

# Officeworks Leverages Rimini Connect™ for Browsers to Maintain Business-Critical Customer Support and Avoid Costly, Disruptive SAP Software Upgrade

***Following the retirement of the IE11 browser, Officeworks maintained smooth and continuous functionality of critical CRM and customer support systems which relied on the browser***

LAS VEGAS--(BUSINESS WIRE)--Dec. 13, 2022-- [Rimini Street, Inc.](#) (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 Officeworks has leveraged [Rimini Connect™ for Browsers](#), part of the [Rimini Connect™](#) suite of integration and interoperability solutions, to help the company maintain stability of its core functions in the wake of the retirement of Microsoft Internet Explorer 11 (IE11).

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20221212005842/en/>

Through collaboration and partnership with Rimini Street, Officeworks has been able to extend the lifecycle and maximize returns on its core SAP solutions. (Photo: Business Wire)

As Australia's leading retailer of office products, supplies, furniture, technology, and education resources, [Officeworks](#) is committed to "making bigger things happen for its customers." It relies on its SAP CRM and ERP solutions for everything from customer support to online orders and more. Through collaboration and partnership with Rimini Street, Officeworks has been able to extend the lifecycle and maximize returns on its core SAP solutions.

Officeworks was able to avoid a costly, disruptive upgrade to its core SAP ERP system and could continue along its own, custom IT roadmap, ensuring a more versatile functionality than what was available to system users who relied on IE11 for business-critical customer support and CRM functionality.

"Many organizations in Australia and around the world face the same issue when critical functionality is affected by changes of various technologies or hardware," said Daniel Benad, group vice president and regional general manager, Oceania, Rimini Street. "Officeworks worked closely with Rimini Street to ensure the business was not affected by the retirement of a technology that its key CRM and customer support teams required. In doing so, the company was able to stay on track with its strategic, innovative projects that benefit its customers while avoiding costly SAP upgrades."

## **Future-Proofing Technology Investments in Collaboration with Rimini Street**

In 2021, Microsoft announced that it would retire IE11. Officeworks' SAP system was only certified to be accessed through IE11, which meant the retailer needed an alternative browser to effectively continue using its core CRM system, or risk the potential of having its Call Center and Online Customer Support unable to assist customers once IE11 retired.

Officeworks had to solve the problem of how to maintain stability, while simultaneously providing customer support center team members and others who relied on the SAP CRM, an almost invisible and uninterrupted transition of its system functionality. The company determined that a comprehensive upgrade was not an economically viable option to resolve the issue. It then engaged Rimini Street and made the decision to extend its software support and services solutions and implement Rimini Connect for Browsers. Following rigorous testing and bespoke adaptations to the solution that were necessary to meet the unique needs of Officeworks' environment, the implementation was completed before IE11 was retired.

"With Rimini Street, Officeworks is protected against current and future browser compatibility challenges and able to achieve the same functionality it needed to experience, but through other browsers such as Chrome or Edge," said Michael Howard, chief operating officer, Officeworks. "Now we can rest assured knowing our internal team members are no longer impacted in their ability to serve our valued customers due to browser related obstacles."

Rimini Connect for Browsers is part of the Rimini Connect suite of proven and proactive integration and interoperability solutions that allows for easy resolution of continuously changing integration and interoperability requirements. Clients can modernize and innovate their technology environment and extend and increase the lifetime value of their enterprise software products by keeping applications and databases compatible and integrated—now and in the future—with each other, and with elements in the technology stack, from the operating systems to the browsers.

For more information, please visit [Rimini Connect™ for Browsers](#).

## 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, over 4,900 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>, and connect with Rimini Street on [Twitter](#), [Facebook](#) and [LinkedIn](#). (IR-RMNI)

## 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. 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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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Janet Ravin  
Rimini Street, Inc.  
+1 702 285-3532  
[pr@riministreet.com](mailto:pr@riministreet.com)

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