

How Remend Helped a Customer Avoid \$5.49M in Oracle Licensing Exposure

Summary

The Inherited Risk

A customer operating Oracle Database and E-Business Suite across domestic, international and classified environments, found itself facing a high-stakes licensing crisis. Following corporate divestiture, the customer inherited broad Oracle deployments—yet lacked entitlement records to prove the right to use the software. When Oracle initiated a review, it refused to acknowledge any historical licensing and demanded that the customer acquire entirely new entitlements. The situation escalated quickly. Oracle's account team was soon joined by regional management, enterprise software compliance specialists and ultimately Oracle Legal, who made clear that formal enforcement action was on the table.

Challenge

Internal Escalation and External Pressure

What began as an inquiry within IT operations rapidly escalated to involve the Director of Infrastructure, Procurement leadership, Finance, Legal and eventually the CIO. The message from Oracle was simple: without a settlement, the customer risked legal exposure and operational disruption. The total financial demand—including license list pricing, support fees and back support—exceeded \$7.5 million.

Solution

Strategic Leadership and Swift Action

Remend moved swiftly, mobilized within days, aligned stakeholders and turned a chaotic situation into a controlled negotiation with measurable outcomes. From day one, Remend assumed full responsibility for developing and executing the strategy. Remend directly engaged Oracle on the customer's behalf, bringing the independence and credibility that internal teams often lack in the face of aggressive vendor pressure. Free from internal politics and armed with deep Oracle expertise, Remend brought clarity and leverage to a situation designed to overwhelm.

Reconstructing Entitlements and Quantifying Risk

Working across IT and Finance, Remend reconstructed the customer's entitlement history from fragmented documentation—mining purchasing records and legal language buried in divestiture artifacts and legacy contracts. Then, Remend conducted a forensic analysis of the Oracle environment to identify actual areas of risk versus vendor-inflated assumptions. This outcome didn't come by luck and reflected their proven methodology for decoding vendor leverage, aligning executive stakeholders and shifting negotiation dynamics.

\$5.49M

Savings
secured
by
Remend
in license
and
support
costs

Executive-Level Coordination Across the Organization

As Oracle escalated its pressure by bringing in more senior stakeholders at every stage, Remend did the same inside the customer. They held regular briefings with Legal and Procurement, conducted technical validation with IT and made sure the financial modeling aligned with the CFO's office. Remend coordinated efforts across every layer of the organization, giving executives a grounded, fact-based position they could defend. More importantly, Remend helped the customer separate Oracle's legal posture from their actual contractual rights—and built confidence to hold the line.

Turning the Tables on Oracle's Legal Pressure

When Oracle's legal team formally entered the discussion, Remend was prepared. Rather than reacting defensively, Remend reshaped the entire narrative. Operationally realistic bill-of-material scenarios were presented, entitlement inconsistencies in Oracle's position were exposed, and the perceived leverage Oracle brought to the table evaporated. The vendor's tone shifted, and what began as a compliance ultimatum turned into a structured commercial negotiation.

Results

The Financial and Strategic Outcome

In the end, Remend secured a final agreement at \$2.06 million in license and support costs—over \$5.49 million less than Oracle's original demand. The resolution eliminated any obligation for back support payments and ended Oracle's legal escalation. Beyond the immediate savings, the customer walked away with a clearly defined, defensible license baseline, reduced risk and renewed control over future Oracle spending.



The Remend Advantage

Faced with a \$7.5M compliance threat from Oracle, this customer turned to Remend—and walked away with a \$2.06M settlement, saving \$5.49M in license and support costs. Remend's rapid response, forensic entitlement reconstruction, and strategic negotiation flipped a legal crisis into a defensible, cost-effective outcome.

When the stakes are high and vendor pressure is mounting, Remend delivers results that internal teams simply can't achieve alone. If you're navigating complex Oracle challenges, trust the team that turns audits into savings and pressure into power.

Partner with Remend—your frontline defense against vendor overreach.

