

AT A GLANCE

Client Profile:

The Rochester City School District has a rich history of excellence in urban education. Its schools provide a quality education for approximately 32,000 students in pre-K through grade 12, as well as 10,000 adults. Rochester offers opportunities for students to enroll in world-class programs with world-class teachers and staff in supportive communities of learning.

Headquarters: Rochester, New York

Industry: Education

Applications: PeopleSoft Financials 8.9, PeopleSoft HRMS 9.1 (including eApplications), PeopleSoft EPM 9.1, PeopleSoft Portal 9.1

Hardware/Operating System/Database: Sun Blade Systems/Sun Systems/Oracle



“I view Rimini Street as an extension of my staff. Sure, they fix our issues. But they’re also there whenever we want to bounce ideas off of them; they consult with us about how we’re doing things. For my team, Rimini Street is an always-available source of industry best practices.”

*Ramana Adibhatla
Manager, Business Enterprise Applications,
Rochester City School District*

School District Retains Jobs with Savings from Third-Party Support, Avoids Expensive ERP Upgrade

Total Savings of \$8.9 Million

Like public and private sector organizations across the country, Rochester City School District has faced a challenging economic climate over the past few years. For the District’s Manager of Business Enterprise Applications Ramana Adibhatla, the pain was all too real: a 15 percent reduction in his IT budget. “We’d known it was coming for some time, but it still hurt,” says Adibhatla. “However, our research showed that third-party support was a definite possibility for saving on ongoing IT maintenance costs.”



Adibhatla’s research proved correct: as a result of replacing vendor support with third-party support from Rimini Street, Rochester City School District is saving more than \$500,000 in annual maintenance costs; the District projects a 10-year ROI of 70.6 percent, for a cumulative Total Cost of Maintenance savings of \$8.9 million.

Exploring Support Options

In addition to Rimini Street Support and Oracle Annual Support, Adibhatla investigated two other companies offering PeopleSoft maintenance and support, consulted with Gartner, and did what he describes as “a lot of reference checking” with existing Rimini Street clients, including a major local manufacturer and two school districts.

The District’s decision to move to Rimini Street Support was driven by Adibhatla on the IT side – and by Director of Procurement and Supply Gary Smith. When they took the idea to the District’s executive management and board of directors, Smith says, “It was an easy sell, actually – everybody saw the value in what we were proposing, and approved it right away. The board bought into it, and of course is very happy now that we have been able to save the District hundreds of thousands of dollars already.”

Transition to Rimini Street: Onboarding “Flawless”

Rimini Street’s ISO 9001:2008-certified onboarding process is designed to establish working relationship guidelines; facilitate the technical transition from vendor support to Rimini Street Support; confirm and implement the appropriate technical support infrastructure; and scope and obtain all vendor support and release downloads the client is entitled to.

According to Adibhatla, “The District’s onboarding with Rimini Street went perfectly. Ten out of ten points on that. Rimini Street was tops, setting the meetings, following through, engaging our DBAs fully. In the transition from

BENEFITS

- Mission-critical savings. Saved \$534,000 in annual maintenance costs, with a projected 10-year ROI of 70.6 percent
- Avoided expensive forced upgrades and enabled driving more value out of current production release of PeopleSoft
- Retained headcount with savings from Rimini Street third-party support

WHY RIMINI STREET

- **Cost savings** – Provides the best support value by saving 50 percent on annual support fees
- **Ultra-responsive support** – Immediate and accurate fixes from assigned expert Primary Support Engineer with 30-minute response time SLA (actual response time averages 3.5 minutes)
- **Support value** – Enables Rochester City School District to maximize mission-critical PeopleSoft investment with no forced upgrades while reducing annual support costs

vendor support, we didn't miss a single beat." After a successful three-month parallel path with both Rimini Street Support and Oracle support, the District was fully converted to Rimini Street Support in July, 2011.

Supporting a Complex, Heavily Modified PeopleSoft Installation

Over the years the District has "grown into" its PeopleSoft systems. When it first licensed PeopleSoft in 1999, the District used PeopleSoft as a basic, functional application. Since then, the District has heavily customized PeopleSoft to satisfy the business demands of the K-12 industry. "We're using more and more of PeopleSoft's true capabilities," says Smith – "We're now starting to use it more as a Mercedes-Benz rather than a Chevrolet."

Vendor annual support does not cover customized code; Rimini Street Support does. Over time, this will become an increasingly valuable money-saver for the District: Ramana estimates that to date, some 20 percent of issues submitted to (and fixed by) Rimini Street have involved customized code – "But as time goes by, the proportion of issues relating to modifications we have made to the system will become quite heavy."

Ultra-Responsive Service and PeopleSoft Best Practices

Adibthala and his team call Rimini Street not just for bug fixes but for operational advice and consultation on industry best practices. For example, "I tell our people to call Rimini Street to get another opinion or idea, some feedback on whether the way we are working on a particular problem is right or not." For example, when Smith's procurement group needed a new electronic invoice system, Adibthala's team called Rimini Street, which provided expertise and a number of sample invoice formats.

Avoiding Expensive, Complex, Disruptive Upgrades

Adibthala plans to run his PeopleSoft 8.9 and 9.1 releases into the foreseeable future, and Rimini Street Support enables him to do just that, while accruing substantial savings on annual maintenance fees. He is not planning any significant PeopleSoft upgrades for at least the next 4-5 years. And Oracle Fusion Applications? Adibthala has "only an academic interest. We've spent a lot of time, effort and money to get where we are today, and we want to leverage what we have right now."

Ongoing Savings You Can Bank On – Plus Ultra-Responsive Service

The savings from Rimini Street Support has enabled Adibthala to retain critical engineering headcount. Smith explains: "About 90-95 percent of the District's departments had to cut staffing because of the across-the-board 15 percent budget reduction. The IT department, however, because of engaging in its contract with Rimini Street, was able to save several jobs that would otherwise have had to be eliminated."

What would the District's CIO Annmarie Lehner tell a current prospect for third-party support? "I think it's pretty simple: you owe it to your organization to look at third-party support for your enterprise application systems. To us, it's a proven fact: Rimini Street offers great savings, along with enhanced support."

"I'd tell any CIO, CFO or CEO: you owe it to your organization to look at third-party support for your enterprise application systems. To us, it's a proven fact: Rimini Street offers great savings, along with enhanced support."

Annmarie Lehner

CIO, Rochester City School district

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