Modern ERP Third Party Integrations FAQ and Glossary

Frequently asked questions

What is the Modern ERP Program doing?
Rio Tinto's Modern ERP Program will transition the organisation from SAP ECC6 to SAP S/4HANA. This is a significant upgrade to Rio Tinto's Enterprise Resource Planning (ERP) platform and is intended to support improved efficiency, standardisation, and long-term system capability.

As part of this transition, Rio Tinto is engaging with relevant interface partners whose systems interact with Rio Tinto systems.

Why has my organisation or business area been contacted?
Your organisation or business area has been identified as an interface partner with Rio Tinto. This means your systems may currently exchange information or integrate with Rio Tinto systems in some capacity.

Rio Tinto is engaging with interface partners early to:
- Understand existing integrations and dependencies
- Confirm technical and business points of contact
- Assess potential impacts
- Support planning for future testing activities
- Determine the appropriate integration approach, where required

How will these changes impact the way I work with Rio Tinto?
At this stage, Rio Tinto is assessing potential impacts to external partners and integrations. Our objective is to minimise disruption wherever possible and maintain existing integration approaches where practical. In some cases, changes may be required to support compatibility with SAP S/4HANA.

Further information regarding any confirmed impacts, technical requirements, or actions will be communicated progressively as planning and assessment activities continue.

Will all partners be impacted?
Not all partners are expected to experience the same level of impact.
The level of impact will depend on factors such as:
- The type of integration in place
- Technical dependencies
- Authentication and connectivity requirements
- Data structures and interface design

- Existing system architecture

Rio Tinto is currently working through impact assessments and will provide more detailed guidance where required.

What is System Integration Testing (SIT)?
System Integration Testing (SIT) is a testing phase used to validate that systems and integrations operate correctly together within an end-to-end process.
For external partners, SIT may include activities such as:
- Validating connectivity between systems
- Testing interfaces and message processing
- Confirming data can be exchanged successfully
- Running example business transactions and interactions with Rio Tinto systems
- Identifying and resolving integration defects prior to go-live

Additional details regarding SIT activities, scope, environments, and support arrangements will be provided closer to the testing period.

What is a non-production environment?
A non-production environment is a system environment used for testing, validation, and development activities rather than live operational processing.
Non-production environments are commonly used to:
- Test integrations
- Validate system changes
- Simulate business transactions
- Identify defects prior to production deployment

Depending on the integration approach, partners may be asked to support testing activities within a non-production environment during SIT.

What does SIT include for partners?
The scope of SIT for partners may vary depending on the integration and technical design involved.

Activities may include:
- Connectivity testing
- Validation of interfaces and message processing
- Authentication and access testing
- Running example interactions with Rio Tinto systems
- Validation of expected outcomes and responses
- Defect identification and resolution support

Further technical guidance and requirements will be communicated where applicable.

What are examples of network rules that might limit access to systems?
Examples of network and security controls that may affect system connectivity include:
- Firewalls
- Reverse proxies
- Access Control Lists (ACLs)
- IP allow lists or whitelists
- Authentication restrictions
- Network segmentation policies

Rio Tinto may engage with partners to better understand any controls that could affect testing or connectivity activities.

What is the difference between a repoint and a rebuild?
The terms “repoint” and “rebuild” are used to describe different approaches to updating integrations.

A repoint generally refers to updating an existing integration to connect to a new endpoint or environment with limited technical change.

A rebuild generally refers to a more substantial redesign or redevelopment of an integration due to changes in technical requirements, interfaces, or system behaviour.

Rio Tinto is currently assessing integrations to determine the most appropriate approach where required.

Will Rio Tinto provide technical specifications?
Where technical changes or testing activities are required, Rio Tinto expects to provide appropriate technical information and guidance to affected partners.

This may include:
- Interface details
- Connectivity information
- Authentication requirements
- Testing instructions
- Technical support processes
- Key timelines and dependencies

The level of detail provided will depend on the nature of the integration and confirmed scope.

What information may Rio Tinto request from partners?
Rio Tinto may request information to support planning, testing, and readiness activities.
This may include:
- Technical contact details
- Support availability and time zones
- Details of non-production environments
- Connectivity and authentication requirements
- Network restrictions
- Change management windows or freeze periods
- Integration dependencies
- Testing support capability
- Planned activities that may impact participation during testing or go-live periods

Will production access be required during testing?
At this stage, Rio Tinto expects the majority of testing activities to occur within non-production environments.

If any production-related activities are required, these will be communicated separately and managed through appropriate governance, security, and change management processes.

When does SIT start?
Rio Tinto is currently planning for System Integration Testing (SIT) activities to commence from mid-August 2026.

Specific testing schedules, sequencing, and participation requirements will be communicated

progressively to relevant partners.

When does the new system go live?
Go-live for SAP S/4HANA is currently planned for late 2027.

At this stage, timing remains subject to ongoing planning, testing outcomes, and program readiness activities.

Will downtime be required?
Potential downtime requirements, if any, are still being assessed as part of program planning and technical design activities.

Where planned outages, transition windows, or service interruptions are identified, Rio Tinto will communicate these in advance where possible.

Will there be any costs or resourcing requirements for my organisation?
The level of effort and any associated costs or resourcing requirements will depend on the nature of the integration and any required technical changes.

Rio Tinto is currently assessing impacts and engagement requirements with interface partners. Additional information will be communicated where applicable.

What happens if my organisation has constraints that may affect participation in SIT?
Rio Tinto recognises that partners may have operational, technical, or resourcing constraints that could affect participation in testing activities.

Partners are expected to communicate any known constraints, scheduling conflicts, support limitations, or dependencies as early as possible to support planning and coordination activities.

Early visibility of potential constraints will assist Rio Tinto and partners in assessing impacts, sequencing activities, and identifying appropriate next steps where required.

How will testing defects or issues be managed?
Additional information regarding defect management, support processes, escalation paths, and testing governance will be communicated closer to SIT activities.

This may include:
- Support contact details
- Defect logging processes
- Issue prioritisation approaches
- Escalation pathways
- Testing support arrangements

What do I do if I have problems during SIT?
If issues arise during SIT activities, partners should contact the designated Rio Tinto support team or shared mailbox.

Support processes, escalation pathways, and contact details will be communicated prior to testing commencement. Support contact: modernerp-vendors@riotinto.com

What do I do if I have problems during go-live or cutover?
Rio Tinto expects to implement support arrangements during go-live and stabilisation activities. Further information regarding:

- Support coverage
- Escalation processes
- Hypercare arrangements
- Key contacts
- Operational support expectations

will be communicated closer to go-live.

Will future communications provide more technical detail?
Yes. Rio Tinto expects to progressively provide additional technical, operational, and testing-related information as planning activities continue and integration impacts are confirmed.

Future communications may include:
- Technical specifications
- Testing instructions
- Timeline updates
- Readiness activities
- Environment and connectivity requirements
- Support arrangements
- Go-live planning information

How to prepare
At this stage, no immediate technical action may be required from all partners. However, organisations can support readiness activities by completing the personalised information request form provided via email and considering the following areas:
- Reviewing current integrations and dependencies with Rio Tinto systems
- Confirming appropriate technical and business points of contact
- Identifying any potential constraints or planned system changes
- Reviewing non-production environment availability
- Preparing for future testing participation where required
- Monitoring future communications from Rio Tinto regarding integration impacts and testing activities

Additional guidance and technical detail will be provided progressively as planning activities continue.

If you did not receive the email containing your personalised information request form and believe your organisation should have, please contact modernerp-vendors@riotinto.com

RioTinto

Supporting contacts

For questions related to the Modern ERP Program and partner engagement activities, please contact:

Shared mailbox	modernerp-vendors@riotinto.com
Additional support	Please contact your designated Rio Tinto contract owner for any commercial, operational, or relationship-specific queries related to this transition.
Hours of support	The shared mailbox and primary support team operate from Brisbane, Australia (UTC + 10). While response times may vary depending on enquiry volume and the nature of the request, partners should generally expect responses within 24–48 business hours.

Glossary of terms

Term	Definition
ERP	Enterprise Resource Planning. A business system used to manage core organisational processes and data
SAP ECC6	Rio Tinto's existing SAP Enterprise Resource Planning system.
SAP S/4 HANA	SAP's next-generation Enterprise Resource Planning platform.
SIT	System Integration Testing. A testing phase used to validate that systems and integrations work correctly together.
UAT	User Acceptance Testing. A testing phase used to confirm systems support expected business processes and user requirements.
Go-live	The point at which the new system becomes operational in the production environment.
Cutover	The activities required to transition from the existing system to the new system.
Non-production environment	A system environment used for testing, validation, or development activities rather than live operations.
Production environment	The live operational environment used for day-to-day business processing.
Integration	A connection between systems that allows information or transactions to be exchanged.

Glossary of terms

Term	Definition
Interface	A technical connection between two systems or applications.
API	Application Programming Interface. A method used for systems to exchange information electronically.
EDI	Electronic Data Interchange. A standard method of exchanging business documents electronically between organisations.
Middleware	Software used to connect or manage communication between different systems or applications.
Regression testing	Testing performed to confirm existing functionality continues to operate correctly after changes are made.
Authentication	The process used to verify the identity of a user, system, or application before access is granted.
Hypercare	A period of increased operational support provided immediately following go-live activities.
Repoint	Updating an existing integration to connect to a new endpoint or environment with limited technical change.
Rebuild	Redeveloping or redesigning an integration due to changes in technical or functional requirements.