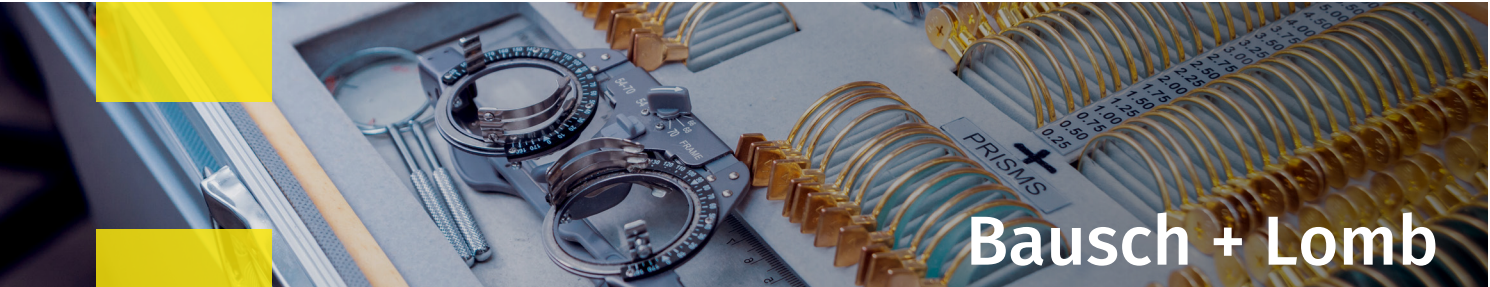


Client Success Story

Bausch + Lomb Solves Complex PeopleSoft 8 and Oracle Database 11g Interoperability Issues



Client Profile: Bausch + Lomb is one of the best-known and most respected healthcare brands in the world, offering the widest and finest range of eye health products including contact lenses and lens care products, pharmaceuticals, intraocular lenses and other eye surgery products.

Industry: Healthcare manufacturing

Geography: Headquarters in Rochester, NY with products available in more than 100 countries

Revenue: \$3.3 billion USD

Employees: 12,000

Applications: PeopleSoft HCM 8.9, Financials 8.4, CRM 8.8, EPM 8.8

Hardware/Operating System/Database: HP/UX 11.31/Oracle Database Enterprise Edition 11

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"We moved to Rimini Street, saved a significant amount of money, and support levels were fantastic. For us, switching to Rimini Street was a home run."

Brian Baggett,
Director Business Technologies
Bausch + Lomb

As one of the largest suppliers of eye health products, Bausch + Lomb has a heavily customized infrastructure to meet the needs of its global workforce.

The Bausch + Lomb Challenge

For Bausch + Lomb, keeping its enterprise systems intact and stable is imperative. Faced with multiple ERP and database challenges, the company turns to Rimini Street as a trusted partner.

After first implementing PeopleSoft in 1998, Bausch + Lomb remained on PeopleSoft support and steadily upgraded its PeopleSoft applications over the years. Bausch + Lomb Director Business Technologies Brian Baggett describes his company's relationship with PeopleSoft as "a great partnership": PeopleSoft was a "wonderful company" that provided good break/fix support and continued to improve and expand its applications with Bausch + Lomb's feedback. To meet its specific needs, Bausch + Lomb heavily customized its PeopleSoft system. PeopleSoft HCM manages its global workforce of 12,000 in 54 countries, and PeopleSoft Financials handles the books in the US, Canada, Mexico and Western Europe.

When Oracle acquired PeopleSoft in 2005, according to Baggett, "the relationship changed, and we struggled to keep a strong partnership." Confidence about the enhancements that would be included in future releases of PeopleSoft fell; and support levels declined to the point where, as Baggett put it, "We had customized a great deal and found trying to get support wasn't a good use of our resources. Over time we came to support the platform ourselves." Additionally, highly satisfied with its PeopleSoft applications, Baggett and his team did not see any value in continuing to pay steep annual maintenance fees to the vendor for new functionality and declining support quality.

The company switched to Rimini Street in March, 2009. "We found we were paying a huge sum of money for maintenance, but were getting neither the benefit of future enhancements nor support. We moved to Rimini Street, saved a significant amount of money, and support levels were fantastic. It was just that easy."

Benefits

- **Saved 50% on Annual Support Fees:** Bausch + Lomb immediately cut its annual maintenance fees in half.
- **Avoided Expensive Application Software Upgrade:** Bausch + Lomb saved significant money and resources by upgrading from Oracle Database 10g to 11g while leaving its PeopleSoft 8 applications in place.
- **Recouped Opportunity Costs:** Instead of spending time and money on an ERP upgrade with no business benefit, Bausch + Lomb's IT team is able to focus on meeting business requirements for enhancements to make its PeopleSoft system better serve the company's growing demands.

"Rimini Street is phenomenal — rapid response, unquestioning support of our customizations, and help in areas that go way beyond day-to-day support. Rimini Street has done a great job and we value the stability of our partnership."

Brian Baggett

Director Business Technologies
Bausch + Lomb

For More Information

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

The Rimini Street Solution

Rimini Street guarantees a 30-minute response time for serious issues, with actual response time averaging less than five minutes. Each client is assigned a named, regionally based Primary Support Engineer (PSE) who becomes the client's primary go-to contact when issues arise. Backing up the PSE is a team of experienced specialists who work on client issues as needed. Rimini Street also covers customized code at no extra charge, and includes operational and advisory support on issues such as performance levels and new enhancements.

Baggett says, "Rimini Street is phenomenal — they've done a bang-up job for us — from the rapid response to our calls, support for our customizations, to areas that go way beyond day-to-day support. Rimini Street has done a great job and we value the stability of our partnership."

Client Results

In July 2013, Bausch + Lomb was faced with a new challenge. Oracle planned to sunset support for its Database 10g product. The company was being pushed to upgrade to 11g, which would also force an upgrade to PeopleSoft 9 (PeopleSoft 8 is not Oracle-certified to run on 11g). A common issue, customers often upgrade their database when the release they are running reaches end of life and is no longer supported by the vendor except at low-service sustaining levels.

Baggett went to Rimini Street for advice on how to stabilize his PeopleSoft 8 applications on Oracle Database 11g — and thereby avoid the need for an expensive, time-consuming upgrade. Rimini Street responded by providing Bausch + Lomb with specific infrastructure upgrade recommendations for moving from Oracle Database 10g to 11g — including solutions designed to insulate current environments using virtualization, upgrade to the appropriate PeopleTools release level, and inform as to the benefits of Citrix Desktop as a potential solution for browser incompatibility and mobile device support.

"We had no intention of upgrading, of touching it again," says Baggett of his PeopleSoft 8 suite. "The level of customization we've applied is significantly beyond what PeopleSoft 9 offers. Rimini Street came back to us with a solution set that told us how to mitigate the risks we were looking at," Baggett explains. "They did a fantastic and knowledgeable job of assessing all the release versions, all the complex interoperability issues. Essentially, Rimini Street put together a game plan for Bausch + Lomb for how we could move over to 11g and be successful."

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