



CHALLENGE

As part of an expansion project, Stillwater Mining licensed eRecruit, a new product from Oracle. In the process, Stillwater Mining was required to move off their concurrent based licensing structure to a named user contract. The requirement by Oracle to restructure their license usage for JD Edwards EnterpriseOne (E1), drove their annual support fees up over six times higher than previous years. This substantial increase in annual support fees led Stillwater Mining to seek alternative support options.

APPROACH

After researching alternatives for JD Edwards E1 support, Stillwater Mining selected Spinnaker Support over the alternative third-party support option. Spinnaker Support's overall culture and JD Edwards expertise made the decision to move to away from Oracle for a fraction of the cost, a strategic, smart, and easy move.

SOLUTION

Stillwater Mining became a Spinnaker Support customer in early 2016 and have been a highly satisfied customer since inception. Spinnaker Support currently provides Stillwater Mining their application maintenance support and their annual year-end legislative updates for W2s and 1099s on JD Edwards EnterpriseOne 9.1.

RESULTS

Stillwater Mining and Spinnaker Support have developed a long-term partnership, and our assigned support engineers are on a first name basis with the Stillwater Mining's IT department and JDE end users. We have delivered customized patches to eliminate the need to install time consuming ESUs that impact areas unrelated to the issue reported. Stillwater Mining was also able to reallocate IT funds to other integration and IT projects, like OnBase. With over 600 users and more than half accessing JD Edwards E1 remotely, they have built integrations into JDE for remote data entry job requirements. Stillwater Mining's future IT roadmap includes further investment in JD Edwards E1 9.2 and implementing innovative enhancements delivered in the latest 9.2 tools release.

Client Background

Stillwater Mining Company is the only U.S. miner of platinum group metals (PGMs). The company is engaged in the development, extraction, and processing of PGMs from a geological formation in south-central Montana. Stillwater employs approximately 1,400 people across its business. Parent company, Sibanye Gold Limited is based in South Africa.

INDUSTRY

Platinum Group Metals Mining

ENVIRONMENT

- JD Edwards E1 9.1 Tools 9.1.5.4
- Platform: IBM System i O/S V7.1
- Integrations: Vertex, Taleo, Transform AP
- Modules: Financials, Manufacturing, Distribution, Human Resources, Payroll and Foundation
- Maintenance and Tax and Regulatory

“ We always get a response from Spinnaker Support within the first 30 minutes and our assigned support team typically already has it resolved. They are more knowledgeable than Oracle Support, and we have complete confidence that our issue will be resolved efficiently every time we make a call to the Spinnaker Support team. ”

— Ross Martin

