

Client Success Story

Global Manufacturer Switches from Oracle to Third-Party Support for Cost Savings, Service Improvement



ESCO Corporation

Client Profile: ESCO Corporation designs, manufactures and services highly engineered wear and replacement products for mining, construction and industrial applications with about 70 manufacturing plants, and service and supply facilities in more than 20 countries.

Industry: Manufacturing

Geography: Headquartered in Portland, Oregon

Employees: 3,000

Products Supported: Oracle E-Business Suite 12.1.3, Oracle Database 12.1.02

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“ESCO takes a conservative approach when evaluating long-term third-party support. We were apprehensive at first, but transitioning to Rimini Street has been a great success. I love companies that are built around customer service, and I’m very happy with the level of service Rimini Street has delivered.”

Jim Williamson

Vice President of Information Technology, ESCO Corporation

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.

The ESCO Corporation Challenge

From its inception in 1913, ESCO Corporation has excelled in the global mining and construction industries. These industries experience periods of explosive growth as well as cyclical downturns. When global commodities and industrial growth began to drop a few years ago, ESCO Corporation started to reevaluate its operational spend to better fit global activity.

“Our entire industry saw the impact of significant underinvestment by our customers and cost-cutting measures,” says Jim Williamson, vice president of information technology for ESCO Corporation.

“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,” Williamson adds. “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.”

As ESCO examined its IT budget, Williamson says, the largest line item — aside from personnel — was the company’s Oracle licensing, support and maintenance fees. “We had a combination of factors pushing us to find a better solution that would save us time and reduce costs,” he notes.

The Rimini Street Solution

As ESCO Corporation researched its options, independent support became the company’s most likely solution to help reduce spend and increase the effectiveness of its Oracle software.

“During our due diligence process, we engaged with Gartner, we spoke with a lot of different Rimini Street customers, and we spent quite a bit of time thinking through every angle about how this would best fit our needs,” Williamson says.

Benefits

- **Reduced support and maintenance spend:** ESCO Corporation is saving 50 percent of its previous annual Oracle support and maintenance costs.
- **Improved support services:** Rimini Street's support services result in fast and efficient issue resolution and customization support, allowing ESCO to refocus key staff on strategic projects.
- **Gained strategic flexibility:** ESCO Corporation is confident it can continue to run its existing Oracle applications and database for several years, giving it time to carefully plan its application strategy for the future while freeing up funds for strategic growth.

"After preparing a solid roadmap and clear steps, our transition to Rimini Street was smooth. We now have a primary support engineer, various levels of access by phone or email, and weekly conference calls with the support engineers who are working on any active tickets. Our support quality has vastly improved."

Jim Williamson
Vice President of Information
Technology, ESCO Corporation

For More Information

To learn more about ESCO Corporation or to read other client success stories, visit www.riministreet.com/clients.

By switching to Rimini Street support for its Oracle EBS software and database system, ESCO Corporation immediately saved 50 percent of its annual support and maintenance fees, and vastly improved service levels for customizations.

In addition, Rimini Street provides ESCO Corporation with the most comprehensive scope of tax, legal and regulatory research from a single vendor. "I have noticed that we are getting more relevant, consistent tax and regulatory updates from Rimini Street before Oracle even releases theirs, so we have been very pleased with that," Williamson notes.

ESCO Corporation has also experienced an increase in support quality since moving to an independent solution. "After preparing a solid roadmap and clear steps, our transition to Rimini Street was smooth," Williamson adds. "We now have a primary support engineer, various levels of access by phone or email, and weekly conference calls with the support engineers who are working on any active tickets. Our customer service quality has vastly improved."

Client Results

After moving to independent support provided by Rimini Street, the cost savings and tailored support experience have led to some key internal improvements at ESCO Corporation, Williamson reports.

"The savings and quality of support from Rimini Street have enabled us to refocus our talent on new opportunities," Williamson explains. "For example, one of our 20-year Oracle veterans is now a Salesforce.com expert. 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."

Perhaps most important, Williamson says, ESCO Corporation is now better able to avoid expensive upgrades and unnecessary infrastructure changes.

"As we look at our future application strategy, we have conducted some road mapping exercises with Oracle to understand their new applications and cloud apps," Williamson reports. "There is some Oracle Cloud functionality that looks promising, but we don't see replacing our full ERP functionality for quite some time. With Rimini Street support, we have gained the ability to cost effectively stay on what we are running for the next three to five years. This gives us time to fully evaluate our options, while reinvesting in growth initiatives."

In fact, Williamson adds, ESCO Corporation plans to shift more software support to Rimini Street next year. He is confident that ESCO's IT staff can deliver any additional customizations or application connections the company might need in the future.

"If we want to make cross-functional improvements to our applications, we have the internal staff who can do that, but we know we will also be able to enjoy high-quality support working with Rimini Street for all new capabilities," Williamson explains. "If a new solution becomes available that shakes up the industry, we can evaluate it, but right now we are in a sweet spot."

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