

# The Role of ERP in Al



### Keith Siegfried Group Vice President Rimini Street

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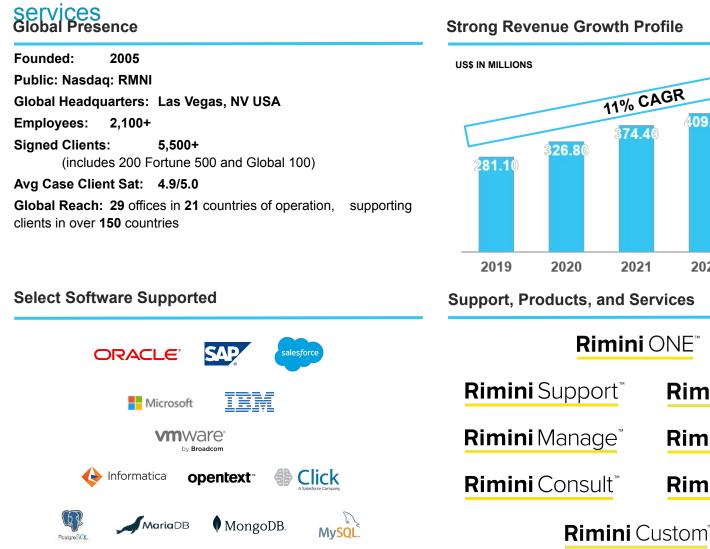
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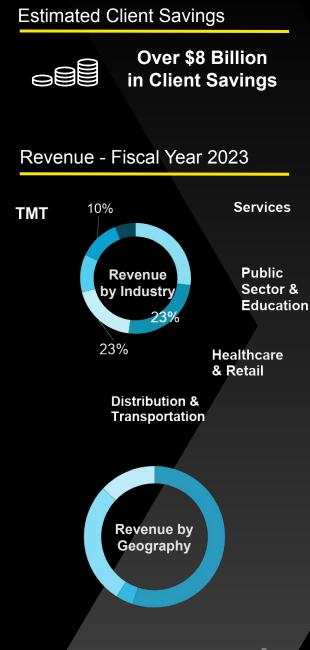
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# **Rimini Street – Company Snapshot**

## A global provider of end-to-end enterprise software support, products, and





431.50

2023

**Rimini** Protect<sup>®</sup>

**Rimini** Connect<sup>™</sup>

**Rimini** Watch<sup>®</sup>

109.7

2022

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## **Rimini Street Solutions Portfolio**

	<b>Rimini</b> Of	End-to-End Outsourcing Solution for Enterprise Software	
Select Software		Support solutions	<b>Rimini</b> Consult <sup>®</sup>
Supported	<b>Rimini</b> Supp	Applications, databases, Custom code Functional, technical and Tax, legal, and regulatory update	s Project solutions
		Named Primary Support Engineers (PSE)800 engineers with avg 15+ years of experience24/7/365 with 10-minute guaranteed responseUp to 15 years of additional support	CTT C
salesforce		Rimini Smart Path™ application and technology assessments,	
IBM	Rimini Mana	GeApplications, databases, and technology managementUnlimited incidents, service requests, and admin tasks24/7/365 monitoring and issue avoidanceEnhancements 	roadmaps and strategies
Microsoft	$\sim$	configuration and upgrades	
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• mongoDB MySQL	φ <sup>Φ</sup> φ	systems, and email interoperability technology and tools upgrades/updates life	Custom code and enhancements
Additional software supported with	~~~	Observability and change management solutions	Reporting and analytics Security strategy and hardening
<b>Rimini</b> Custom <sup>™</sup>	کہ <b>Rimini</b> Wate	Technical, performance, and business process monitoring and business process monitoring business process monitorin	Staff and skills augmentation
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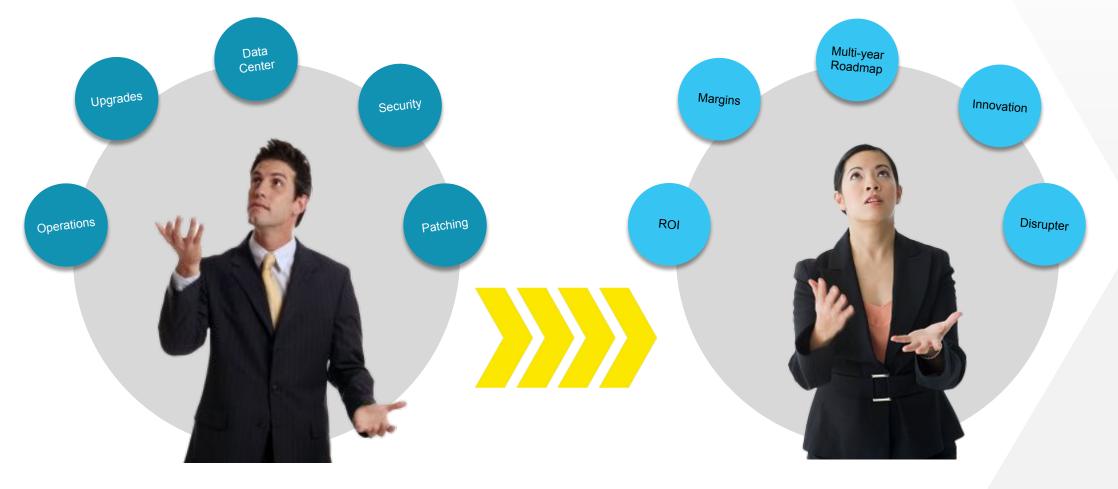


# The Evolving Landscape of IT Departments



# The Evolving Role of IT

Moving from Operations to Innovation



Back Office

Front Office

# Hot Issues and Topics of the Day

Most customers	Common	Common	Common				
are	aspirations	issues	debate topics				
<text></text>	<ul> <li>Better reporting and analytics</li> <li>Want to experiment with AI to assess potential uses</li> <li>Seeking a better, more modern user experience</li> </ul>	<ul> <li>Lack clean data optimized for Al</li> <li>Need clarity on what they have, licensing rules, fear of audit</li> <li>Data localization compliance</li> <li>Data integration complexity</li> <li>IT's involvement in ES&amp;G</li> <li>Global uncertainty/unrest, rising inflation rates, talent shortages</li> </ul>	<ul> <li>Top-down corporate shared service vs bottom-up autonomous divisions</li> <li>Vendor consolidation vs. multi-vendor approach</li> <li>Are customizations bad or a competitive intellectual advantage?</li> </ul>				

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# So, What Do We Do With All of This?

How to stay resilient in these times?





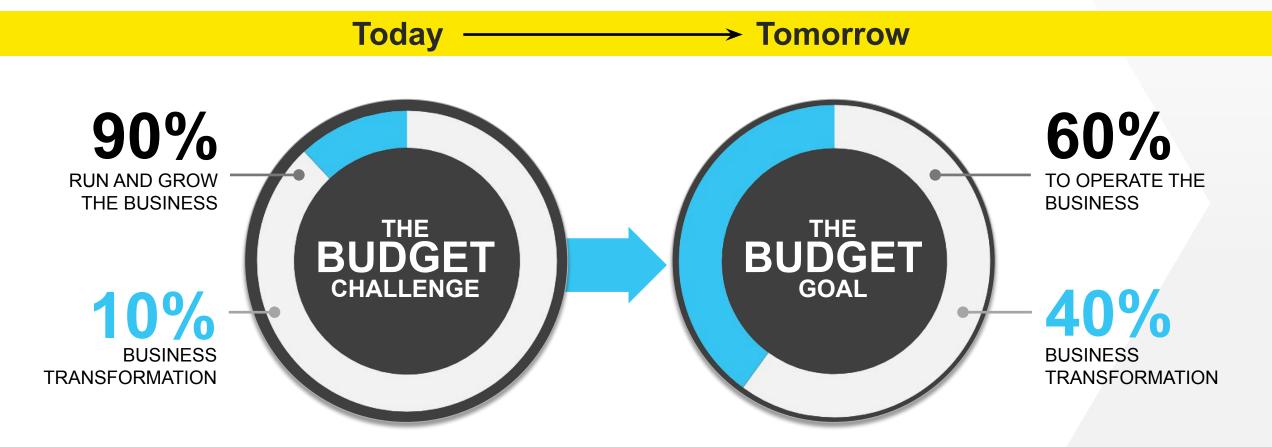
# The Reprioritization of ERP in the World of AI

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# **Managing the IT Budget Strategy**

Refocusing resources from commodity systems to high-impact innovation projects



Source: Gartner - IT Key Metrics Data 2024: Industry Measures — Executive Summary, 14 December 2023, ID G00802506

# **Identify and Categorize all Systems**

Build resiliency by categorizing systems

## **Resiliency, evolution starts with categorization**

Standardize / Industrialize

### **Differentiate & Innovate**

## Internal system non-differentiating

- Non-differentiating from a customer standpoint
- Standardize & mutualize leveraging standards
- Business adapt their processes to use market standards

#### SYSTEMS OF RECORD

- Master Data (Partners, Product)
- Shared Data (Logistic, SCM...)
- Core Models (ie. Financial Transactions)
- Shared Services

## Run

**Focus:** commoditize, outsource, minimum viable solution, lowest TCO

## Moving the needle

- Customer differentiating (UX, sales & margin) through innovation
- Leverage "best of breed" SaaS (external innovation)
- Innovation with custom developments using PaaS <-> API / EAI



#### SYSTEMS OF DIFFERENTIATION

- End-user centric/intensive operations (productivity impact)
- Technology disruptive application

## Grow

**Focus:** customer experience, agility, differentiation, experimentation, innovation

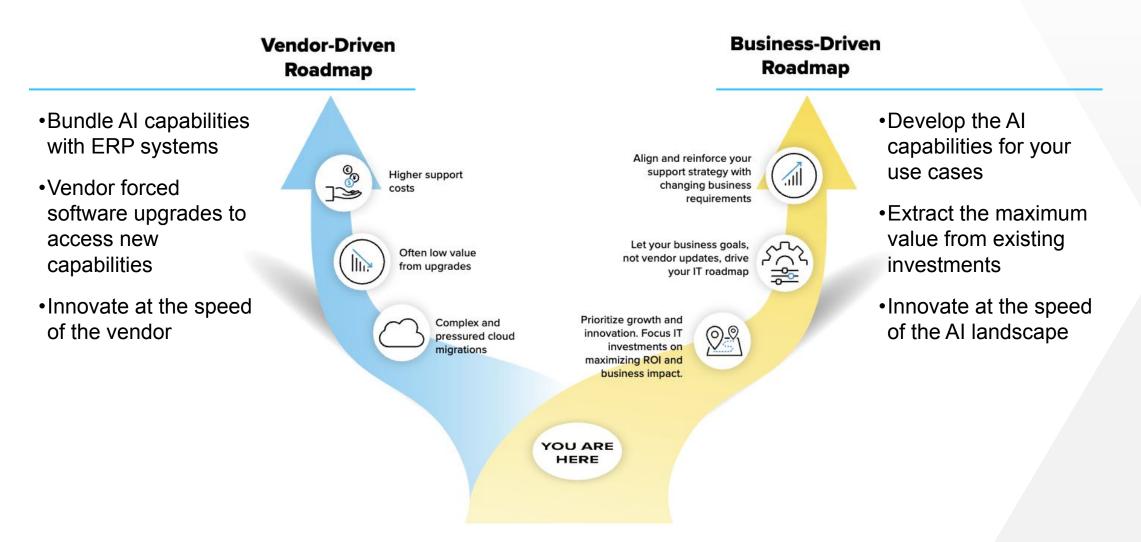


#### SYSTEMS OF INNOVATION

- New technologies (PoC, experimentation)
- Performance management
- Data driven business models

## Transform

# **Roadmap Options**



## **Anything to See Here?**

Example of "new AI features" in SAP RISE

# What's "New?"

#### **Business process intelligence?**

 Process mining tools such as Celonis, Signavio, or UiPath Process Mining can be used with SAP ECC to gain insights into business processes, identify bottlenecks, and optimize workflows.

#### Integration with intelligent technologies?

• **Microsoft Azure AI, IBM Watson,** or **Amazon SageMaker** can be integrated with SAP ECC using custom development to bring AI and machine learning capabilities. Middleware solutions like **MuleSoft** or **Dell Boomi** can also facilitate integrations.

#### SAP Business Technology Platform (BTP)?

 Cloud platforms like Microsoft Azure, Amazon Web Services (AWS), or Google Cloud Platform (GCP) can provide similar cloud services and infrastructure. These platforms offer a range of services for database management, analytics, and application development

#### **Cloud infrastructure?**

 Consider migrating parts of their SAP ECC infrastructure to cloud providers like AWS, Azure, or GCP. Using Rimini Street managed database services and cloud managed Services to fully outsource

#### **Continuous innovation?**

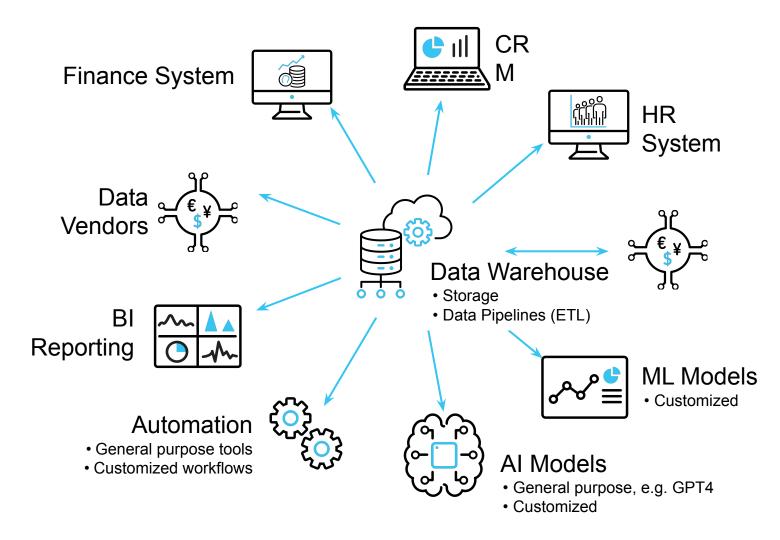
• For a more modern user experience, solutions like **Neptune Software** or **Kony** can be integrated with SAP ECC to develop Fiori-like applications.

## The Data Landscape in 2023

These are Al companies

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# A Composable ERP Approach to AI Innovation





# The Role of ERP in Security

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### Addressing vulnerabilities is challenging

"...firms are able to fix between 5% and 20% of known vulnerabilities per month."

 Forum of Incident Response and Security<sup>6</sup>

"...patching this veritable tidal wave of new vulnerabilities every year is simply an unattainable and ludicrous task"

– Dark Reading<sup>7</sup>

"Don't try to patch everything...use threat intelligence, attacker activity and internal asset criticality to provide a better view of real organizational risk.

– Gartner<sup>8</sup>

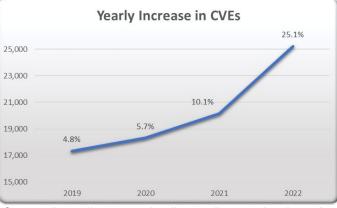
# **Security Industry Evolution**

The case for risk mitigation

# Known vulnerabilities increasing at alarming rate

- More than 23,000 new vulnerabilities reported in 2022<sup>1</sup>
- 1,900 new CVEs per month in 2023 predicted by Coalition research<sup>2</sup>
- Critical vulnerability remediation takes 60 days on average.<sup>3</sup>
- Exploits for new vulnerabilities take 15 days on average.<sup>4</sup>
- 80% of public exploits are published before the CVEs are published.<sup>5</sup>

# Change in known vulnerabilities in NIST Database:



Source: https://www.cvedetails.com/browse-by-date.php

#### Attack vectors are evolving

Common Weakness Enumeration rankings trend up as CWEs become well known, understood, and exploitable. CWEs with accessible Attack Vectors tend to trend high in the Mitre top 25<sup>9</sup>, as a result of increasing rates of exploited vulnerabilities associated with the CWE<sup>10</sup>.

CWE-based solutions that gain industry acceptance and adoption, cause the CWE's to trend back down, as they are no longer easy to exploit<sup>9</sup>.

# **Rimini** Protect<sup>™</sup>

# **ERP and Security**

## The Challenge:

- ERP software is big, complex, and unique
- Typically, with extensive customizations not covered by vendor patches
- It's about risk management value

## Patches Alone May Not Be Enough:

Security patching alone does not address the root of many exploitable attack vectors:

- Injection Flaws
- Insecure Deserialization
- Request Forgery
- SSO/MFA Limitations
- Service Segmentation

# **Defense in Depth**

Purpose built solutions from specialist security companies

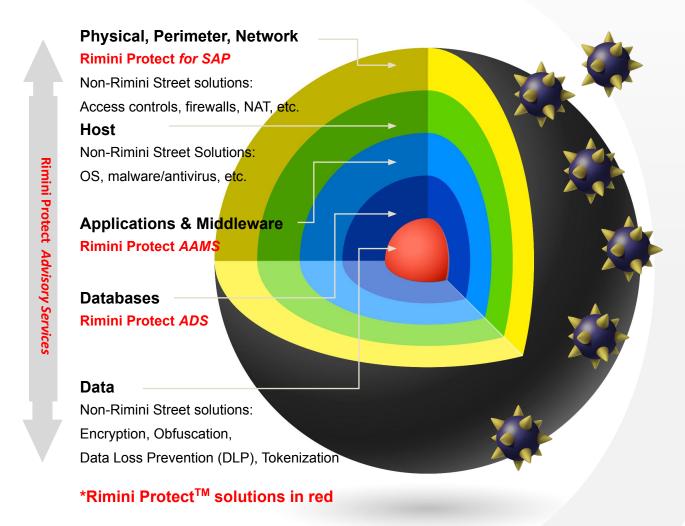
### **Purpose Built for Protecting Enterprise Software:**

Every organization implements enterprise software ecosystems based on business requirements. Implementations vary widely with each business' requirements.

#### NIST promotes:

*"Information security strategy integrating people, technology, and operations capabilities to establish variable barriers across multiple layers and dimensions of the organization."* 

Rimini Protect solutions are **personalized** to a client's ecosystem to **complement and enhance** existing security strategies to protect against **known** and **unknown threats** and vulnerabilities.



# Summary

# Use the Right Solution

## Why Wait?

- Use ERP Companies for ERP Functionality
- Use AI Companies for AI Capabilities
- Use Security Companies for Security protection

- Technology exists today
- We cannot wait for individual software companies to catch up
- Data is the Asset

## Composability Advantages

- Flexibility to easily change
- Maximize ROI
- Avoid monolithic lock-in

## **Rimini Street**

