

AT A GLANCE

Client Profile:

Southco is a design manufacturer of fasteners, hinges and latching systems for industrial applications. Through innovation and strategic acquisitions, the company has built an unmatched portfolio of access hardware solutions. Southco's offerings include over 25,000 standard catalog products and more than 50,000 custom products that have been created to meet its customers' design needs. In order to meet the ever-changing needs of its customers, Southco has built and invested in a strong global footprint of technical sales, marketing, engineering and manufacturing operations throughout the world.

Headquarters: Concordville, PA

Geography: Global

Industry: Manufacturing

Revenue: Privately held

Applications: SAP ECC 6.0

Hardware/Operating System: HP/Unix



“Rimini Street was a valuable partner in helping us successfully accomplish the initial phase of this vital SAP globalization project with no impact to our business or our customers.”

Brice Salle
Chief Information Officer, Southco

Southco Innovates, Takes SAP Global with Help from Rimini Street

Southco is actively innovating to drive increased value from its SAP implementation. The company is wrapping up its strategic globalization efforts while utilizing Rimini Street Support for SAP to maintain value from its existing stable and mature SAP ECC 6.0 application at dramatically lower cost.

Southco's SAP Maintenance Costs Were Second-Highest IT Expense

For 15 years, Southco, a leading international provider of engineered access hardware, managed its business on a non-integrated legacy ERP platform. When Southco determined it required a common system to support its quickly growing global business, the company chose SAP because it was a fully featured, established, integrated business system with multilingual capabilities and a global reach.

The company implemented its current SAP ECC 6.0 application in 2008 as part of its globalization efforts to help manage mission-critical operations, including manufacturing, supply chain management, purchasing and finance, with the intent of creating a single, global SAP instance across every location in the world. Southco serves tens of thousands of customers around the world across a wide range of industries including the aerospace, automotive, consumer electronics and medical industries.

Soon after the global recession began to affect the world economy, Southco CIO Brice Salle was compelled to postpone globalization efforts and assess the value of every dollar spent in his IT budget. He determined that Southco's SAP maintenance costs consumed much of its IT budget as the second highest line item expense. Salle considered a self-support model, but realized the importance of having additional expertise available for his mission-critical applications as his internal team focused on additional SAP rollouts.

Realizing Immediate Savings from Switching to Rimini Street

Finally, Salle explored third-party support options and discovered Rimini Street. What ultimately tipped the balance in favor of Rimini Street, according to Salle, was the endorsement of the CIO of another SAP licensee that had become a Rimini Street client: “That really changed my mind. He had already taken the decision I was about to, and was very pleased with the service he'd seen to that point. It was also clear to me, from speaking with Rimini Street's engineers and managers, that they had the depth and breadth of SAP expertise from the ground up.”

In 2009, Salle made the decision to drop SAP maintenance and move to Rimini Street for support of its stable, mature SAP ECC 6.0 applications.

BENEFITS

- **Mission-critical savings** – Southco has exceeded its cost reduction goals through significant reduction in support fees.
- **Personalized, concierge-level service** – Rimini Street provides meaningful consultative dialogue with an experienced Level 3 engineer dedicated to go above and beyond to achieve client success.
- **Ultra-responsive service** – Southco realizes global 24/7/365 coverage with 30-minute-or-less response.
- **Comprehensive skill level** – Southco's Rimini Street Primary Support Engineer quickly cleared through large backlog of open issues.

WHY RIMINI STREET

- **Proven** – Hundreds of global, Fortune 500, midmarket, and public sector organizations from virtually all industries have selected Rimini Street as their trusted independent provider of enterprise software support.
- **Premium** – Our ultra-responsive support program includes valuable services not included with standard vendor support, including operational support and support for interoperability and performance tuning.
- **Personalized** – As a Rimini Street client you are assigned a named, regionally based Primary Support Engineer who heads up a team of specialists and experts on call as needed – as well as a named Global Account Manager dedicated to your success and satisfaction.

“Partnering with Rimini Street has extended the capability of my team. In fact, Rimini Street support engineers are so accessible that my engineers consider them to be part of our team, an actual extension of our team.”

Brice Salle
Chief Information Officer, Southco

Rimini Street
Redefining Enterprise Software Support™

Significant Savings from Third-Party Support Help Fund Critical SAP System Expansions Worldwide

Immediately after switching to Rimini Street, Southco reduced its annual SAP maintenance costs by 50 percent and was able to fund and resume its high-priority globalization project in 2010. Southco finalized its rollout to the UK in 2011, followed by a successful rollout to four locations in Asia completed in mid-2012. Additionally, Southco was able to minimize the expensive SAP maintenance budget line item further with 24/7/365 premium-level service, which includes an assigned Primary Support Engineer (PSE), support for customizations at no additional fee and support for a minimum of 10 years for existing releases without required upgrades.

“Global visibility and responsiveness to our customers is an important component of Southco’s business model and the reasons why this globalization project is the company’s number-one priority. Rimini Street was a valuable partner in helping us successfully accomplish the initial phase of this vital project with no impact to our business or our customers,” said Salle. “We were able to focus our internal resources on the rollouts in the UK and Asia and dramatically decrease implementation costs, while remaining confident that our PSE and Rimini Street team were providing a stable and supported SAP platform.”

In 2013 Southco is planning the next phase of global implementation at its single largest facility in the world, in China. Additionally, it is planning rollouts in other locations in Asia, including Korea.

Enjoying Ultra-Responsive, Focused, Personalized Service

“Southco’s experience with Rimini Street support is characterized by improved responsiveness and flexibility of support,” according to Southco COE Manager Patrik Larsson. With Rimini Street, all issues go through a single named, senior Primary Support Engineer assigned to the client and available 24/7/365 with a guaranteed 30-minute response time. Says Larsson: “With Rimini Street, we get much faster turnaround to resolve tickets beyond our control – and the Rimini Street engineer always understands the process we’re talking about as well as our specific IT environment.”

For example, during its SAP rollout to Asia, Rimini Street engineers quickly responded to and resolved several thorny P1 issues involving foreign currency date formats, purchase order faxes, and problems with creating deliveries in the SAP system. Larsson also cites the ability of Southco’s Rimini Street Primary Support Engineer to quickly assemble the necessary expert resources to address issues requiring deep SAP knowledge, using appropriate communications technology such as conference call or a shared WebEx session.

Take Back Control by Switching to Third-Party Support

Like Southco, many companies are using their significant savings from third-party support to fund important business and IT improvements that directly enhance their ability to better compete in the global marketplace.

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