

Client Success Story

Global Geotextile Manufacturer Moves to Rimini Street Support for SAP..Twice

The Propex logo is displayed in white text on a dark grey background. The background of the entire page features a close-up photograph of grey concrete blocks with a textured, ribbed surface.

Client Profile: Propex Operating Company, LLC develops solutions that displace outdated technologies and catalyze new and established industries to better practices in construction, engineering, erosion control, water management and transportation. For more than 100 years, the company has brought innovation and leadership to the markets it serves.

Industry: Manufacturing

Geography: Headquartered in Chattanooga, Tennessee, with manufacturing facilities in the US, UK, Brazil, Germany, Mexico and Hungary

Employees: Approximately 2,000

Applications: SAP ECC 6.0

Technology Platform: Dell / SUSE Linux & Windows 2000 / Oracle Database 8.1 (Germany) and 11.2 (U.S.)



"We had a positive experience with Rimini Street previously, or we might not have come back. Rimini Street is getting better and better every day."

David Eady
Director of IT
Propex

Billions of people depend on Propex's portfolio of engineered products. Its synthetic fibers and fabrics help build key infrastructure across the globe.

The Propex Challenge

In 2010, in an effort to cut its escalating SAP maintenance costs, Propex switched to Rimini Street Support. Propex Director of IT David Eady, who was instrumental in the decision to leave SAP's support program in favor of Rimini Street, was attracted to Rimini Street's pricing model of 50 percent less than vendor support fees: "We moved to Rimini Street as a cost-saving measure," he says. "It was really a pretty easy decision, going with Rimini Street. Nobody else we looked at was at the same caliber."

In 2013 Propex moved back to SAP's support program, as part of a strategic, global SAP expansion initiative that was later postponed. Then, less than one year later, in 2014 Propex made the decision to return to Rimini Street for support of the company's SAP ECC 6.0 instances in the U.S. and Germany.

The Rimini Street Solution

Propex returned to Rimini Street to regain greater flexibility and control over its SAP software roadmap, while also benefitting from improved, premium-level service and significantly reduced total support costs. The company also receives tax, legal and regulatory updates and support for SAP software by leveraging Rimini Street Tax Engine for SAP Payroll.

"The decision to return to Rimini Street support from SAP was an easy one to make because we had grown accustomed to Rimini Street's significantly more responsive support model and were already familiar with how the process worked," says Eady. "So far, I am impressed with how seamless and efficient the transition has been and feel confident that Rimini Street will once again provide exactly the support we need."

Benefits

- Receives Ultra-Responsive Service
- Gains Flexibility in Strategic SAP Roadmap
- Saves 50% Over Vendor Annual Maintenance Fees

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For More Information

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

Client Results

In addition to the greater flexibility and control gained over its ERP software roadmap, Propex is once again benefiting from a marked improvement in support compared to SAP, while at the same time realizing significant savings on annual SAP maintenance fees. The Rimini Street Tax Engine for SAP Payroll provides an ISO 9001:2008-certified tax, legal and regulatory service that supports Propex in maintaining legal and financial compliance.

"From our perspective, the biggest advantage with Rimini Street is that I know we're going to get the help we need on the phone almost immediately," added Eady. "I call my PSE and the ball is rolling and my Rimini Street support team is engaged on fixing my issue. Plus with Rimini Street, the people we call first have the experience that we need. They're not just taking down notes and passing the issue along.

"Another thing that impressed me was our assignment of PSE this time around. Since the majority of our support requests with Rimini Street in 2010 were related to HR/payroll, the PSE that was assigned to us in 2014 has a deep HR/payroll background."

When switching to Rimini Street, every client goes through a detailed onboarding process that ensures a successful transfer of responsibility from the software vendor to Rimini Street. Onboarding includes safely archiving all the software the client has licensed from the vendor, including any currently unused applications and as-yet-unimplemented upgrades. This process ensures that the client has access to all the software they have paid for and can upgrade at a time of their choosing, should their business needs require it.

Having switched to Rimini Street twice, Eady is impressed with how Rimini Street continues to improve its processes. "The archiving process has become more refined, more automated this time around," he says. "It's obvious Rimini Street has evolved and is continuing to devote efforts into making it as seamless as possible. It's highly organized, highly efficient. Rimini Street knows what they're doing. I don't have to tell them what I need; they tell me what I need. That's very impressive to me, and it really takes a lot of the uncertainty away, from my perspective. I feel comfortable that we'll have a very good archive that will service us for years to come."

Summing up Propex's return to Rimini Street, Eady says, "We had a positive experience previously and we wanted to come back because we felt comfortable that we would get the support we need going forward, based not only on our previous experience, but also on the perception that Rimini Street is getting better and better every day."

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