CASE STUDY

REMEND

Reducing Oracle Fusion Cloud Applications Costs for a Public MedTech Company

Summary

A publicly traded medical technology company and early adopter of Oracle Fusion Cloud Applications faced a 19% increase in annual subscription fees. After months of unproductive negotiations with Oracle, the IT and Finance teams engaged Remend to represent the company in the process.

Challenge

By late 2024, Oracle had become a runaway expense. After years of annual uplifts and unexpected usage charges, the company faced a three-year renewal quote of $8.7 million. Oracle was pushing to shift the organization from a la carte pricing to the Suite Professional SKU—effectively priced at full list. Yet the same SKU appeared on the U.S. federal GSA schedule at a 31% discount, directly undercutting Oracle's claim that the renewal offer represented a strong deal.

Solution

Engagement

Remend was brought in to lead the negotiation, acting as the organization's primary representative in discussions with Oracle. Responsibilities include:

- Conducting a license and usage audit across Oracle Fusion Cloud Applications
- Advising on session-level data to identify inactive users and over-subscription
- Preparing executive communications and quiet-period strategies
- Structuring a gainshare-based engagement aligned with financial outcomes

The company delegated all Oracle communication to Remend, triggering a predictable escalation within Oracle's sales organization—from a regional director to a vice president, and ultimately a senior vice president. As Oracle ratcheted up the pressure, including multiple threats to terminate the customer's environment if the contract wasn't signed by its termination date, Remend guided the customer through both technical and strategic roadblocks.

Internal Alignment

On the customer side, the engagement began with mid-level IT management. As Oracle's pressure mounted, internal escalation moved to senior directors and ultimately to the CFO, who secured CEO-level approval and finalized the commercial position.

"It was great to see Remend's passion, expertise and experience with Oracle throughout the process."

Results

Resolution & Outcome

After a series of tense exchanges, Remend helped secure a final agreement at $8.0 million—a $700,000 reduction from Oracle's original quote. The deal preserved executive credibility, ensured continuity of mission-critical systems, and brought spending back into alignment with the organization's expectations.

Key Takeaways

- Oracle's suite pricing was revealed to be list-price anchoring
- Quiet period strategies helped neutralize Oracle's pressure tactics
- Real-time usage analysis uncovered over-subscription
- Executive alignment drove urgency, focus, and accountability

The Remend Advantage

Remend helped a publicly traded MedTech company cut an inflated $8.7M Oracle Fusion Cloud renewal by $700K—navigating aggressive sales pressure, neutralizing list-price anchoring, and aligning executives to secure a right-sized deal that protected operations and financial integrity.

If Oracle is pushing escalating pricing, surprise usage fees, or high-pressure deadlines, Remend can help. With deep Fusion Cloud expertise and proven negotiation strategies, Remend helps organizations regain control, reduce costs, and protect executive credibility.

Before you sign your next (or first) Oracle Fusion Cloud deal, talk to the experts at Remend. It could save you thousands, or even millions of dollars.

Partner with Remend—your frontline defense against vendor overreach.

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