



CFO Insights: Architecting a Resilient IT Ecosystem

The Forward Thinking Leader's Guide



“I’m Sarah, your CFO guide, here to share our growth story and why I trust Spinnaker Support as our strategic partner in progress.”

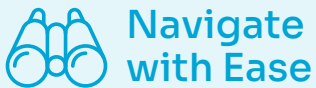
As a CFO at the helm of a growing enterprise, you’re faced with balancing innovation with financial prudence amidst economic uncertainties and global disruptions. Your role involves managing budget constraints while navigating the complex IT landscape, making strategic decisions that uphold your commitment to the organization’s success.

Amid the pressures from major players like Oracle and SAP pushing for continuous upgrades and cloud migrations, third-party support offers a practical alternative. This guide introduces how opting for third-party support can align with your leadership, enabling your company to innovate and grow without being weighed down by rising costs and inflexible IT commitments.


KEY TAKEAWAYS ADDRESSED IN THIS GUIDE:

- 1 Elevate Service Quality:** Learn how our focus sharpens on elevating your existing software’s service quality, aligning with your vision as a CFO to drive growth and innovation without being hindered by rising costs.
- 2 Swift Returns & Future Investments:** Discover the rapid benefits and investment freedoms that switching to third-party support brings to your organization.
- 3 Broad Organizational Benefits:** Find out how third-party support extends its advantages beyond the CFO, offering significant cost savings and choice across all departments.
- 4 Partnership Towards Progress:** See how transitioning to third-party support is more than a service change—it’s a step towards a future of cost savings, enhanced flexibility, and a tailored IT strategy.
- 5 Beyond Cost Savings:** Understand how third-party support delivers immediate financial relief, improved response times, and extended application lifespan, preparing your organization for a seamless cloud transition when ready.
- 6 Unburden IT for Innovation:** Learn how freeing your IT staff from routine support tasks allows them to concentrate on strategic projects that future-proof your organization.


Table of Contents



Discover More:

Click  to learn more about a topic.

Back to Start:

Tap  on the finger icon for the main menu.

Interactive links enrich your reading experience.

4	Chapter 1 Answering the Call to Innovate, Scale, and Transform
6	Chapter 2 Regaining Control With Third-Party Support
8	Chapter 3 The Organization-Wide Benefits of Third-Party Support
10	Chapter 4 Key Considerations for Third-Party Support
12	Chapter 5 Establishing a Working Relationship
15	Chapter 6 What to Expect During the Transition to Spinnaker Support
17	Chapter 7 A Future of Possibilities
19	Chapter 8 The Reflection



THE FORWARD THINKING LEADER'S GUIDE

Chapter 1

Answering the Call to Innovate, Scale, and Transform



Click to return to
Table of Contents





Sarah's perspective: One of my greatest day-to-day challenges is the budget and infrastructure constraints of our existing IT ecosystem. Not only is it costly — it's also restrictively inflexible, hindering our potential for growth and innovation. I know it's time for a solution that aligns with our company's vision for the future.

Never before has there been so much pressure on CFOs to identify solution providers that help your company innovate, scale, and transform. You're expected to improve the customer experience and facilitate the transition to new technologies, all while optimizing costs and improving speed to adoption. It's a tall order — even before considering how the cloud is changing business as we know it.

Most of the on-premise enterprise software that has helped shape today's businesses will eventually be migrated to the cloud. And while edge applications like CRM and HCM are moving there fast, stable, highly customized core ERPs potentially have another five to ten years of on-premise life.

So how can you balance the cost of on-premise enterprise software support, while also funding tomorrow's cloud-based solutions? How can you focus on digitalization, growth, and security while also meeting the demands of tomorrow?

For a growing number of CFOs, third-party support is the answer.

Not only does third-party support offer a high service level and value, but it also allows you to prolong the life of on-premise software at a fraction of the cost. Those savings can be used to rebalance your technology budget so you're spending less on legacy systems, infrastructure, and operations and more on business intelligence, cybersecurity, and cloud services.

THE FORWARD THINKING LEADER'S GUIDE

Chapter 2

Regaining Control With Third-Party Support



Click to return to
Table of Contents





Sarah's perspective: The high costs and rigid structures of OEM support are unsustainable. As I present these findings during a strategic meeting, I feel growing confidence and commitment to our company's welfare.

The switch to third-party support ushers in swift and tangible returns. First and foremost, the substantial cost savings give you the freedom to invest in the future. Rather than working your budget around ever-rising software support fees, you have the cash flow needed to accelerate digitalization and execute growth-focused initiatives.

Beyond savings, the improved quality of service and robust security of third-party support keep your enterprise applications running at peak performance. Not only that, but your third-party support provider takes over key aspects of your support so your IT team has more time to focus on the highest business priorities and organizational strategies. Lastly, you regain control of your IT roadmap, avoiding the forced upgrades and premature cloud migrations you were once subjected to by software publishers.



THE FORWARD THINKING LEADER'S GUIDE

Chapter 3

The Organization-Wide Benefits of Third-Party Support



Click to return to
Table of Contents



Sarah's perspective: After presenting my findings, I embarked on a quest for software support alternatives that will benefit our company as a whole. It's a transformative experience, reinforcing my belief in the potential of third-party support.

Third-party support doesn't just benefit CFOs. From procurement and sourcing to vendor management professionals, the entire organization benefits from the dramatic cost savings and freedom of choice. This means the switch to third-party support should be a group effort — one in which all impacted stakeholders play a part, including finance, legal, security, and IT.

Every stakeholder will have a different perception of third-party support, and it's important to consider all perspectives in the decision-making process. For example, IT leaders may love the idea of squeezing more value out of established investments, while front-line IT staff may need help understanding the benefits of handing over support tasks to a third party.

In any case, it's important to remember that the switch to third-party support must fit within the timeframe of your support contracts. Does your renewal align with fiscal year-end dates? Does your ERP software maintenance require a 30-day or 90-day cancellation notice? [!\[\]\(003082e50e3009141f59bd5df831749f_img.jpg\) Download your easy cancellation letter template now.](#)

Keep in mind that you'll need time to evaluate the scope, price, contract, and onboarding to a third-party support vendor. With thought and careful consideration, you'll ensure faster bottom-line savings and the best possible customer service. [!\[\]\(17413706fd4997a1a4bdf85c6864eee1_img.jpg\) Discover "It's About Time" Infographic insights.](#)

THE FORWARD THINKING LEADER'S GUIDE

Chapter 4

Key Considerations for Third-Party Support



Click to return to
Table of Contents





Sarah's perspective: With growing resolve and excitement surrounding the idea of third-party support, I dive further into my research for the option that will best suit our company's needs.

Software publisher contracts are intentionally difficult to change or cancel. But for many organizations, it's an urgent, time-sensitive matter that could reduce the first support payment by 50–62% for the first year.

If you want to maximize the result of your efforts by switching to third-party support, it's important to understand a few key factors at play.

SERVICE QUALITY

Many publishers are suspending support and meaningful updates for legacy systems, making it difficult for their customers to justify the high support fees. By contrast, third-party support is far more responsive, comprehensive, and effective at resolving issues. When you make the switch, you'll be assigned a named team of experts who are accessible 24/7, 365 days per year, to help with standard and custom code.

COST

It's easy to see why third-party support has become the favored solution for CFOs. When you make the switch, the cost savings are immediate and significant. Most organizations save about 60% in annual support fees, and version-level support is available for as long as needed.

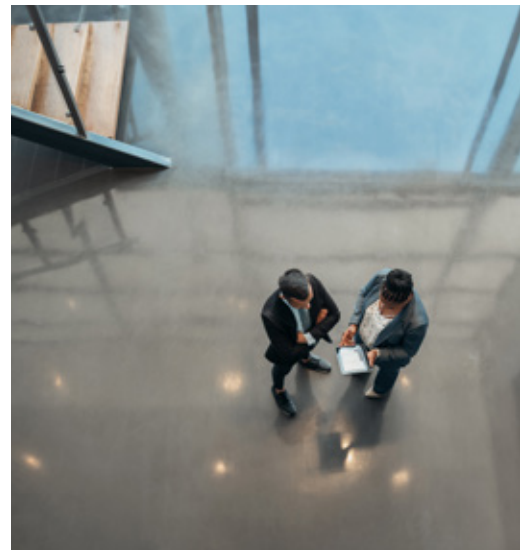
PLANNED SOFTWARE ROADMAP

Many organizations are steadfastly aligned with their software publisher's roadmap. They've stayed with it through thick and thin and are on their way to adopting cloud replacement offerings. But if you're among those who want to sustain your current system until cloud offerings become more mature, third-party support could be a welcome alternative.

RISK APPETITE

Third-party support has been successfully adopted by thousands of organizations across the world. Software publishers create an illusion of risk and doubt about third-party support, but these risks are largely unfounded. If you have concerns, a third-party support vendor, like Spinnaker Support, can walk you through them and help you decide if you're comfortable making the change.

Curious about what SAP and Oracle might say? Dive deeper with us as we debunk common misconceptions and uncover the truth behind the perceived risks. Click here to explore [🎧 5 Myths About Leaving Oracle](#) and here for [🎧 10 Myths About Dropping SAP Provided Support](#), and see why leading organizations are confidently making the switch to third-party support.



Want to learn more about third-party software support for Oracle? Check out our [webinar](#) to learn from the experts.

THE FORWARD THINKING LEADER'S GUIDE

Chapter 5

Establishing a Working Relationship



Click to return to
Table of Contents





Sarah's perspective: Armed with new insights from webinars, case studies, and infographics, I present my proposal to the board and offer a compelling narrative for the company's future. I feel a sense of community and support as I establish a partnership with our new vendor, Spinnaker Support.

Once you've decided to adopt third-party support, you move toward a future of cost savings, enhanced flexibility, and a tailored IT roadmap. But it's important to remember that third-party support isn't just a service; it's a partnership.

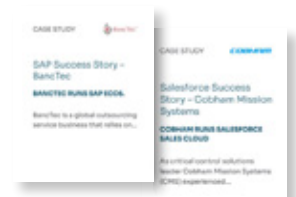
Here at Spinnaker Support, we encourage our partners to engage deeply and openly in the evaluation process. Not only does this speed the process along — it also fosters a working relationship that can endure and grow for years.

SUBMIT INFORMATION TO YOUR VENDOR

When armed with detailed information from your IT and procurement teams, Spinnaker Support can give you a more accurate statement of work for a fair price. The data isn't difficult to collect, and most importantly, it ensures that we can properly scope the support needed to quickly provide accurate pricing.



Spinnaker Support Customer Stories



The information needed (under a mutual non-disclosure agreement) includes:

- Product inventory/spend analysis (via a product questionnaire)
- Shelfware vs. product-in-use analysis
- Common license set/support level assessment
- Ticket history analysis from the past 2–3 years
- Global tax and regulatory needs assessment
- Global support team/language needs assessment
- Support lifecycle plan assessment





During this step, we can also discuss your current contractual obligations and help you understand which products can and cannot be transitioned to third-party support.

BUILD A TEAM OF STAKEHOLDERS

Support for business-critical enterprise software is a necessity, and the decision to switch to a new support vendor has more stakeholders than you may expect.

But who are they, and who should be on the team?

- **IT Leadership:** As the most impacted stakeholder, IT leaders should be included early. Present the idea of improved service for less than half the cost, and CIOs will quickly climb onboard.  [Learn more](#)
- **IT Staff:** IT teams may see third-party support as a threat to their job security, so you'll want to think carefully about your strategy. We recommend a business-case approach combined with education for IT leadership. Remind IT that this constitutes the end of the self-service model perpetuated by software publisher's revenue pipeline — and a move toward focusing on the system needs.
- **Finance:** The office of finance should be receptive to the idea that third-party support brings immediate, dramatic cost savings that can help improve the organization's bottom line or be redirected toward IT innovation.
- **Business Operations:** You may want to include enterprise software end users to answer their questions and confirm they're comfortable with a different support model.
- **Security:** Educate your security teams so they understand third-party support vendors have developed quicker and more focused security solutions that are ready to be vetted by their team.
- **Legal:** Ongoing security and vulnerability protection are paramount, and so it is important to include those chartered to maintain application and technology stack security into the third-party support conversation. Both Oracle and SAP have verified the legality of third-party support. Still, it's important to make sure your legal advisors are brought in to understand past legal issues and associated risks with any vendor you review.  [Learn more about the importance of legal by reviewing the Oracle v Rimini Street case and Oracle's ebook about the lawsuit.](#)

THE FORWARD THINKING LEADER'S GUIDE

Chapter 6

What to Expect During the Transition to Spinnaker Support



Click to return to
Table of Contents



Sarah's perspective: With the board's approval, I oversee a smooth, legally sound transition to third-party support. I write a blog post sharing my journey and insights, hoping to be a beacon for others on similar paths.

From the moment you sign on, you'll notice the stark contrast between third-party support and software publisher support. The process will be seamless and legally sound, with Spinnaker Support initiating the onboarding and supporting you throughout the transition.



Here's a look at the steps you'll follow in your transition to third-party support:



Assigning the team: You'll immediately get an invitation to schedule a kickoff call, where you can introduce all stakeholders to the customer success team, your Account Support Lead (ASL), and your assigned engineers.



Onboarding: Your Spinnaker Support engineers will host in-depth sessions to get familiar with all aspects of your products, versions, landscape, and future plans for your environment.



Documentation and training: Spinnaker Support will document all processes and materials and train your team on how to submit tickets so you can make the most of your new resources.



Archiving: Our teams work together to capture any products not currently in your possession while still on maintenance.



Taxes and regulations: Spinnaker Support's expert tax team will work with you to define all tax and regulatory requirements for all geographical locations where you conduct business.



Ticketing: Spinnaker Support is there to offer the full level of software support, even before your current support contract ends.

THE FORWARD THINKING LEADER'S GUIDE

Chapter 7

A Future of Possibilities



Click to return to
Table of Contents



Sarah's perspective: I watch with excitement as our company emerges more agile, financially robust, and technologically advanced. I'm humbled as the company celebrates my leadership and heralds my story as one of transformation and forward-thinking stewardship.

Over the years, software publisher support has become costly, impersonal, and limited in scope. By making the switch to third-party support, your organization can enjoy immediate cost savings, faster response times, and more comprehensive coverage. But the benefits go beyond that, giving you the ability to extend the life of stable, customized on-prem applications for as long as needed. Ultimately, you gain a safe haven that's there for you until cloud solutions are right for your business.

Even more importantly, your IT staff will no longer be overburdened by staff turnover or help desk tickets, meaning you'll also gain the ability to focus on high-value projects and innovations that help to future-proof your organization.

As a leader poised at the brink of change, third-party support gives you the chance to usher in a new era — one in which the future is brimming with possibilities.

THE FORWARD THINKING LEADER'S GUIDE

Chapter 8

The Reflection



Click to return to
Table of Contents



Sarah's perspective: As I reflect on my journey, I decide to write a LinkedIn post highlighting the challenges, decisions, and triumphs I faced along the way. The post is warmly received by my colleagues and serves as a testament to the spirit of future-forward leadership.

Hopefully, this guide has offered valuable insights to help you determine if third-party support is right for your organization. Though not all enterprises are suitable for third-party support, it is proven, popular alternative for certain organizations, including those that are:

- Migrating from one on-premise environment to another
- Migrating from an on-premise environment to the cloud
- Experiencing financial hardship
- Needing to dramatically reduce their spend on software support
- Wanting to reduce costs to enable smarter and faster innovation

No matter your situation, educating yourself and your internal team is paramount to success. It takes time to understand the nuances between vendor-provided software support and third-party alternatives, and we encourage exploration to discover whether a software vendor roadmap aligns with your enterprise's business interests.

Remember, moving away from Oracle or SAP maintenance to save money and receive dedicated support does not end your vendor relationship. On the contrary, it could improve your position by signaling to your software vendor that they need to work harder to improve the value of their services and retain your long-term business.

Ready to learn more about Spinnaker Support services? If so, get in touch with your local sales representative or contact us at spinnakersupport.com.

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.

SPINNAKER[™]
SUPPORT

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