KYOCERA SGS PRECISION TOOLS

KSPT high-performance end mills, drills and routers are increasing productivity around the world. The company relies on PeopleSoft to achieve efficiencies in-house.

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Steve Cochrane, IT Director, Kyocera SGS Precision Tools

AVOIDED EXPENSIVE, DISRUPTIVE UPGRADE

LIBERATED RESOURCES WITH ULTRA-RESPONSIVE SERVICE

VERTICAL/COUNTRY: MANUFACTURING/USA

SOFTWARE: PEOPLESOFT FSCM 9.0; PEOPLETOOLS 8.51.18

KYOCERA
SGS Precision Tools

COMPANY OVERVIEW:
Kyocera SGS Precision Tools (KSPT) is a leading manufacturer of a comprehensive line of precision, solid carbide rotary cutting tools for the metalworking, automotive and aerospace industries.

Leading Manufacturer Retools Resources, Takes Control of PeopleSoft Roadmap

The Kyocera SGS Precision Tools Challenge

Kyocera SGS Precision Tools (KSPT) uses PeopleSoft to run the company's manufacturing, supply chain, order management and financials processes — "almost everything except HR," according to IT Director Steve Cochrane. "We have a big footprint for a small company. When I go to PeopleSoft user groups, we're probably the smallest organization running as many modules as we do, with a staff of only four, including myself."

PeopleSoft 9.0 applications are stable and meet the company's business needs day in, day out. So when Oracle released PeopleSoft 9.2 in 2013, Cochrane's reaction was lukewarm. "At PeopleSoft user group meetings, I think I can count on one hand the number of manufacturers now running PeopleSoft. So, our feeling has been that Oracle is not going to continue to enhance the manufacturing side of PeopleSoft. We didn't see enough benefits in 9.2 to justify taking the time and expense to upgrade. And Oracle's cloud timeline is so vague that we won't be looking at that seriously for at least a couple of years."

2013 was a tough year in the manufacturing industry, and KSPT was looking to cut costs, not incur additional ones through a forced ERP upgrade to remain fully supported. Also, IT had more pressing things to do: as KSPT sold part of its business and acquired another in Indiana, Cochrane's team was focused on rolling out PeopleSoft to the newly acquired company.

With a mandate to make cutbacks, Cochrane examined the large recurring IT budget line item representing his annual PeopleSoft maintenance fees, and evaluated his actual support needs. "We rarely used Oracle for any of our PeopleSoft support," he says. "And when we did, it seemed like we ended up doing most of the work anyway." Cochrane felt he needed support to secure his PeopleSoft applications, but saw little value in continuing to pay Oracle's steep annual maintenance fees.

The Rimini Street Solution

With Oracle unwilling to negotiate its annual maintenance fees, KSPT researched independent support providers and switched to Rimini Street in October 2013. As a result, KSPT received immediate cost savings of 50 percent over its former vendor support fees, as well as 24/7/365 access to an expert team of support engineers.

In addition, KSPT has archived the PeopleSoft 9.2 software it licensed from Oracle before leaving Oracle support. This complete, managed archive will enable the company to upgrade at a time that makes sense for the business. Cochrane explains: "We just didn't see enough benefits for us to upgrade right away. That's why we archived our 9.2 version with Rimini Street's assistance. We would like to take advantage of what PeopleTools has to offer in the future, but right now there are acquisitions and business events that require our time and attention. And in the meantime, we can continue to enhance our PeopleSoft 9.0, modifying it over time, making it our own, because Rimini Street supports all our customized code as well. In fact, this new support model has given us the freedom to go ahead and modify things the way we've always wanted to, because we're no longer going to be affected by the latest patches coming out, or be unable to get support for something we've customized."

Client Results

Cochrane's team was used to handling most support issues itself, so having 24/7 support, even for minor issues, took some getting used to. "I need my analysts to be doing other things, not always delving down into fixing PeopleSoft issues. That's a change management issue, and their willingness to let Rimini Street handle issues has already improved. And then there's our subject matter experts in areas like accounting and inventory, who currently file IT help tickets through an in-house system; eventually, I'd like to train them, too, to go directly to Rimini Street for help.

"From a support standpoint, going to Rimini Street is much simpler than jumping through all the steps and hoops you have to get support from Oracle. From the start, all our communications with Rimini Street have been very positive. If I needed something, they were there."

Cochrane says, "The independent support option gives us flexibility. We know we can get to the 'latest and greatest,' PeopleSoft 9.2, a year or two down the road if we choose to; and in the meantime, we can move forward with enhancing our existing ERP system and still be confident it's getting the best possible support."

FOR MORE INFORMATION
To learn more about Kyocera SGS Precision Tools or to read other client success stories, visit **www.riministreet.com/clients**.

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