

# Staffmark Group Leverages Rimini Street Support for Oracle PeopleSoft Powering Payroll for 35,000 Employees a Week

***Leading staffing and recruitment firm benefits from Rimini Street's ultra-responsive service, unmatched PeopleSoft expertise and ultra-fast Legislative-to-Live™ tax, legal and regulatory updates, leverages savings to increase investments in advanced service offerings for customers***

LAS VEGAS--(BUSINESS WIRE)--Jan. 26, 2022--[Rimini Street, Inc.](https://www.businesswire.com/news/home/20220126005280/en/) (NASDAQ: RMNI), a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products and a Salesforce partner, today announced that Staffmark Group, an award-winning staffing and recruitment firm, continues to leverage Rimini Street to support the company's PeopleSoft system environment support and maintenance. Since making the switch to Rimini Street, Staffmark has significantly improved the quality, responsiveness and depth of PeopleSoft support available to its internal IT team, enabled faster tax, legal and regulatory updates, and plans to reinvest support cost savings in service offering innovation and enhancements such as AI analysis capabilities and automated job posting functionality for employers and jobseekers – a vital part of its competitive market strategy.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20220126005280/en/>

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(Photo: Business Wire)

## **Mission-Critical System Requires Mission-Critical Support**

Headquartered in Cincinnati, Ohio, Staffmark Group is a member of RGF Staffing and is comprised of brands across three units: technical/professional, administrative/light industrial, and process outsourcing. The organization has a national network of more than 3,000 professionals in more than 400 branches; they place 245,000 people in jobs each year – and they are growing. Staffmark's PeopleSoft system is one of the core infrastructure assets that touches all key operational functions – recruiting, staffing, orders, assignments, candidates and internal human resources (HR) benefits and financials. One of the most critical operations is payroll.

"We run payroll daily, serving approximately 35,000 employees a week, so any issue running this critical process accurately and on time would be catastrophic, so it's a mission-critical process that must be bulletproof and always on," said Jill Crabtree, vice president, ERP Technology, Staffmark.

As Staffmark continued to grow and expand as a brand, one of the challenges that Crabtree needed to address was the various instances and versions of PeopleSoft the company was running across its numerous divisions. She embarked on a five-year project to transition the entire business – including all subsidiaries and a new acquisition – onto PeopleSoft 9.2. Once the consolidation and standardization across the organization was complete, the next step was to further drive out costs and create more operational efficiencies.

Already familiar with Rimini Street from a previous job at a different company, Crabtree knew that by switching to Rimini Street's higher-value support model for the Staffmark Group's PeopleSoft System, she could obtain a higher quality of support than the company was receiving from Oracle and, at the same time, liberate substantial costs for investment in other business priorities.

"I knew from experience that Rimini Street's claims regarding their value proposition were all real – including its ultra-responsive support from experienced PeopleSoft engineers – and faster delivery of high-quality tax, legal and regulatory updates would assure us that we could keep our daily payroll operating smoothly in full compliance and create operational efficiencies. I had no hesitations about the positive impact this would have at Staffmark," continued Crabtree. "For example, there have been numerous tax, legal and regulatory updates related to COVID-19, and we've been able to get immediate, customized updates for those changes. The support we receive is phenomenal."

## **Expert, Personalized Support Services with Quality Tax, Legal & Regulatory Updates**

Rimini Street delivers ultra-fast Legislative-to-Live™ tax, legal and regulatory updates available for nearly 200 countries in the United Nations. Updates are customized to meet the needs of each client and work in its unique environment. Calculations and parameters are checked and verified across multiple sources, developed using Rimini Street's proprietary and proven processes and delivered to clients in advance of legislative effective dates.

As with all Rimini Street clients, Staffmark is assigned a Primary Support Engineer with an average of 20 years of enterprise software experience and backed by a team of functional and technical engineers. The company also benefits from Rimini Street's award-winning service level agreement of 10-minute response times for critical Priority 1 cases.

"We have so much confidence in Rimini Street. The staff is knowledgeable, reliable and dedicated. The Company's comprehensive approach has enabled us to maximize the functionality of our PeopleSoft system and all of the associated investments we've made. In addition, the Company exceeds their own industry-leading SLAs – currently we have an average response time for our critical P1 cases of just under two minutes," noted Crabtree.

"Staffmark is similar to so many organizations across North America and globally that are seeking better operational support and deliverables, want to drive out unnecessary costs, create operational efficiencies and free up limited resources to fund and advance transformation initiatives that will propel their organizations forward," said [Emmanuel Richard](#), senior vice president and theatre general manager, North America at Rimini Street. "Our collaborative approach with the Staffmark Group is a testament to how we help our clients improve competitive advantage and drive growth."

For more information about Rimini Street's collaborative approach with the Staffmark Group, click [here](#).

### **About Rimini Street, Inc.**

Rimini Street, Inc. (Nasdaq: RMNI), a Russell 2000® Company, is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products and a Salesforce partner. The Company offers premium, ultra-responsive and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation and achieve better business outcomes. To date, more than 4,400 Fortune 500, Fortune Global 100, midmarket, public sector and other organizations from a broad range of industries have relied on Rimini Street as their trusted application enterprise software products and services provider. To learn more, please visit <http://www.riministreet.com>, follow [@riministreet](#) on Twitter and find Rimini Street on [Facebook](#) and [LinkedIn](#).

### **Forward-Looking Statements**

Certain statements included in this communication are not historical facts but are forward-looking statements for purposes of the safe harbor provisions under The Private Securities Litigation Reform Act of 1995. Forward-looking statements generally are accompanied by words such as "may," "should," "would," "plan," "intend," "anticipate," "believe," "estimate," "predict," "potential," "seem," "seek," "continue," "future," "will," "expect," "outlook" or other similar words, phrases or expressions. These forward-looking statements include, but are not limited to, statements regarding our expectations of future events, future opportunities, global expansion and other growth initiatives and our investments in such initiatives. These statements are based on various assumptions and on the current expectations of management and are not predictions of actual performance, nor are these statements of historical facts. These statements are subject to a number of risks and uncertainties regarding Rimini Street's business, and actual results may differ materially. These risks and uncertainties include, but are not limited to, the impact of our credit facility's ongoing debt service obligations and financial covenants and operational covenants on our business and related interest rate risk, the duration of and operational and financial impacts on our business of the COVID-19 pandemic and related economic impact, as well as the actions taken by governmental authorities, clients or others in response to the COVID-19 pandemic; catastrophic events that disrupt our business or that of our current and prospective clients, changes in the business environment in which Rimini Street operates, including inflation and interest rates, and general financial, economic, regulatory and political conditions affecting the industry in which Rimini Street operates; adverse developments in pending litigation or in the government inquiry or any new litigation; our need and ability to raise additional equity or debt financing on favorable terms and our ability to generate cash flows from operations to help fund increased investment in our growth initiatives; the sufficiency of our cash and cash equivalents to meet our liquidity requirements, including under our new credit facility; our ability to maintain an effective system of internal control over financial reporting, and our ability to remediate identified material weaknesses in our internal controls, including in relation to the accounting treatment of our warrants; changes in taxes, laws and regulations; competitive product and pricing activity; challenges of managing growth profitably; the customer adoption of our recently introduced products and services, including our Application Management Services (AMS), Rimini Street Advanced Database Security, and services for Salesforce Sales Cloud and Service Cloud products, in addition to other products and services we expect to introduce in the future; the loss of one or more members of Rimini Street's management team; uncertainty as to the long-term value of Rimini Street's equity securities; and those discussed under the heading "Risk Factors" in Rimini Street's Quarterly Report on Form 10-Q filed on November 3, 2021, and as updated from time to time by Rimini Street's future Annual Reports on Form 10-K, Quarterly Reports on Form 10-Q, Current Reports on Form 8-K, and other filings by Rimini Street with the Securities and Exchange Commission. In addition, forward-looking statements provide Rimini Street's expectations, plans or forecasts of future events and views as of the date of this communication. Rimini Street anticipates that subsequent events and developments will cause Rimini Street's assessments to change. However, while Rimini Street may elect to update these forward-looking statements at some point in the future, Rimini Street specifically disclaims any obligation to do so, except as required by law. These forward-looking statements should not be relied upon as representing Rimini Street's assessments as of any date subsequent to the date of this communication.

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