Support Revolution

The business case:
Oracle/SAP third-party support

You've decided to switch from Oracle/SAP to third-party support, so the next step is to build the business case for the move, showing the benefits your organisation will realise once it has moved to Support Revolution.

This short guide will outline how to build that business case, what figures you will need, and provide a template for you to quickly create the comparison between Support Revolution and your current vendor(s).

STEP 1: DEFINE THE PROBLEM

To begin, you must identify the problems that your organisation is facing, and the reasons behind why you are recommending switching:

- **Money:** You have a cost saving or profit margin goal to meet by a certain date. Support Revolution will help you reach that goal by slashing your annual Oracle/SAP support bill.

- **Relationship:** Your relationship with Oracle/SAP is poor because of audits, fines and aggressive sales tactics. Support Revolution will help remove and shelter you from the worst of these and replace your old, toxic relationship with a new, fresh relationship with a supplier that wants to work with you.

- **Freedom:** You may be stuck in an Oracle/SAP Unlimited Licence Agreement (ULA) and overpaying for your software and support, or you may be trapped in an endless cycle of upgrades that add no value. Support Revolution can help free you from these unnecessary costs and the associated drain on your resources.

Note that while it is important to highlight the full list of problems that third-party support can solve for your organisation, we recommend focusing your business case primarily on the most pressing and easy to quantify factor: saving money.

STEP 2: COMPARE THE OPTIONS

We have provided a template and some ideas to help you calculate your business case for third-party support.

- **Vendor annual support and maintenance**
  These annual charges are often some of the largest costs an IT department faces. To get these figures, look for last year's vendor support invoices – this base figure is guaranteed to at least remain the same (Oracle and SAP do not reduce their support fees). We recommend factoring in a cost increase of 4% per year as this is what we see on average across the market.

- **Calculating your Support Revolution savings**
  To calculate this, just halve the value of whatever you are paying the vendor each year and put this under Support Revolution's annual support and maintenance cost for each year.

- **Vendor upgrade costs**
  Organisations have a choice of whether or not they upgrade their software. However:

  - If you use an Oracle Database, then Oracle will insist you upgrade to a currently supported release to get its security fixes. This means regularly upgrading Oracle-based systems with the associated costs. Support Revolution provides its own security solution (within the price). This provides a virtual fence around your Oracle Database which is automatically updated with new fixes as they are released, meaning you will always be protected.

  - If your organisation uses Oracle/SAP payroll software, you will be forced to do annual patching and a major upgrade every five years or so to stay supported by the vendor. There will be costs associated with the upgrade including those for external consultants/IT partners, internal resources, and potentially hardware upgrades or Cloud costs. We recommend checking the cost of the last ERP upgrade with your finance team and including those costs in your business case in the 'vendor's upgrade costs' section. With Support Revolution, there are no upgrade costs as we support all versions of Oracle and SAP software indefinitely.

Other factors:
Use this section to list any other additional costs and factors that are relevant to your organisation. Two areas we recommend considering are:

- additional costs for software going out of support

- audits from your vendor

If you have the information, check to see if any of your software will be leaving mainstream support. If it is, you will have to factor in the extra costs of an upgrade as previously mentioned, or the additional fees Oracle/SAP will charge to support the expired products. With Support Revolution, there are no "end dates" for supporting a product. All of your software will be supported for the term of your contract.

Oracle and SAP audits are inevitable and are often a cause of stress (and cost). While many worry that joining Support Revolution may increase the risk of an audit, we can reveal that the opposite is in fact true.

Joining Support Revolution removes you from the relationship with your previous vendor - you're no longer on its sales team's radar to push you to Cloud and you actually gain more power and leverage in negotiations.

We recommend looking at any previous fines you have received from the vendor and suggest including a budgetary figure for a future fine in the next three years. In our experience, Oracle/SAP will return to do another audit if they managed to fine you in the past.

STEP 3: PRESENT THE OPTIONS

Across three years, Support Revolution can save the example organisation below roughly $2,121,600.

	VENDOR SUPPORT OPTION				SUPPORT REVOLUTION OPTION			
	Year 1	Year 2	Year 3	TOTAL	Year 1	Year 2	Year 3	TOTAL
ANNUAL SUPPORT COSTS								
Annual support and maintenance contract	$1,000,000	$1,040,000	$1,081,600	**$3,121,600**	$500,000	$500,000	$500,000	**$1,500,000**
UPGRADE COSTS								
External consultants	–	–	$300,000	**$300,000**	–	–	–	–
Internal staff	–	–	$100,000	**$100,000**	–	–	–	–
Hardware upgrades	–	–	$100,000	**$100,000**	–	–	–	–
OTHER FACTORS								
Audits	–	–	–	–	–	–	–	–
Other factors	–	–	–	–	–	–	–	–
TOTAL	$1,000,000	$1,040,000	$1,581,600	**$3,621,600**	$500,000	$500,000	$500,000	**$1,500,000**

Real-life examples

Below are just some examples of how Support Revolution helped our customers significantly cut costs, continue with their current setups, and escape from vendor's price increases and upgrade cycles.

Arriva was trapped in the Oracle Cloud and wanted more flexibility and savings to complete its transition to SAP. We switched Arriva from Oracle Cloud to AWS, and combined with our 50% price cut to its maintenance fees, Arriva's total annual savings on hosting and support are 68%, which is now being invested elsewhere in the business.

supportrevolution.com/case-study-arriva

Reed was being forced to upgrade its systems to receive annual payroll software updates from Oracle, even though it was happy with its setup. We helped Reed avoid further upgrades by supporting the organisation on its current version and providing our own annual payroll patches. Reed halved its support fees and avoided costs for unnecessary upgrades.

supportrevolution.com/case-study-reed

Haringey Council was facing SAP end-of-support deadlines and massive upgrade costs. Instead, with Support Revolution, it was able to sweat its "legacy" systems. The council saved a massive 90% on its support fees while still receiving software support and legislative updates, including our annual payroll patches for its SAP software. We also moved Haringey from its hosting provider to Amazon's Cloud (AWS) and took over its managed services, which delivered further savings of nearly $300,000 a year.

supportrevolution.com/case-study-haringey-council

Further customer case studies are available on our website: supportrevolution.com/customers

GET MORE INFORMATION

Download our in-depth guides

We understand that you may need additional information on our services and procedures to answer any in-depth questions you may have.

That is why we have a range of tools and guides to help:

- **Third-party support FAQs**
  https://bit.ly/3cxgeub

- **Support service and SLAs**
  https://bit.ly/34Wax6n

- **Security patching**
  https://bit.ly/2zcIrbe

- **Legislative patching**
  https://bit.ly/2RTKqaR

Download comparison table

We have also provided a blank version of the comparison table we have shown in this guide for you to download. Just enter your figures and it will automatically show the savings your organisation could make:
https://bit.ly/32daR0N