

AT A GLANCE

**Client Profile:**

Color Spot Nurseries is a wholesale nursery that grows, markets and distributes a range of plants and flowers to more than 2,000 retail and commercial customers in the western and southwestern United States. Color Spot specializes in the distribution of high-quality bedding plants, vegetables, herbs, shrubs, premium blooming plants, ground cover, ornamentals, and more.

**Headquarters:** Fallbrook, CA

**Geography:** Operates 12 production facilities throughout the United States and ships to customers including Home Depot, Lowes, Wal-Mart, K-Mart, Rite-Aid, Kroger, and Orchard Supply in 26 states.

**Industry:** Manufacturing

**Employees:** 3,500

**Revenue:** Privately held

**Applications:** SAP R/3 4.7

**Hardware:** Windows Server 2003/SQL Server 2005



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*Eric Robinson  
Chief Information Officer  
Color Spot Nurseries*

## Color Spot Nurseries Expands SAP Footprint with Rimini Street

Color Spot Nurseries, a leading wholesale producer and distributor of specialty horticulture, has continued to successfully expand its SAP footprint to meet growing and changing business needs while leveraging Rimini Street Support since 2010.



When it switched from SAP vendor support to Rimini Street Support more than three years ago, Color Spot greatly improved the level of support it receives for its SAP system, and at the same time, was able to cut its annual maintenance and support costs by more than 50 percent. The savings were used to drive strategic initiatives and to meet the ongoing needs of the business.

### Color Spot Benefits from Rimini Street’s Innovative Support Model

Color Spot specializes in the production and distribution of high-quality bedding plants, vegetables, herbs and shrubs to more than 2,000 retail and commercial customers around the US. Since 2001, the company has relied on its SAP R/3 4.7C implementation for mission-critical operations, including finance, human resources and payroll processes. The company also continues to grow aggressively through acquisitions and expand its SAP instance across all entities.

After an internal audit in late 2009 showed that SAP vendor maintenance fees consumed over 20 percent of the total IT budget and did not deliver value commensurate with the support the company received, Color Spot’s Chief Information Officer, Eric Robinson, made the decision to switch from SAP to Rimini Street in 2010. Moreover, SAP had announced that it would no longer provide support for release 4.7C, which would have forced Color Spot to undergo an expensive, unneeded and disruptive upgrade to ECC 6.0, or else face de-support.

### 20% of IT Budget Went to SAP Support — Only 9% of IT Budget Now Goes to Rimini Street Support

Robinson explains the key drivers behind Color Spot’s move to third party support: “The number-one driver by far was the current steep cost of vendor maintenance compared to the value we were receiving. I have a flat IT budget, and we went from 20 percent of the budget for SAP support to nine percent with Rimini Street Support. That’s real money I can use for other forward-looking strategic IT initiatives.”

## BENEFITS

- **Expanded SAP Footprint with No Disruption in Support** – Under Rimini Street Support, Color Spot Nurseries is aggressively extending the reach and functionality of its SAP landscape.
- **Gained Mission-Critical Savings** – Color Spot has exceeded its cost reduction goals through significant reduction in support fees.
- **Enjoying Expert Service** – Significantly improved the level of support received compared to vendor support; Rimini Street considered a valued partner and extension of IT team.

## WHY RIMINI STREET

- **Proven** – Hundreds of global, Fortune 500, midmarket and public sector organizations from virtually all industries depend on Rimini Street as their trusted independent provider of enterprise software support.
- **Premium** – Our ultra-responsive support program includes valuable services not included with standard vendor support, including support for customizations, interoperability and performance tuning.
- **Personalized** – As a Rimini Street client you are assigned a named, regionally based Primary Support Engineer who heads up a team of specialists and experts on call as needed – as well as a named Global Account Manager dedicated to your success and satisfaction.

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**Rimini Street**  
Redefining Enterprise Software Support™

Through Rimini Street’s innovative, premium-level support model, Robinson immediately cut his maintenance budget by 50 percent, gained support for customizations at no additional cost and received guaranteed support for Color Spot’s existing SAP R/3 release for at least another decade. The switch to Rimini Street support for SAP has enabled Color Spot to avoid costly, disruptive upgrades that would have been performed for the sake of continuing support. Color Spot also utilizes the Rimini Street Tax Engine for SAP Payroll and receives regular tax, legal and regulatory updates and that keep the organization in compliance with changes taking place at the local, state and federal levels.

## Color Spot Expands Use of SAP While Supported by Rimini Street

Color Spot has aggressively managed its business to optimize market opportunity and streamline internal operations while under Rimini Street Support for the past three years, including making acquisitions to enter or consolidate markets. To enable this growth and expansion, Color Spot has expanded its use of SAP, including the purchase and deployment of new SAP licenses and has relied on Rimini Street for support of its growing, changing SAP footprint.

CIO Robinson describes Color Spot’s vision for SAP five years from today: “In five years we will still be running SAP R/3 4.7 but we will have built significantly around the edges of our core ERP system. For example, we have developed, and will continue improving, a web portal that enables orders to be entered and inventories to be taken for our team out in the Home Depot stores. We plan to significantly expand its functionality. We will have other add-ons to SAP that we have either bought off the shelf or built ourselves – for example, DRP, APO and CRM. It is likely we will have heavily modified SAP to work exactly the way our user community needs it to maximize their efficiency (again, for example, Order Entry needs streamlining).”

## Leveraging Best Practices in Maintenance and Support

Robinson reflects on the value Rimini Street has brought to his business: “I would say I am able to leverage best practices, because I consider best practices to be what is most efficient for the business – not what a software vendor says is best practices. We now make the software do what we want rather than the other way around, and Rimini Street is a big part of that process. The only thing Rimini Street does is support – it is not simultaneously a software factory – so it makes sense that Rimini Street is acting as a formulator and executor of best practices in maintenance and support.

“Three years ago, we made the critical decision to switch from SAP vendor support to Rimini Street and we couldn’t be happier with the decision and the results. Their support model works as advertised and we have been able to achieve great success, including reducing our software maintenance costs from 20 percent to only 9 percent of my overall IT budget, and significantly improving the level of support we receive,” said Robinson. “Today, Rimini Street is much more than a vendor – I consider them a valued partner and extension of my IT team, especially during this important period of growth and expansion.”

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