

Client Success Story

Leading Services Provider Slashes Costs with Virtualized On-Premise SAP System

Mission Linen

Client Profile: Mission Linen Supply is one of the largest privately held companies in the textile rental industry providing linens, uniforms and related products to California, Arizona, Texas, New Mexico and Oregon. Mission Linen is proud to offer its customers cost-effective, earth-conscious ways to maintain a spotless image.

Industry: Services

Geography: Headquartered in Santa Barbara, CA

Revenue: \$138.3 million (privately held)

Employees: 3,000

Applications: SAP R/3 4.6c



"Keeping our SAP system updated with constant hardware and related changes and updates from multiple vendors was always a pain — and expensive. Now, we can easily upgrade the hardware without making any changes to the virtual machine running our ERP processes, so it doesn't limit us."

Dave Pattison

IT Director
Mission Linen Supply

By virtualizing its SAP system, bringing the system in-house and switching to independent support, Mission Linen is saving \$600,000 annually.

The Mission Linen Challenge

Mission Linen originally installed its SAP R/3 4.6c system 10 years ago, using independent hosting providers and SAP maintenance support. In 2010, as a result of a thorough cost analysis, Mission Linen made the decision to switch to independent support from Rimini Street, virtualize its SAP software, and bring the system in-house.

The Rimini Street Solution

As part of its detailed cost analysis and due diligence, Mission Linen determined that independent support from Rimini Street offered an ultra-responsive service model, premium services at no extra charge, tailored tax, legal and regulatory updates, and a steep discount over vendor support fees. "Cost was definitely a driver in our migration to independent support," says Mission Linen IT Director Dave Pattison. "Rimini Street had deep SAP expertise and came to us with a much lower cost structure than the software vendor."

Mission Linen moved to Rimini Street at the expiration of its SAP maintenance, shortly before virtualizing SAP and migrating to its in-house data center. As maintenance, support and configuration issues arose, Rimini Street acted in an advisory capacity.

Virtualized SAP Environment Relieves Constant Catch-Up Headaches

In its cost analysis, Mission Linen determined that by bringing its SAP system in-house, it could leverage and extend a significant infrastructure investment it had previously made: it had already built and was running its own data center in Santa Barbara that had been originally set up to house an IBM mainframe. This data center was reconfigured to accommodate the company's SAP applications, technology stack and associated hardware. Direct cost savings were achieved through no longer having to pay a third-party hosting provider a monthly fee, and through more efficient change processes.



Partner Profile: Group: basis offers a unique service to SAP customers — recognizing that few firms offer ad-hoc, high-level Basis support for SAP installations, group:basis operates with a business model allowing it to service NetWeaver and Basis needs without the requirements and expense of a full-time, dedicated onsite resource.

Industry: Consulting

Geography: Headquartered in Oak Creek, WI

Revenue: Privately held

Employees: 11-50

“Mission Linen can guarantee that its SAP applications are going to be supportable indefinitely in its virtualized Hyper-V environment, because Microsoft will take the burden of ensuring that Mission Linen is always able to run its Windows 2003 operating system on the Hyper-V platform — for decades.”

Wade Walla

SAP NetWeaver
& Basis Consulting Partner
group:basis

For More Information

To read more about Mission Linen Supply or to read other client success stories, visit www.riministreet.com/clients.

To bring its SAP applications in-house and isolate them from future hardware changes, Mission Linen virtualized them, working with SAP consulting firm group:basis (see Partner Profile at left). group:basis specializes in Microsoft Hyper-V, and Mission Linen already had internal experience with Hyper-V — 80 percent of its servers are virtualized — so Hyper-V, which is bundled in Microsoft Server, was a natural, logical choice, from a management/administration perspective, for virtualizing the company’s SAP applications. Mission Linen IT Director Dave Pattison comments, “group:basis provided a lot of the expertise that we needed to do the migration — we couldn’t have done that ourselves, all the conversion and getting it up and running.”

Client Results

With its SAP and Microsoft Windows environment virtualized and finally stable, Mission Linen has successfully isolated its ERP system from future hardware changes. The combination of virtualization and independent support has eliminated the requirements of continually investing in changes to the operating system and constantly trying to keep up with software vendor platform certifications.

Independent support gives Mission Linen 15+ years runway to keep its mission-critical applications running, replacing vendor annual support with guaranteed savings of 50 percent. Virtualization enhances and augments this independent support strategy by encapsulating SAP and insulating it against inevitable future technology stack changes. Benefits of virtualization include:

- Manifold reduction in total cost of ownership
- Manifold increase in flexibility of environment — ERP applications are no longer tied to hardware refresh cycles
- Layer of independence from interoperability conflicts related to physical hardware, operating systems, databases and browsers

Supporting a virtualized system is no different than supporting a normal system — the fact that it’s virtualized is invisible to the support team maintaining the software. With SAP running as a virtual machine, Mission Linen will experience reduced server costs and a more stable application environment, with the prospect of greater continuity on a go-forward basis.

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

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