

Client Success Story

Parking Company Shifts Funds from ERP Maintenance to Vital Strategic Innovation



Client Profile: InterPark is North America's premier owner, manager and developer of parking facilities. The company is known for providing superior returns to the owners of its facilities and superior service to their users.

Industry: Real Estate

Geography: Headquartered in Chicago, IL, with parking management services at more than 100 facilities across the United States.

Applications: PeopleSoft FSCM 8.8 Service Pack 1 (General Ledger, Payables, Receivables, Billing, Inventory, and Order Management), including US IRS Form 1099 tax, legal, and regulatory updates for Payables

Technology Platform: Oracle Database, HP-UX Itanium database server, Microsoft Windows file servers



"Our business is growing, and Rimini Street is helping enable us to make investments into other vital technologies for our online business and mobile initiatives, as a result of cutting our Oracle bill in half."

Mike Tobin

Business Systems Manager
InterPark

InterPark combines operating expertise with an ownership perspective, adding value to high-traffic parking centers and managing them for maximum return and sustainable growth.

The InterPark Challenge

InterPark parks 20 million cars per year. And all the back-end financial transactions behind every one of those interactions are handled by the company's fully functional, robust PeopleSoft FSCM 8.8 system. Industry-specific packaged software solutions for parking companies exist, but over the years InterPark has in effect built its own: it's taken the PeopleSoft Financials architecture and molded it into its own custom solution for billing, revenue, reconciliation, payables and general ledger.

Throughout the 2000s, InterPark steadily upgraded PeopleSoft — from release 7 to 7.5, then to 8, and eventually, in 2008, to 8.8 SP1. The company has heavily customized its system and has built a complex set of internal and external web applications as a front end, using PeopleSoft's component interfaces and APIs.

"After upgrading to 8.8, we got to this place where we're very happy where we're at with PeopleSoft," says InterPark Business Systems Manager Mike Tobin. "We know it works, we know what we want to get out of it. It was just a matter of managing the support costs that went along with it. We don't see enough of a benefit to going through a costly upgrade to 9 or 9.1, at least not at the present time."

Tobin explains that he began questioning the value of the services received in exchange for the vendor's annual support fees. His PeopleSoft 8.8 system was fundamentally stable, and he found he and his staff were logging very few support tickets with the vendor. Furthermore, the vendor would not accept issues involving customized code, and InterPark's PeopleSoft system is heavily customized.

"We knew that PeopleSoft ran — we knew that PeopleSoft ran extremely well. So we were thinking, 'What are we paying for at this point?' We made the decision we weren't going to upgrade until our business situation dictated it, and in the meantime we would explore support options. We wanted to run PeopleSoft for as long as possible, but to retain the strategic flexibility to change course if necessary."

Benefits

- **Saving 50% on Annual Support Fees:** InterPark is channeling that savings into strategic initiatives to grow the company.
- **Avoiding Expensive, Business-Disruptive Upgrades:** InterPark has stabilized on its robust, customized, fully functional, PeopleSoft 8.8 FSCM system. It can upgrade if and when the company's business situation dictates change.
- **Enjoying Full-Featured Support and Advisory Services:** InterPark experiences a whole new level of support that includes a broad portfolio of advisory services for security, interoperability, innovation, and strategic roadmapping.

"Rimini Street is willing to discuss what I would describe as more like consulting or business solutions, not just break/fix support — but without the consulting fees. Their people advise us on potential options in terms of what we're attempting to accomplish from a process standpoint. It's a great added value for us."

Mike Tobin

Business Systems Manager
InterPark

For More Information

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

"With a lean team supporting our PeopleSoft applications and environment including PeopleTools, we needed some backup. If one of us got hit by a bus, who was going to support PeopleSoft? And so we made the decision to work with Rimini Street."

The Rimini Street Solution

Rimini Street supports customizations, without qualifying questions, at no extra charge, so the heavily modified PeopleSoft system that InterPark has "made its own" is covered end-to-end. InterPark also uses Rimini Street Global Tax, Legal and Regulatory Update services for its payables process, receiving timely compliance updates ahead of the vendor's own scheduled updates every year while under Rimini Street support.

In switching from vendor support to Rimini Street, Tobin was motivated primarily by cost considerations: "What are we getting for everything we're paying the vendor? Not much." But ever since an efficient onboarding process introduced his team of two to Rimini Street's extended team of always-on-call technical and functional experts headed up by a regionally-based Primary Support Engineer (PSE) dedicated to InterPark's success, he has come to see the advantages of Rimini Street's comprehensive, cutting-edge support program.

Client Results

"Onboarding with Rimini Street was very smooth," Tobin recalls. "Rimini Street helped us archive all our latest PeopleTools releases and patches so that if we choose to move to any of those in the future, we have that capability. Rimini Street onboarded us; but at the same time, we were essentially onboarding their support team to get them access to our environment. The whole process was transparent, and we didn't have any major issues."

The standard support program includes a broad portfolio of advisory services on security, risk avoidance, interoperability, innovation, and strategic roadmapping. Tobin notes that "Rimini Street is willing to discuss what I would describe as more like consulting or business solutions, not just break/fix support — but without the consulting fees. Their people advise us on potential options in terms of what we're attempting to accomplish from a process standpoint. It's a great added value for us."

"By cutting our annual maintenance costs, we've been able to allocate those funds to more strategic ventures," Tobin continues, citing ongoing projects such as InterPark's airport-based pre-flight online business and its central business district online business. "Our business is growing, and Rimini Street is helping enable us to make investments into other vital technologies."

Worldwide Headquarters

3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA Phone: 702.839.9671 Toll-Free 888.870.9692
riministreet.com [linkedin.com/company/rimini-street](https://www.linkedin.com/company/rimini-street) twitter.com/riministreet

©2016-2017 Rimini Street, Inc. All rights reserved. Rimini Street and the Rimini Street logo are registered trademarks of Rimini Street, Inc. All other brand and product names are trademarks or registered trademarks of their respective holders.

LT-US_032017