

Client Success Story

# Leading Manufacturer Reduces ERP Support Costs, Invests in IT Initiatives

The SIFLEX logo is displayed in white, bold, uppercase letters against a dark blue background with glowing circuit patterns.

**Client Profile:** Established in 1988, SIFLEX is a leading provider of flexible printed circuit boards (FPCBs), flexible printed circuit assemblies (FPCAs), and surface-mounted technology (SMT) products, supplying customers around the globe.

**Industry:** Manufacturing

**Geography:** Headquartered in Ansan Gyeonggi-do, Korea with operations in China and Vietnam

**Revenue:** \$700 million USD

**Employees:** 9,000

**Products Supported:** SAP ERP Central Component (ECC) 5.0



*"Rimini Street is focused on solving issues for us. I feel that Rimini Street is a true partner rather than merely a vendor."*

**Park Tae-joon**

Management Information  
Team Manager, Management  
Support Division

This Korea-based leader in flexible printed circuit assemblies and surface-mounted technology supplies products throughout Asia as well as around the world.

## The SIFLEX Challenge

A satisfied user of SAP ECC 5.0, SIFLEX was looking to reduce IT operational costs, maximize system utilization and improve productivity. But high annual maintenance and support costs weighed heavily, and the company found vendor response slow or insufficient, forcing it to engage in significant self-support. Because SIFLEX had heavily customized its SAP solution to meet business needs, the vendor typically declined to respond to many issues.

SIFLEX decided to search for alternatives to SAP support that would reduce costs and deliver faster, better service. Research led the company to consider third-party software support and, after examining available options, SIFLEX chose Rimini Street.

"Company IT managers and the CIO were given the task of reducing overall operational costs, reviewing the SIFLEX growth strategy, improving efficiency and promoting digital transformation. When evaluating the entire IT budget, we found that annual SAP maintenance-related fees comprised a large percentage—although the service we received was below expectations. In other words, our investment and risk were high, whereas ROI was low and there were few options available from SAP. That's why I chose to switch to Rimini Street," says Tae-joon Park, manager of the Management Information Team.

## The Rimini Street Solution

Rimini Street clients can reduce annual support costs by up to 90 percent and enjoy comprehensive service. Additionally, Rimini Street supports business-critical customizations across a global SAP implementation spanning 200 countries. Moreover, Rimini Street clients receive relevant and timely tax, legal and regulatory updates at no additional charge, as well as roadmapping, interoperability and other managed services.

**Benefits**

- **Invested in IT innovation:** By significantly reducing the cost of ERP support and deferring upgrades, SIFLEX can invest in strategic IT initiatives.
- **Secured maintenance support for its existing SAP ERP:** SIFLEX can confidently run its SAP application for the next 15 years.
- **Received premium support:** The company receives rapid, responsive support from expert engineers with a minimum of 15 years of SAP ERP application experience.

*“By switching to Rimini Street, we reduced our annual costs beyond support fees, avoided upgrades, plus received faster and more comprehensive service. Our organization has been able to reallocate funds to strategic IT initiatives.”*

**Tae-joon Park**

*Manager of the Management Information Team, Management Support Division*

In choosing Rimini Street, SIFLEX wanted immediate access to expert engineers who are capable of resolving issues quickly. Like all other Rimini Street clients, SIFLEX is assigned a primary support engineer (PSE) with more than 15 years’ SAP ERP experience. IT team members have taken note that service far surpasses SAP’s call-center support model. Rimini Street PSEs respond to all issues 24/7/365, delivering to an SLA in which response is provided within 15 minutes for critical issues. And SIFLEX has received rapid, customization-related response as well as an appropriate level of support across the board.

**Client Results**

In moving to Rimini Street, SIFLEX has reduced annual SAP maintenance fees by 50 percent and benefitted from swift, expert support. The company can now run its stable, solid version of SAP ECC for at least the next 15 years without needing an upgrade just to remain on vendor support — while knowing that it has safely archived the improvements to which it is entitled. Going forward, IT plans to use its support savings to fund innovative IT projects, planning to actively apply additional services provided by Rimini Street to maximize SAP system utilization.

“The biggest advantage of working with Rimini Street is that direct 1:1 communication with our PSE is truly possible,” says Tae-joon Park. “Before, even when I reached out to the vendor, problems were not resolved. Therefore, I had no choice but to take a chance and rely on information that might be invalid. No one took control of a situation. At Rimini Street, though, all engineers collaborate under the leadership of the PSE until the problem is solved. When I worked with SAP, I did not experience this collaborative attitude and stability. Rimini Street is the first company where all employees step forward to help the client’s business grow. From my perspective as a client, I was deeply impressed with how everyone worked together.”

**For More Information**

To learn more about SIFLEX or to read other client success stories, visit [www.riministreet.com/clients](http://www.riministreet.com/clients).

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