

Client Success Story

Multinational Insurer Breaks with Past to Partner with Rimini Street

RSA Insurance Group

Client Profile: RSA Insurance Group plc is the holding company of the RSA group of companies, whose principal activity is the transaction of personal and commercial general insurance business.

Industry: Financial Services

Geography: Headquartered in London, with three global divisions: UK and International, Scandinavia and Canada.

Revenue: £6.3 billion GBP

Employees: 13,500

Products Supported: SAP ECC 6 EhP 4; SAP R/3; Oracle Database 11.2, 8.0, 8.1; SAP Payroll



"As part of our ongoing program to reduce TCO, we wanted to reduce our SAP costs, as we had no short-to-medium-term plans to upgrade to the latest version or indeed to S/4HANA. The savings we've achieved with independent support have contributed to improved profitability. Rimini Street has been a game-changer for us."

Sandra Phillips,
RSA Commercial Manager

RSA, one of the world's leading multinational quoted insurance groups, has been protecting customers from risk and uncertainty for more than 300 years.

The RSA Challenge

As part of a broad review of IT software platforms across RSA's UK operation, the company decided to investigate new options around the support program for its SAP applications. As procurement specialists, RSA Commercial Manager Sandra Phillips and her team partnered with IT to find a solution to this budget challenge.

RSA UK had ruled out an upgrade of its R/3 and ECC 6 instances in the short-to-medium term and had not committed to future upgrades. The existing technology was very robust and Phillips wanted to protect RSA's investment. The goal for the organization was to reduce total cost of ownership (TCO) while ensuring uptime and business continuity of the entire SAP landscape in order to mitigate any risk for this business-critical application.

The team began looking for providers capable of delivering support services that met these criteria and settled on Rimini Street, a market leader that had successfully built an impressive blue-chip client base. When Phillips presented her recommendation to RSA's internal stakeholders, she had to sell the benefits of moving to an alternative support provider for a mission-critical application such as SAP. Says Phillips, "We had always used support from the vendor, so using Rimini Street would be doing something very differently."

The Rimini Street Solution

In further discussions with RSA's stakeholders, Phillips articulated the benefits of switching to third-party support that far outweighed the perceived risks. "Procurement plays a larger role these days, really acting as a partner and influencer with IT, finance and HR to choose the best solutions and most cost-effective agreements for the organization," explains Phillips. Along with references from industry peers, the stakeholders gained confidence that Rimini Street, in fact, could deliver equivalent, if not superior, support services at a significantly reduced price.

Benefits

- **Improved profitability:** Savings on annual support fees enabled RSA to reduce SAP TCO, freeing capital to invest in vital business initiatives.
- **Gained strategic flexibility:** Being in the driver's seat enabled RSA to determine when an upgrade would benefit the business, rather than being forced to follow SAP's plan.
- **Received responsive service:** Customized code is supported and timely, complete global tax, legal and regulatory updates provided.

"From the day we moved to Rimini Street, we have found the engineers responsive, incidents are handled well and their resolutions are fit for purpose."

Sandra Phillips,
RSA Commercial Manager

For More Information

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

RSA's customizations are supported and tailored tax, legal and regulatory updates are delivered by Rimini Street. Additionally, the organization could continue to receive SAP security patches, reducing risk further. By moving to Rimini Street, RSA is not precluded from returning to SAP at a date in the future when an enhanced version of SAP may bring business benefit. Phillips explains: "Rimini Street helped us identify services that we were paying for without actually needing or using them, such as upgrade rights. It gave us the mindset to partner with the support provider that delivers the most value to our company, rather than limiting ourselves to vendor support."

Client Results

"Our experience with Rimini Street has been very positive," says Phillips. "The support model is tailored and personal. Since day one of using Rimini Street, our support team continues to speak highly of the service we've received. Rimini Street engineers are responsive, incidents are handled effectively and their resolutions are fit for purpose. We would certainly consider moving additional applications to third-party support from Rimini Street down the road, should the opportunity arise and the risk be acceptable."

RSA immediately met its goal of reducing its TCO for SAP and achieved an increase in the quality of support services. The move also plays into RSA's larger IT goals. "RSA has been around since the early 1700s," Phillips explains, "and we've retained many legacy applications. Whereas we were used to always going to the vendor for support, we now know we can also look at outsourced support for high-quality and efficient service."

Indeed, the goals of the organization were to improve its profitability and investment potential. "We wanted to reduce our SAP TCO, especially given that we had no short-to-medium-term plans to upgrade to the latest version or indeed to an S/4HANA upgrade. The significant savings we've achieved with independent support has contributed to improved profitability, which in turn contributes to our ability to invest in new applications for the future and wider business initiatives. Rimini Street has been a game-changer for us."

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