

Client Success Story

# Leading South Korean Trade Consulting Company Slashes Database Support Costs



**Client Profile:** EC21 is a leading export marketing and trade consulting firm that helps South Korean small and medium enterprises expand their territories overseas and establish export infrastructure and overseas buyers.

**Industry:** Trade

**Geography:** Headquartered in Seoul, Republic of Korea

**Revenue:** 15 Billion South Korean won

**Employees:** 130

**Products Supported:** Oracle Database 11.2.0.3



*"By switching to Rimini Street, we not only reduced our annual support costs, we avoid unneeded upgrades and receive faster and more comprehensive support. Our organization has been able to reallocate funds to strategic IT initiatives."*

**Tae-joon Park**

Manager of the Management Information Team  
Management Support Division, EC21

EC21 has built a global business-to-business trading network that serves more than 2.3 million member companies, 3.5 million buyers and covers 7 million products.

## The EC21 Challenge

Through two decades of operations, EC21 has developed one of the industry's most extensive information databases — and it is still growing. Although EC21 has been very satisfied with the performance of its Oracle Database, the company wanted to reduce its high operating costs, in particular annual support fees.

In addition, EC21 needed to improve IT productivity and pursue strategic projects such as cloud-based applications that would extend and grow its business.

"We use Oracle Database as our core system for managing important data across our business. However, the cost of maintaining this critical system and ensuring performance and availability was quite steep," says Hak-joon Lee, senior research associate, New Commerce Team, New Business Division for EC21. "The value we received for our support fee was very limited and ROI was low."

The company's existing Oracle Database is an immense, mission-critical system. While EC21 considered reducing its total cost of ownership by migrating to an open-source or cloud-based database, the company was concerned about the risk of business disruption with such a move. Plus, EC21 needed a cost-effective solution that would ensure it would receive ultra-responsive support to keep its database up and running with outstanding availability and performance.

EC21 investigated third-party support options to reduce high vendor maintenance fees for its existing Oracle Database.

## Benefits

- **Reduced support and maintenance spend:** EC21 is saving 50 percent of its previous Oracle Database annual support fees, while receiving more responsive support and value-added services like performance support at no extra cost.
- **Received improved support services:** Rimini Street's Primary Support Engineer (PSE) model provides EC21 with an expert familiar with the company's systems, resulting in faster issue resolution.
- **Gained strategic flexibility:** EC21 can now rely on its stable and effective Oracle Database environment for years to come, allowing IT resources to innovate by creating new cloud-based applications instead of upgrading its systems to remain fully supported.

*"By switching to Rimini Street, we were able to reduce the annual maintenance fees by more than 50 percent and receive faster and more comprehensive support. We intend to use Rimini Street for other enterprise applications in the future."*

### Hak-joon Lee

Senior Research Associate  
New Commerce Team  
New Business Division, EC21

## For More Information

To learn more about EC21 or to read other client success stories, visit [www.riministreet.com/clients](http://www.riministreet.com/clients).

## The Rimini Street Solution

"Although our IT maintenance costs consumed a huge portion of our budget, Oracle Database support is directly related to system stability and critical to our business — so we were very cautious as we considered transitioning our support services from Oracle to a third-party provider," Hak-joon Lee says.

After researching its options, EC21 chose Rimini Street to support its Oracle Database, which immediately slashed its annual maintenance and support fees by 50 percent. EC21 also gained access to value-added services such as performance tuning, interoperability support and security guidance at no additional charge.

Hak-joon Lee says that EC21 expects the new Rimini Street services will enable the company to extend the life and performance of its database as well as free funds and resources for more strategic projects over several years. In addition, EC21 expects to avoid the cost of forced upgrades that would have been required to stay fully supported by Oracle. EC21 says total support cost savings will extend well beyond the initial 50 percent support fee reduction, and over time could bring total savings up to 90 percent.

## Client Results

After switching to Rimini Street, Hak-joon Lee says EC21 is receiving expert support at lightning speed, which has helped the company use up IT resources for more critical projects. EC21 can now explore strategic initiatives such as new cloud-based applications without facing pressure to perform costly upgrades. In fact, EC21 can count on Rimini Street to provide this same high level of service for at least 15 years on its current release.

Like all Rimini Street clients, EC21 is working directly with an assigned senior Primary Support Engineer (PSE) with an average of 15 years of Oracle Database experience. There is no call center at Rimini Street with entry-level support staff; clients can contact their PSE directly.

"The Rimini Street PSE support model is dramatically different from most vendors", Hak-joon Lee explains, noting that EC21 enjoys improved service compared to the service EC21 had received from Oracle, including 15 minute SLAs for initial response by the Rimini Street PSE to urgent issues.

"A lot of organizations across the globe use Rimini Street, which is proven and mainstream. Because our PSE responds directly to our inquiries, a lot of stress has been reduced. I feel confident that we are currently working with the best support company," Hak-joon Lee says. "Our Rimini Street PSE has become part of our team, and we now receive better support for our Oracle Database than we ever have."

## Worldwide Headquarters

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