCY

Avoid unnecessary disruption of mission-critical systems and supply chain operations, retain existing release and all archived updates and features, and gain full support for 15+ years without forced updates to maintain stability and maximize ERP investment.

ACCELERATED DIGITAL TRANSFORMATION

Liberate funds and staff to invest in digital transformation programs that drive faster order responsiveness, improved collaboration, better market intelligence, and more effective customer communication.

Join the 600+ manufacturers that have switched to Rimini Street

Many manufacturing CIOs share the same concerns, including how to move toward Industries 4.0, advance digital capabilities such as AI, mitigate risk, keep corporate and supply chain data secure, maintain stability, and tactically gain efficiencies in existing ERP applications. Most manufacturers are receiving less new value from ERP vendors than they did in the past, yet are paying increasingly higher annual support fees and submitting to forced upgrades to maintain full support.

At the same time, manufacturers are struggling to navigate increased global competition, high labor costs, thin margins, environmental regulation, automation, rapidly changing consumer expectations, and new digital business models. Maintaining the status quo is simply not an option. To enable growth, manufacturers must focus resources on key priorities to help create resilience and to rethink supply and demand requirements.

More than 600 manufacturers have switched to Rimini Street Support Services, saving 50-90% on total maintenance and application support, avoiding future forced upgrades and updates, and gaining improved service quality. Rimini Street helps manufacturers maximize the value of current ERP systems and free up funds for strategic initiatives such as solutions to operational disruption or near-term budget challenges, as well as short- and long-term transformation to drive competitive advantage and growth.

This e-book features manufacturing clients who are taking Rimini Street as the smart path forward. They all avoided forced upgrades and saved 50% on annual maintenance fees, shifting funds and resources to innovation. Regain control of manufacturing ERP software and IT roadmap strategies with Rimini Street.

Manufacturing clients who regained control of their IT roadmaps to save money, improve support, and drive innovation.

Rimini Street helps companies extend the useful life of their investments with enhanced service quality, TL&R updates, and full customization support. The 50-90% total savings in maintenance and application support, plus the liberation of IT teams, helps fund and resource critical new innovation, address business needs, and support cloud strategies.

Rimini Street Client	Manufacturing ERP Software	Vendor Support Challenges	Business and IT Team Benefits with Rimini Street
ESCO CORPORATION	■ Oracle EBS 12.1.3 (with EBS Payroll) ■ Oracle Database multi-versions ■ Agile	Facing forced upgrade to retain full support while support resolution was taking too long and receiving no customization support.	Received more comprehensive support, including support for customizations and tailored TL&R updates. Deployed new Oracle EBS modules, IoT, mobile apps, and third-party SaaS solutions.
KYOCERA SGS PRECISION TOOLS	■ PeopleSoft FSCM 9.0 ■ PeopleTools 8.51.18	Facing budget cutbacks. Rarely used vendor support because the internal IT team ended up doing most of the work. Unable to modify system given the reliance on vendor patches.	Liberated staff from self-support, facilitating freedom to customize. Archived 9.2 to enhance existing ERP and for potential future use.
PROTON	SAP ECC 6	Facing direct cost challenge to reduce overall operating expenses by 30%.	Saved 50% on annual support fees and avoided expensive upgrade to S/4HANA. IT savings helped fund plant expansion.
SEOUL SEMICONDUCTOR	■ SAP ECC 6.0 ■ HANA Database	Facing end of vendor maintenance contract, wanted to continue use of ECC6 EHP7 to manage enterprise resources while reducing support costs and reliance on SAP for support.	Avoided S/4HANA reimplementation. Received engineer-led support for ERP including all customizations. Increased profitability and earnings per share.
SUPERIOR UNIFORM GROUP	■ SAP ECC 6.0 ■ SAP AFS	Facing high and rising application support costs with no new applicable functionality. Wanted to continue running highly customized ERP system.	Funded new IT projects for enhanced BI, analytics, and upgrading Windows Server/SQL. Full customization support including supply chain interfaces and reports.
TEMPEL STEEL	■ Oracle EBS 11.5.10.2 ■ Oracle Database 11.2.0.3 ■ Internet App Server iAS 11.5.10.2 ■ Demantra 7.3.2/12.2.4	Facing forced upgrade and receiving no customization support while trying to capture new markets.	Received full customization support and tailored TL&R updates. Funded electronic data interchange (EDI) and third-party SaaS.
WELCH'S	■ Oracle EBS 11.5.10 ■ Oracle Database 11g, 12c ■ Oracle EBS Payroll	Facing forced upgrade, but not seeing enough value in software vendor maintenance. No business case for Oracle's cloud software support.	IT teams spend less time tracking tickets and focus on business initiatives instead. Receiving more relevant TL&R for payroll. Have archived next two releases of EBS to upgrade if and when needed.

ESCO Corporation

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

When global commodity and industrial growth began to drop a few years ago, ESCO corporation started to reevaluate its operational spend to better align with global activity.

"At the same time our industry took a turn, we were having issues with Oracle support, including some Severity 1 issues that had languished for 30 to 45 days without resolution. I have been in the Oracle ERP space for more than 20 years, and we were not getting the level of customer service we needed. And because ESCO was heavily customized, we had to jump through too many hoops to work around our customizations when we logged service requests with Oracle." – VP of IT, ESCO Corporation

That's when ESCO talked to leading industry analyst Gartner and learned about the Rimini Street option. Through moving to Rimini Street, ESCO was able to avoid a forced upgrade, improve support quality, and fund and resource deployment of new Oracle software as well as cloud solutions.

- Tailored, consistent tax, legal, and regulatory updates
- Full customization support without justification required when logging service requests
- Improved quality of service with Primary Support Engineer (PSE) and weekly calls with support teams
- Talent refocused on new opportunities: for example, training teams on new Salesforce.com, IoT, and digital catalogues customers use to manage critical assets
- Oracle transportation, trade management, profitability and cost management implemented, as well as certain ERP modules migrated to Oracle SaaS and Workday

CLIENT FACTS:
- ESCO Corporation is a privately held manufacturer of heavy equipment wear parts, such as tooth and bucket systems for excavators in the mining and construction industries.
- Avoided costly forced upgrade to manage economic downturn and fuel growth.

> " *The savings and quality of support from Rimini Street have enabled us to refocus our talent on new opportunities. We have also reallocated resources to work on a digital catalogue, new IoT-enabled solutions, and mobile apps, which are part of our ESCOiQ™ portfolio that our customers use to manage their critical assets and improve product availability and efficiency."*
>
> *— VP of IT*
> *ESCO Corporation*

HEADQUARTERS: Portland, OR

REVENUE: $1 Billion

INDUSTRY: Manufacturing

EMPLOYEES: 4,700

APPLICATIONS AND TECHNOLOGY:
- Oracle E-Business Suite 12.1.3 (with EBS Payroll)
- Oracle Database multi-versions
- Agile

ORACLE EBS STRATEGY:
- Extend useful life of current EBS software investment
- Deploy more EBS modules and expand into cloud SaaS

CONSIDERATIONS:
- Avoid expensive forced upgrade
- Receive full support for EBS including support for customizations
- Improve quality of support response and TL&R updates
- Fund and provision more EBS modules as well as cloud SaaS

30-40
days

Time period during which previous Oracle support left some Severity 1 issues without resolution

5

Kyocera SGS Precision Tools

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Kyocera SGS Precision Tools (KSPT) uses PeopleSoft to run the company's manufacturing, supply chain, order management, and financials processes. 2013 was a tough year in the manufacturing industry, and KSPT was looking to cut costs, not incur additional ones through a forced ERP upgrade. So, when Oracle released PeopleSoft 9.2 in 2013, Kyocera's IT Director Steve Cochrane's reaction was lukewarm.

With a mandate to make cutbacks, Cochrane examined the large recurring IT budget line item representing his annual PeopleSoft maintenance fees and evaluated his actual application support needs. "We rarely used Oracle for any of our PeopleSoft support," says Cochran. "And when we did, it seemed like we ended up doing most of the work anyway."

With Oracle unwilling to negotiate its annual maintenance fees, KSPT researched independent support providers and switched to Rimini Street in October 2013. As a result, KSPT received immediate annual cost savings of 50% over its former vendor support fees, as well as 24/7/365 access to an expert team of support engineers. In addition, KSPT archived the PeopleSoft 9.2 software it licensed from Oracle before leaving Oracle support. This complete, managed archive will enable the company to upgrade at a time that makes sense for the business.

Since switching to Rimini Street, quality of support for PeopleSoft has improved, reports Cochrane. "From a support standpoint, going to Rimini Street is much simpler than jumping through all the steps and hoops you have to get support from Oracle. From the start, all our communications with Rimini Street have been very positive. If I needed something, they were there."

CLIENT FACTS:
- Kyocera SGS Precision Tools (KSPT) is a leading manufacturer of a comprehensive line of precision, solid-carbide rotary cutting tools for the metalworking, automotive, and aerospace industries.
- With Rimini Street, Kyocera had the freedom to tailor its existing PeopleSoft solution and still access PeopleSoft 9.2.

HEADQUARTERS: Munroe Falls, OH

REVENUE: $79 Million

INDUSTRY: Manufacturing

EMPLOYEES: 360

APPLICATIONS AND TECHNOLOGY:
- PeopleSoft FSCM 9.0
- PeopleTools 8.51.18

ORACLE PEOPLESOFT STRATEGY:
- Extend useful life of current PeopleSoft software investment
- Archive PeopleSoft 9.2 for future upgrade if desired
- Save 50% on annual support fees

CONSIDERATIONS:
- Improve support quality and reduce self-support
- Had just completed M&A and needed to roll out current PeopleSoft solution to new company

> " We know we can get to the 'latest and greatest,' PeopleSoft 9.2, a year or two down the road if we choose to; and in the meantime, we can move forward with enhancing our existing ERP system and still be confident it's getting the best possible support."
>
> — Steve Cochrane, IT Director Kyocera SGS Precision Tools

More IT Freedom

> " In fact, this new support model has given us the freedom to go ahead and modify things the way we've always wanted to, because we're no longer going to be affected by the latest patches coming out or be unable to get support for something we've customized."
>
> — Steve Cochrane, IT Director Kyocera SGS Precision Tools

Proton

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Established in 1983, Proton is Malaysia's first national car company. While its latest models, the Proton Saga and X70, have delivered impressive sales growth, Proton still faced challenging economic conditions and needed all departments to help reduce overall operating expenses by 30%.

For the IT department, this meant exploring ways to minimize maintenance fees from technology providers. Proton primarily uses SAP, integrated with Siebel, for operations ranging from manufacturing to sales distribution to after-sales. Proton tried saving service fees by keeping projects in-house but simply couldn't, given tight resources and multiple concurrent projects.

After a competitive review that included SAP, Proton selected Rimini Street as its independent, third-party support vendor for SAP ERP because of the knowledge and ability displayed throughout the process. Proton uses Rimini Street services for its SD, MM, FICO, plant maintenance, IS-Auto, APO, production planning, and HR and payroll solutions. The IT team especially appreciates having a dedicated Primary Support Engineer (PSE) who knows its support history and background, reports Proton's Marhalisa Matari, senior manager, IT Application Management, Group Information Technology.

Unlike the support received previously from SAP, Proton feels that its support queries are now addressed promptly with equal levels of attention by Rimini Street regardless of the request. Additionally, the Rimini Street team adeptly picked up on Proton's business processes and systems and learned its environment during onboarding. This gave Matari added confidence in the Rimini Street team's ability to handle Proton's support issues quickly, competently, and effectively.

CLIENT FACTS:

- Proton has the freedom to make upgrades, such as to S/4HANA, when it's ready instead of having to abide by provider-imposed timelines.
- With the 50% annual savings it gained by choosing Rimini Street, Proton was able to increase production volume by expanding manufacturing capacity.

HEADQUARTERS: Malaysia

REVENUE: RM4.2 Billion

INDUSTRY: Automotive

EMPLOYEES: 10,000

APPLICATIONS AND TECHNOLOGY:
- SAP ECC 6

SAP STRATEGY:
- Extend useful life of current SAP software investment
- Save 50% on annual support fees

CONSIDERATIONS:
- Avoid expensive forced upgrade
- Enhance service quality from expert engineers

> 66 *The turnaround time from when my team logs a ticket to when we receive the response from Rimini Street is fantastic. My team members do not even have time to go and make a cup of coffee, that is how fast Rimini Street gets back to its customers."*
>
> — Senior Manager, IT ApplicationManagement, Group Information Technology Proton

Gained S/4HANA Migration Flexibility

> 66 *One of the reasons we went with Rimini Street's solution is so that we don't have to feel pressured to upgrade to SAP HANA if the organization is not ready to make the investment and we will still have the necessary support required."*
>
> — Senior Manager, IT ApplicationManagement, Group Information Technology Proton

Seoul Semiconductor

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Seoul Semiconductor invents, develops, and manufactures a wide variety of LEDs, including high-voltage LEDs, super-bright LEDs, and small, highly efficient LEDs. To manage its corporate enterprise resources and run a warehouse management system (WMS) for LED product improvements, it uses SAP ECC 6.0 EHP7. Nearing the end of its vendor maintenance contract for SAP ECC, Seoul Semiconductor wanted to reduce its annual application support costs and its reliance on SAP support.

"Based on the overall IT budget, annual maintenance and associated costs for the SAP environment were quite high. Services were very limited compared to the costs paid, ROI was low, and there were fewer choices that could be selected as options," explains Myung-Gi Hong, VP of Management Innovation Headquarters for Seoul Semiconductor.

Seoul Semiconductor evaluated independent maintenance service companies and was impressed by Rimini Street, in part because of its reputation as a safe and trustworthy company for thousands of clients around the world.

Another reason that Seoul Semiconductor chose Rimini Street was the company's desire to collaborate directly with professional engineers and get faster resolutions than the company had experienced with vendor support.

Like all Rimini Street clients, Seoul Semiconductor has a senior-level Primary Support Engineer (PSE) who is familiar with the company's IT environment. PSEs at Rimini Street average 15 years of IT experience. Rimini Street adheres to industry-leading SLAs that commit to a response time of 10 minutes or less on P1 critical issues. In addition, Seoul Semiconductor can consult with local engineers on support issues around the clock (24/7/365).

CLIENT FACTS:

- In addition to reducing its annual maintenance spend by 50%, Seoul Semiconductor has a stable, robust ERP ECC 6.0 system that can be fully supported for the next 15 years.
- The company now can control its ERP system roadmap, has improved internal workforce system management capabilities, and has redeployed budget into innovation projects.

HEADQUARTERS: Ansan, South Korea

REVENUE: 1.2 Trillion KRW

INDUSTRY: Manufacturing

EMPLOYEES: 3,000

APPLICATIONS AND TECHNOLOGY:

- SAP ECC 6.0
- HANA Database

SAP STRATEGY:

- Maintain existing SAP instance without being forced to upgrade
- Reduce costs associated with annual support

CONSIDERATIONS:

- Improve support services compared to prior vendor
- Long-term support of ECC 6.0 allows Seoul Semiconductor to focus internal IT staff on more important initiatives

> " *Annual maintenance and associated costs for SAP for reliable operation of the SAP ERP environment were quite high. Services were very limited compared to the costs paid, ROI was low, and there were fewer choices that could be selected as options. Consequently, we decided to switch to Rimini Street."*
>
> — *VP of Management Innovation Headquarters Seoul Semiconductor*

Secured Support for Existing ERP

> " *With Rimini Street support, Seoul Semiconductor can now maintain its current ERP system independent of SAP's maintenance and support schedule—as well as resolve problems as soon as they happen. This has been quite an innovative change."*
>
> — *VP of Management Innovation Headquarters Seoul Semiconductor*

Superior Uniform Group

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Superior Uniform Group tailored its existing apparel order management system to the unique way that it manages inventory, customizes uniforms, and invoices customers. For 18 years, the company used a series of SAP ECC versions and customized the Apparel and Footwear Solution (AFS) module. But with more than 400 users of the system, Superior's application support costs were rising. And just to retain vendor full support, Superior had to upgrade from R3 to ECC 6.0 — with no business justification and no new functionality for its processes.

Mark Decker, CIO at Superior Uniform Group, wanted AFS feature enhancements to support Superior's unique processes, yet SAP appeared to be focusing resources on S/4HANA. He explains, "It was clear that it was time for a change in how we received support for our SAP applications and how much we paid for it."

After deciding to maintain ECC 6.0 as its system of record, Decker reviewed Rimini Street's service model and pricing structure and made reference calls to existing clients before making a choice. In just six months, all software to which the company was entitled was downloaded and archived.

Instantly, Decker's team noted the support differences. "We never had a lot of tickets with SAP. One could argue that the reason for that is because it took so long to get a response, if we got one at all, or we ended up fixing the issues ourselves." Now, anytime there's any question, 'Rimini Street, they answer it without hesitation.'"

CLIENT FACTS:

- With Rimini Street, Superior receives dedicated Primary Support Engineer (PSE) and experienced team support for level 3 and 4 SAP ECC.
- By not being forced to make unnecessary upgrades that could result in lost functionality, Superior can increase profitability and positively impact earnings per share.

🏢 **HEADQUARTERS:** Seminole, FL

💰 **REVENUE:** $265 Million

⚙️ **INDUSTRY:** Manufacturing

👥 **EMPLOYEES:** 1,600

APPLICATIONS AND TECHNOLOGY:
- SAP ECC 6.0
- SAP AFS

SAP STRATEGY:
- Avoid forced upgrade just to keep full support
- Find expert support to free internal IT team

CONSIDERATIONS:
- Eliminate disruptive, time- and cost-intensive upgrades that would result in lost functionality
- Support all software customizations

> " *Being a publicly traded company means there is a lot of visibility into how we manage costs and ensure operational efficiencies. Rimini Street has been instrumental in delivering substantial cost savings back to the business, so our executive team is very happy we made the decision to switch over."*
>
> — Chief Information Officer
> Superior Uniform Group

Avoided S/4HANA Reimplementation

> " *There is no need for us to migrate to S/4HANA because SAP's Fashion Management Solution does not offer the comparable functionality that we customized into the current apparel and footwear (AFS) system. That would require us to rebuild all our custom functions. When we decided to maintain our current SAP ECC as our system of record, it was a no-brainer to make the switch to Rimini Street."*
>
> — Chief Information Officer
> Superior Uniform Group

Tempel Steel

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Tempel Steel's IT team has evolved from a traditional support role into a strategic enabler for the entire company. A significant driver for innovation came from the burgeoning hybrid and electric vehicle (HEV) market sector where Tempel Steel was well positioned to be a front-runner in the manufacture of advanced chassis and electric motor components.

An announcement by Oracle that customers must upgrade from EBS R11 to R12 to continue receiving critical updates — such as patches and regulatory fixes[2] — became a pivotal moment. Tempel Steel's R11 deployment was extensively customized to precisely align with all the company's complex manufacturing processes and meet diverse shop floor operational needs.

An essential component in the CIO's decision to chart his own course by dropping Oracle support was his partnership with Rimini Street, which resulted in an immediate 50% annual reduction in support costs for EBS. The IT department is now heavily focused on multiple initiatives that help expose the team to advanced technology experiences and a wealth of professional growth opportunities while on Rimini Street support. These include:

- Roll-out of EDI for e-commerce
- Implementation of new advanced database security
- Deployment of new third-party HCM SaaS solutions
- Successful upgrade of Oracle Database to 11g

CLIENT FACTS:

- Tempel Steel is the world's leading independent manufacturer of precision magnetic steel laminations for the automotive, motor, generator, transformer, and lighting industries.
- Avoided costly upgrades to fuel new cloud and analytics solutions.

HEADQUARTERS: Chicago, IL

REVENUE: $494 Million

INDUSTRY: Manufacturing

EMPLOYEES: 1,900

APPLICATIONS AND TECHNOLOGY:
- Oracle EBS 11.5.10.2
- Oracle Database 11.2.0.3
- Internet App Server iAS 11.5.10.2
- Demantra 7.3.2/12.2.4

ORACLE EBS STRATEGY:
- Avoid a forced upgrade simply to keep full support
- Minimize business disruption during key business opportunity

CONSIDERATIONS:
- Saw little benefit and significant disruption in upgrading EBS
- Not receiving full support for customizations and integrations
- Needed to fund new "data driven" business imperatives

> " *The upgrade to R12 necessitated a full reimplementation, causing business disruptions during a very critical period. We also felt that the Oracle support charges were unnecessarily high, especially given the quality of service we actually received: The fees didn't even provide coverage for our custom extensions and integrations."*
>
> — CIO
> Tempel Steel

Shift to Data-Driven IT

> " *Every year we've taken the money that we've saved by partnering with Rimini Street and we've reinvested it in initiatives that propel our innovation and growth. We've been able to evolve Tempel into a company that is truly driven by data."*
>
> — CIO
> Tempel Steel

[2]https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf

Welch's

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

As Welch's recognized changes in consumer buying habits, the company's strategy shifted to cost containment, with a plan to reinvest savings in increased marketing initiatives.

"Don't get me wrong: our Oracle EBS system had indeed brought important efficiencies to our business operations — functionality we need to be competitive. What we were not getting as much value from was the maintenance contract: the substantial fee we were paying Oracle each year for support and software updates. The amount of the fee was equivalent to repurchasing the software every few years," commented Welch's CIO.

Welch's evaluated traditional Oracle upgrade paths, moving some of its enterprise applications to cloud-based applications. The company found that standard options neither reduced costs nor delivered significant new business value. By moving to independent, third-party support, Welch's immediately saved 50% of its annual support and maintenance fees. The company also receives tax, legal, and regulatory updates critical for managing payroll in eight states in the U.S.

Welch's also experienced the following benefits from Rimini Street enterprise software solutions:

- IT teams are doing less ticket tracking and are focused on new business and marketing initiatives.
- IT upgraded Java and browsers, projects it hesitated to undertake while on Oracle support.
- Rimini Street will develop work-around support as needed, enabling IT to take on more projects with confidence.
- Welch's archived the next two EBS release and will upgrade only if it sees business value.

CLIENT FACTS:

- Welch's is a subsidiary of the National Grape Cooperative, which is composed of more than 800 family farm owners who grow the famous purple Concord and Niagara grapes found in Welch's juices and jellies.

> *" When we make a call to Rimini Support, someone we know answers the phone and starts dealing with the problem immediately. My team would not want to go back to traditional support now. Any one of them would tell you, 'We're really happy we changed support because we're not chasing tickets, applying patches, and doing all the babysitting we used to have to do. Life is a lot better."*
>
> *—CIO*
> *Welch's*

HEADQUARTERS: Concord, MA

REVENUE: $700 Million

INDUSTRY: Consumer Packaged Goods

EMPLOYEES: 700

APPLICATIONS AND TECHNOLOGY:
- Oracle EBS 11.5.10
- Oracle Database 11g, 12c
- Oracle EBS Payroll

ORACLE EBS STRATEGY:
- Extend useful life of current EBS software investment
- Archive next EBS release for potential future use

CONSIDERATIONS:
- Rebalance IT spend from ongoing maintenance and support
- Ensure continued TL&R updates for U.S. payroll
- Reduce amount of ongoing Oracle support ticket management
- Take on new IT projects with more confidence

12-15%

Percentage of total annual IT budget Welch's was spending on support and maintenance costs for Oracle

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About Rimini Street

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products and a Salesforce® partner. The company offers premium, ultra-responsive and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation and achieve better business outcomes. Global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.