

Oracle EBS Customers Funding New Growth and Innovation

How 8 Rimini Street clients
took back control of their ERP
roadmaps using independent,
third-party support



Rimini Street

What if you could . . .

Save 50-90% per year

on total maintenance and support for your Oracle EBS software while improving service quality and responsiveness?

Free up IT capacity

(staff and budget) with a single provider model for L4 product support and managed services?

Accelerate growth now,

improving the speed and quality of IT's response to today's business needs and stop paying to wait for unknown value?

Many CEOs today are seeking new ways to fund business growth without reducing programs or people in the organization.

An innovative strategy is to address one of their largest annual spends: maintenance and support for Oracle EBS.

Rimini Street independent, third-party support reduces the cost of total maintenance and support for Oracle up to 90%, while freeing up your IT capacity to accelerate growth now, helping reduce the risk of falling behind the competition.



Why Rimini Street is the Smart Path Forward for Oracle EBS Customers

Many Oracle EBS customers today share the same concern: they are caught in an expensive cycle of paying Oracle nearly 22% per year in maintenance, essentially repurchasing their existing software every five years and receiving less new value from Oracle than they did in the past.

What has greatly impacted many EBS customers is Oracle not including EBS 12.3 in its roadmaps¹ and instead simply extending full support for the latest release through 2033. This has forced many EBS customers to first upgrade to 12.2 to keep Oracle premier support and then to apply continuous updates every year through at least 2033, at significant cost. Keeping up with Oracle's maintenance and support timeline and fees can consume the critical funds and resources you may need to grow your business, and in turn force painful tradeoffs that involve curtailing programs or reducing headcount in other functional areas.

Thousands of Oracle customers have chosen instead to switch to Rimini Street for support for Oracle EBS, saving 50-90% on total maintenance and support, avoiding future forced upgrades or updates, and improving overall service quality. The result frees up IT budget and resources to drive growth now and follow a Smart Path to innovation.

This eBook highlights just a few examples of Oracle customers taking Rimini Street as their Smart Path forward. All of them avoided forced upgrades and saved 50% on their annual maintenance fees, shifting funds and other resources to innovation. See how organizations like yours are taking back control of their EBS and IT roadmap strategies with Rimini Street.

¹ Oracle. "EBS 12.2 Premier Support extended through at least 2033." April 2022. Downloaded September 2022.



MASSIVE SAVINGS

Up to 90% savings on total maintenance and support costs for Oracle EBS



AVOID FORCED UPGRADE

Run your existing EBS release for up to 15 years with full support, extending useful life



UNIFIED SOLUTIONS

Comprehensive L4 product support and integrated managed services are available for all Oracle EBS releases



ACCELERATED INNOVATION

Free up your funds and staff to deploy more Oracle or third-party software, growing the business and team skills

IN THIS EBOOK:

Stories of Oracle EBS customers who avoided forced upgrades and fueled innovation with Rimini Street support for Oracle EBS

Rimini Street helps clients running Oracle EBS to extend the useful life of their investment, enhance quality of service — including tax, legal, and regulatory (TL&R) updates — and receive full customization support. The 50-90% total savings in maintenance and support for Oracle EBS as well as liberation of IT teams helps fund and provision critical innovation and grow the business as well as support cloud strategies.

To read each full success story, select the client name to the right.

Client	EBS Releases	Vendor Support Challenges	Business and IT Team Benefits
Global Leader In Maintenance Solutions	12.1.3, 11.5.10.2	Facing forced upgrade to keep full support, while receiving no support for customized code.	Completed global EBS rollout and upgraded later when ready. Received full customization support and saved \$2.5 million annually to fund security and cloud initiatives.
ESCO	12.1.3	Facing forced upgrade while support resolution taking too long and receiving no customization support.	More comprehensive support, including customizations and tailored TL&R updates. Deployed new Oracle EBS modules, IOT, mobile apps, and third-party SaaS solutions.
Savers	12.1.3	Facing forced upgrade while receiving no customization support. Paying mostly for TL&R updates. Struggling to fund multiple strategic initiatives.	Received tailored TL&R updates and full customization support. Funded modernization of 320 stores across 3 countries, as well as third-party SaaS and IaaS solutions.
Global Design and Engineering Firm	11.5.10.2	Facing forced upgrade but did not need new functionality. Business moving to cloud.	Received full customization support and funded move to third-party cloud SaaS. Saw even more engagement from Oracle.
Lifeway Christian Resources	12.1.3	Facing forced upgrade, but rarely using Oracle for support other than paying for TL&R updates.	Tailored TL&R updates and full customization support. Deployed new application tracking system onboarding. Archived next EBS release to upgrade if and when needed.
BrandSafway	11.5.10.2	Facing forced upgrade but still completing global rollout. Receiving no customization support.	Completed global EBS rollout with tailored TL&R updates and custom code support. IT teams developed new e-commerce and BI solutions. Added Salesforce.com and are using Rimini Street AMS for Salesforce® and AMS for Oracle.
Tempel Steel	11.5.10	Facing forced upgrade, receiving no customization support while trying to capture new markets.	Full customization support and tailored TL&R updates. Funded electronic data interchange (EDI) and third-party SaaS.
Welch's	11.5.10	Facing forced upgrade, but not seeing enough value in maintenance. No business case for Oracle's cloud software support.	IT teams spend less time tracking tickets and instead focus on business initiatives. More relevant TL&R for payroll. Archived next two releases of EBS to upgrade if and when needed.

INDUSTRY: MANUFACTURING
ANNUAL REVENUE: \$1 BILLION



HEADQUARTERS:

Texas

ANNUAL REVENUE:

\$1 Billion

INDUSTRY:

Manufacturing

EMPLOYEES:

8500+

APPLICATIONS & TECHNOLOGY:

- EBS 12.1.3, 11.5.10.2
- Oracle Database 11.1.5.0
- WebLogic Suite 10.3.5

ORACLE EBS STRATEGY:

- Extend useful life of current EBS software investment
- Accelerate global rollout and upgrade at a later date

CLIENT FACTS:

- Global leader in industrial, commercial, and institutional maintenance products and services
- Avoided a costly forced upgrade and fueled innovation and business growth.

Global Leader in Maintenance Solutions

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

The move to Rimini Street was mainly about risk triggered by the Oracle EBS 11 “End of Support” announcement. This global manufacturer had just launched its EBS 11.5.10 global rollout when Oracle announced end of full support for that release.

So the organization started exploring a Business-Driven Roadmap option that would allow it to continue, supported, on its EBS 11.5 platform. The exploration included speaking with leading industry analyst Gartner and learning about Rimini Street.

The manufacturer has a very active and complex environment — a global Oracle presence across North America, Europe, and Asia. It runs three instances of Oracle EBS 11i and R12, with more than 15 million lines of custom code and scores of custom interfaces with sales tools, transportation, banks, third-party logistics providers, and other systems.

The biggest benefits with Rimini Street were not having to upgrade for a minimum of 15 years, receiving robust, excellent support for its applications, and funding innovation that the business needed:

- Accelerated its Oracle rollout to 20+ countries
- Funded security improvements and remediation, including GDPR, to improve its security position
- Upgraded its retail division to R12
- Migrated ERP to cloud IaaS and SaaS to improve performance and reduce capital investments
- Developed proprietary sales tools integrated with Oracle, unique in each region

“ We have been a client of Rimini Street since 2013 and have been able to invest annual support savings to build additional capability for the business, driving modernization efforts and improving our sales, service, and operational capabilities. Rimini Street gives us the opportunity to make investments that are business-led and make sense for us, without the disruption or cost of software vendor-prescribed upgrades.”

— CIO, Global Leader in Maintenance Solutions

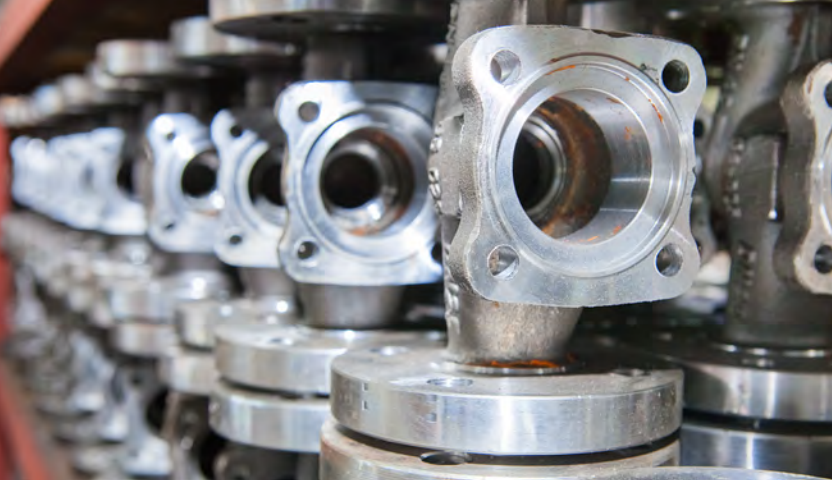
\$2.5M
annual savings

Avoiding a forced EBS upgrade until the business was ready, while funding innovation and leveraging the cloud solutions of its choice.

WHY RIMINI STREET?

- Avoid expensive forced upgrade
- Receive full support for EBS including customizations
- Improve security and sales tools integration with Oracle
- Fund move to cloud IaaS and SaaS

INDUSTRY: MANUFACTURING
ANNUAL REVENUE: \$2.6 BILLION



HEADQUARTERS:

Portland, OR

ANNUAL REVENUE:

\$2.6 Billion

INDUSTRY:

Manufacturing

EMPLOYEES:

5200

APPLICATIONS & TECHNOLOGY:

- EBS 12.1.3 (including EBS Payroll)
- Agile 9.3.5.2, 21.0.1
- Hyperion 11.1.2.4

ORACLE EBS STRATEGY:

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

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.

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 fit global activity.

“At the same time our industry took a turn, we were having issues with Oracle support, including some Severity-one 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

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 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



“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

**30-40
days**

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

WHY RIMINI STREET?

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

RIMINI STREET SOLUTIONS

- Advanced Database Security
- Advanced Application and Middleware Security

INDUSTRY: RETAIL
ANNUAL REVENUE: \$1 BILLION



HEADQUARTERS:

Bellevue, WA

ANNUAL REVENUE:

\$1 Billion

INDUSTRY:

Retail

EMPLOYEES:

10,000+

APPLICATIONS & TECHNOLOGY:

- EBS 12.1.3
- Oracle Database 11.2.0.3, 12.1.0.2

ORACLE EBS STRATEGY:

- Extend useful life of current EBS software investment
- Shift select EBS modules to cloud SaaS over time

CLIENT FACTS:

- The resale giant is the largest for-profit thrift store chain in North America. It operates 320 Savers, Value Village, and Village des Valeurs stores in 25 US states, 10 Canadian provinces, and Australia.
- Avoided a costly forced upgrade to help fund modernization.

Savers

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Savers was facing a forced upgrade of its E-Business Suite applications just to maintain premier support, yet customizations of its Oracle ERP applications received zero support. The retailer realized it was paying Oracle support for mostly tax, legal, and regulatory updates which it could receive at no extra cost from Rimini Street, while saving 50% on annual maintenance and support for its Oracle platform.

At the same time, Savers had multiple strategic initiatives needing funds and resources, including:

- Modernizing global stores for today's new millennial buyer
- Improving customer experience and quality of supply
- Competing with eBay and other peer-to-peer channels

By moving to Rimini Street, Savers was able to avoid a forced upgrade and in turn fund modernization of its 320 stores across three countries, as well as increase labor efficiencies. Beyond this, Savers was able to fund and resource several new strategic IT initiatives including its transition to cloud using a hybrid strategy across its data center and public cloud SaaS and IaaS. Savers transitioned:

- Oracle Payroll to Ceridian SaaS, leveraging Rimini Street tax, legal, and regulatory updates
- Finance and operations from Oracle to Microsoft Dynamics on Azure
- CRM/Data Warehouse from OBIEE to Snowflake running on AWS as well as Salesforce.com
- Oracle HCM/BI remains deployed in its data center supported by Rimini Street.

“Rimini Street has come in, offered like-kind support, plus customizations, and advertise 50% off, just base price ... It's a huge method to take hundreds and hundreds of thousands of dollars out of our operating budget and deploy it to innovation technology.”

— CIO, Savers

Hybrid IT

Savers leveraged Rimini Street to help fund and resource a transition to Cloud IaaS and SaaS for payroll, finance, operations, and CRM/data warehouse systems.

WHY RIMINI STREET?

- Avoid expensive forced upgrade
- Modernize global stores and improve labor efficiencies
- Receive full support for EBS including customizations
- Fund move to hybrid IT, SaaS, and IaaS platforms

INDUSTRY: BUSINESS AND PROFESSIONAL SERVICES

ANNUAL REVENUE: £2.1 BILLION



HEADQUARTERS:

UK

ANNUAL REVENUE:

£2.1 Billion

INDUSTRY:

Business and Professional Services

EMPLOYEES:

18,000+

APPLICATIONS & TECHNOLOGY:

- EBS 11.5.10.2
- Oracle Database 11.2.0.3
- Oracle Internet Application Server
- Oracle Internet Developer Suite

ORACLE EBS STRATEGY:

- Extend useful life of current EBS software investment
- Explore non-Oracle SaaS options for new applications

CLIENT FACTS:

- A design, engineering, and project management consultancy that takes on complex challenges in the energy, transportation, and infrastructure markets.
- Avoided costly forced upgrade and funded new hybrid IT strategy for growth.

Data as of 2020

Global Design and Engineering Firm

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

The firm found itself in a position familiar to many other organizations running Oracle: EBS 11.5.10 was moving to Sustaining Support, which meant significantly less support. The team was very happy with its EBS stable system; it was performing and delivering what the business needed. The team weighed its options: upgrading its system or breaking away from the traditional ERP upgrade cycle and driving its own roadmap.

In fact, the organization wanted to embark on a hybrid IT strategy and implement a series of emerging cloud-based applications for HCM, payroll, recruiting, and benefits that would enhance its established EBS system. So it proceeded in a search to identify an independent, third-party support solution for EBS that would support those business goals, enable innovation around EBS 11.5.10, and comply with regulatory updates. In addition to these priorities, “Our conclusion was that Rimini Street would actually offer more comprehensive and responsive support,” said the director of corporate systems.

Since moving to Rimini Street, the team enjoys better support of all its Oracle products. The firm no longer needs to dedicate internal resources to support its EBS customizations and has funded and resourced a shift to hybrid IT and several new SaaS Solutions:

- Chocelinx for benefits and ADP for payroll
- Taleo for talent management
- Cornerstone for HCM

“It was obvious Oracle wasn’t putting much real investment into its legacy products — Oracle clearly seems to be investing mostly in its cloud business models with little in the way of enhancements for our EBS system.”

— Director of Corporate Systems,
Global Design and Engineering Firm

No business justification

The problem with upgrading to R12 — or tackling a brand-new implementation project with Oracle Fusion Cloud — was that there was no business justification or return on investment to do so at the time.

WHY RIMINI STREET?

- Avoid forced upgrade and/or SaaS reimplementation for ERP
- Ensure continued TL&R updates for U.S. payroll
- Free IT staff from supporting EBS customizations
- Fund new hybrid IT strategy with industry-leading SaaS options

INDUSTRY: RETAIL/MEDIA
ANNUAL REVENUE: \$215 MILLION



HEADQUARTERS:

Nashville, TN

ANNUAL REVENUE:

\$215 Million

INDUSTRY:

Retail/Media

EMPLOYEES:

5000

APPLICATIONS & TECHNOLOGY:

- EBS 12.1.3
- PeopleSoft HCM 8.9

ORACLE EBS STRATEGY:

- Avoid a forced upgrade simply to keep full support
- Archive EBS 12.2 for potential future use

CLIENT FACTS:

- Lifeway Christian Resources is a nonprofit organization that publishes bibles and bible studies, learning resources, audio and video, and also sells church supplies.
- Avoided costly forced upgrades, took control of new hybrid IT strategy.

Lifeway Christian Resources

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

Lifeway Christian Resources works continuously to provide high-quality resources and materials while controlling operational costs. Maintenance fees for applications considered critical to the ongoing operations of the company represented a significant portion of the company's IT spend and an excellent opportunity to achieve cost savings.

Though dependent on tax and regulatory updates, Lifeway seldom found the support it received from Oracle to be useful in resolving issues. After facing the EBS upgrade driven by Oracle's schedule, Lifeway's business units now appreciate the ability to stay on existing software releases for at least 15 years since switching to Rimini Street support. "Before we moved our solutions to third-party support, we downloaded HCM 9.1 and EBS 12.2, which gives us the possibility of upgrading in the future. But honestly, at this point, we don't see a reason to upgrade either application. We no longer feel the need to upgrade for the sake of maintaining Oracle support because we receive full support from Rimini Street, regardless of the age of release or any custom code," reports Lifeway's applications manager.

Since the first move to independent, third-party support for its HCM application, Lifeway has reinvested savings into hybrid IT, adding cloud solutions to its technology stack to improve its applicant tracking system and augment new employee onboarding systems. "Moving to independent, third-party support freed up dollars that let us do something other than just keep the lights on," he reported. "It gave our HR teams a new way to serve the business."

“ The upgrade to R12 came at significant cost, including the opportunity cost of allocating significant internal resources toward the upgrade. The decision to move EBS to third-party support with Rimini Street allowed the possibility of avoiding the forced upgrade march in the future.”

— Financial Applications Manager, Lifeway

Rarely opened a support ticket

Lifeway was essentially operating within a self-support model. Still, the company remained on Oracle support and maintenance contracts in order to receive tax and regulatory updates.

WHY RIMINI STREET?

- Positive experience using Rimini Street for PeopleSoft HCM
- No business case to support EBS upgrade
- Not receiving full support for EBS from Oracle inclusive of custom code

RIMINI STREET SOLUTIONS:

- Advanced Application and Middleware Security

INDUSTRY: MANUFACTURING
ANNUAL REVENUE: \$5 BILLION



HEADQUARTERS:

Kennesaw, GA

ANNUAL REVENUE:

\$5 Billion

INDUSTRY:

Manufacturing

EMPLOYEES:

32,000

APPLICATIONS & TECHNOLOGY:

- EBS 11.5.10.2 (including EBS HR/Payroll)
- Oracle Database 11.2.0.3.0

ORACLE EBS STRATEGY:

- Avoid a forced upgrade just to keep full support
- Expand global rollout of EBS footprint and functionality

CLIENT FACTS:

- BrandSafway is a premier provider of integrated specialty services to the global energy, industrial, and infrastructure markets.
- Avoided costly forced upgrades and expanded rollout of existing EBS investment.

BrandSafway

BUSINESS-DRIVEN ROADMAP POWERED BY RIMINI STREET

As BrandSafway was growing into the large enterprise it is today, the company needed to focus on business integration, business intelligence, and e-commerce to manage its global operations.

While planning its IT strategy, BrandSafway began evaluating a pending Oracle E-Business Suite (EBS) upgrade from 11i to 12 for one of its business units. After determining that the upgrade would yield few business benefits and productivity improvements in return for the cost and disruption it would have entailed, BrandSafway decided to halt the upgrade and refocus those resources on improving the underlying Oracle 11i system while also rolling it out globally to more than a dozen countries.

BrandSafway based its decision to go with Rimini Street on several key factors: first, the company wanted support for modified code, and second, the global EBS rollout effort required ongoing global tax, legal and regulatory updates and localizations. Now that BrandSafway has standardized on a stable EBS 11i foundation supported by Rimini Street, the company has been able to refocus time and cost savings on its business goals, including expanding use of Rimini Street support:

- Roll out EBS globally and enhance its model for greater efficiency in handling projects such as electronic invoicing and business intelligence reporting
- Implement mobile hardware and applications to remove paper and improve efficiencies
- Add Rimini Street support for JD Edwards deployment acquired through a merger and acquisition

“EBS 12 didn’t have any features our business needed. We wanted business intelligence (BI) and e-commerce and couldn’t wait for Oracle to provide this functionality in some future release. Those are the things that we build for ourselves now — with tailored solutions in various countries.”

— Global Applications Director, BrandSafway

Proactive vs. reactive support

“Rimini Street identifies potential issues before they become problems. They give us corrective guidance, as opposed to us reacting to the changes and then trying to chase patches or fixes.”

— Global Applications Director, BrandSafway

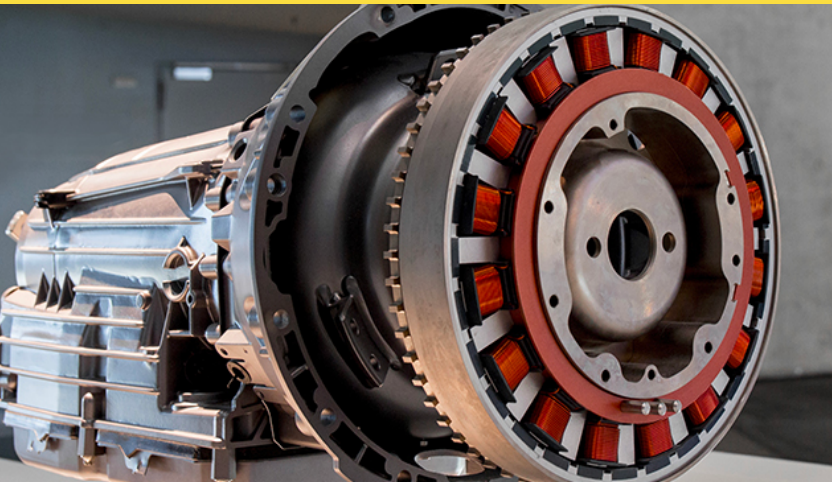
WHY RIMINI STREET?

- Saw little business benefit to upgrade EBS
- Wanted to maximize ROI of existing EBS investment
- Seeking a proactive partner vs. reactive support vendor

RIMINI STREET SOLUTIONS:

- Application Management Services (AMS) for EBS
- Advanced Application and Middleware Security

INDUSTRY: MANUFACTURING
ANNUAL REVENUE: \$428 MILLION



HEADQUARTERS:

Chicago, IL

ANNUAL REVENUE:

\$428 Million

INDUSTRY:

Manufacturing

EMPLOYEES:

1900

APPLICATIONS & TECHNOLOGY:

- EBS 11.5.10
- Demantra Demand Management
- Oracle Database 9.2.0.4.0
- Oracle Internet Application Server

ORACLE EBS STRATEGY:

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

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 forced upgrades to fuel new cloud and analytics solutions.

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 — became a pivotal moment. Tempel Steel's R11 deployment was extensively customized to precisely meet all the company's complex manufacturing processes and 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% reduction in EBS annual support fees. 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:

- Rollout of electronic data interchange (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

“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

WHY RIMINI STREET?

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

RIMINI STREET SOLUTIONS:

- Advanced Database Security

INDUSTRY: CONSUMER PACKAGED GOODS
ANNUAL REVENUE: \$464 MILLION



HEADQUARTERS:

Concord, MA

ANNUAL REVENUE:

\$464 Million

INDUSTRY:

Consumer Packaged Goods

EMPLOYEES:

1000

APPLICATIONS & TECHNOLOGY:

- EBS 11.5.10 (including EBS Payroll in 8 states)
- Oracle Database 11.2.0.4
- OBIEE 12c (12.1.0.2.0)

ORACLE EBS STRATEGY:

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

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.

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."

— CIO, Welch's

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 independent, third-party support:

- 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 releases and will upgrade only if it sees business value



“ 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

12-15% Percentage of total annual IT budget Welch's was spending on support and maintenance costs for Oracle

WHY RIMINI STREET?

- 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

RIMINI STREET SOLUTIONS:

- Affordable Care Act Support
- Browser Proxy

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