



Global Tax, Legal, and Regulatory Update Services

Rimini Street

Global Tax, Legal, and Regulatory (TLR) Update Services

Rimini Street Tax, Legal, and Regulatory Update Services help organizations of all sizes keep their applications up to date and compliant. Rimini Street ensures that the latest updates are immediately identified, verified, scoped, coded, tested, custom-packaged, and delivered to you.

To do this Rimini Street works with the world's local, state, provincial, and national governments — as well as all major tax and regulatory services. Our unique methodology results in the highest-quality deliverables for your organization and the fastest Legislature-to-Live™ update delivery cycle in the industry.

Contents

Introduction	4
Comprehensive Breadth and Depth	5
Proven Client Success	6
Worldwide Scope	6
Approach and Methodology	7
One of the Most Experienced Teams in the Industry	9
Rimini Street Advantages	10

Introduction

Rimini Street Delivers

Development and delivery of tax, legal, and regulatory updates is a standard component of the Rimini Street award-winning enterprise software support program. Key features of Rimini Street Tax, Legal, and Regulatory Update Services include:

Stay informed with proactive, worldwide research alerts tailored to your organization and operational jurisdictions

A highly experienced global tax, legal, and regulatory team.

Rimini Street has a long history and proven track record of delivering accurate, mission-critical updates to enterprise software clients worldwide.

Personalized update packages. Rimini Street Tax, Legal, and Regulatory Updates are tailored to your specific deployments. With this approach, where the focus is on quality and personalized service, you receive only the updates you need for your unique system environment.

Timely delivery. With complex modules like Payroll, organizations often struggle to keep up with constant changes in short timeframes. Rimini Street delivers high-quality updates to clients, and usually does so, on average, several days earlier than your software vendor.

Value to Your Organization

Rimini Street delivers a better value for your annual support fees and offers significant benefits over software vendor support programs you may not be currently receiving. With Rimini Street you:

Maintain software compliance with constantly changing tax, legal, and regulatory requirements.

Help avoid penalties and reporting delinquencies with timely software updates tested and delivered for your systems.

Rely on and trust in the proven accuracy, completeness, and timeliness of your tax, legal, and regulatory reporting, backed by our higher level of service, world-class tax research organization, and ISO 9001:2015 certification for development and delivery of worldwide tax, legal, and regulatory updates.

Save money. 50% savings on annual support fees as compared to your ERP vendor's support. And the global tax, legal, and regulatory updates are included.

Get maximum leverage on the substantial investment you've already made in your current stable ERP release, which Rimini Street will support for at least 15 years from the time you switch.

388,000+

Vast Experience

The number of mission-critical tax, legal, and regulatory updates Rimini Street has delivered since 2005. We believe the Rimini Street team is the most experienced in the industry.

Comprehensive Breadth and Depth

Payroll, Human Resources, Benefits, Pension, Accounts Payable, Asset Management, and other applications require high-quality and timely tax, legal, and regulatory updates for local, state, provincial, and national jurisdiction compliance. Rimini Street has built research, development, and client service organizations that focus exclusively on the delivery of solutions to address these requirements.

Rimini Street provides tailored tax, legal, and regulatory software compliance updates for companies of all sizes — from small-to-midsize businesses to global enterprises with 100,000 employees on payroll.

A Single Source of Truth for Tax, Legal, and Regulatory Updates Worldwide

Rimini Street has defined and built a comprehensive, thorough, and rigorous process for sourcing and delivering tax, legal, and regulatory updates to enterprise software clients.

Our cumulative expertise, and massive and constantly evolving proprietary database repository of tax, legal, and regulatory changes, are unique in the world.

Tax, Legal, and Regulatory Update Categories Delivered by Rimini Street

Human Resources and Payroll Changes

- Human capital and reporting
- Time and labor
- Social Security
- Medical insurance
- Payroll
- Benefits
- Pension administration
- Withholding rates
- Year-end reporting
- VETS and EEO reporting
- PPACA support
- Pandemic relief measures
- Other

Transaction Tax Changes

- Sales and use taxes
- Goods and services taxes
- Provincial sales taxes
- Value-added taxes
- Customs and duties
- Treaty set taxes
- Other

Financial Regulatory Changes

- Asset management
- Electronic invoicing
- FASB reporting
- IASB reporting
- IFRS
- GAAP
- 1099
- Treasury
- Climate change taxes
- Pandemic relief measures
- Other

Worldwide Scope

Every day, around the world, regulations, standards, and legislation for payroll taxes, transaction taxes, and financial accounting, reporting, and compliance are constantly changing. Rimini Street helps you prepare for and respond to a variety of events — including recurring updates, ad-hoc regulation, policy changes, and major transitions like new IFRS accounting standards — so you can maintain software compliance.

Systems Supported by Rimini Street

- JD Edwards EnterpriseOne (Oracle)
- JD Edwards World (Oracle)
- PeopleSoft (Oracle)
- Oracle E-Business Suite
- SAP Business Suite
- SAP S/4HANA

Updates Provided for These Applications

- Accounts Payable
- Accounts Receivable
- Asset Management
- Benefits
- Billing
- e-commerce
- Financial Aid
- Human Resources
- Payroll*
- Pension

* Application-Specific



Rimini Street consistently delivers high quality U.S. and Canadian tax and regulatory updates ahead of schedule with excellent documentation and highly responsive support. The Rimini Street team has extensive experience building and supporting tax and regulatory updates, and we rely on them to support our mission-critical PeopleSoft applications. We are very pleased with the overall responsiveness and quality of support we receive from Rimini Street.”

– Greg Clore
VP Information Technology,
Dave & Buster’s



“Pittsburgh Public Schools is very pleased with the timeliness, accuracy, and quality of the tax and regulatory updates we receive from Rimini Street. We rely on and are very confident in Rimini Street’s extensive experience in building and supporting tax and regulatory updates. We couldn’t be happier with our decision to transition support to Rimini Street.”

– Joe Charnock
Director, Application Development,
Pittsburgh Public School District

200

Worldwide Scope

Rimini Street provides global tax, legal, and regulatory update capability for nearly 200 countries.

Languages Spoken by Rimini Street

English, French, German, Hebrew, Korean, Japanese, Mandarin, Portuguese, Russian

Proven Client Success

Rimini Street clients consider its global tax, legal, and regulatory expertise an essential component of world-class enterprise software support.

Approach and Methodology

Every day, around the world, regulations, standards, and legislation for payroll taxes, transaction taxes, and financial accounting, reporting, and compliance are constantly changing. Rimini Street helps you prepare for and respond to a variety of events — including recurring updates, ad-hoc regulation, policy changes, and major transitions like new IFRS accounting standards — so you can maintain software compliance.

Tax, Legal, and Regulatory Research

Rimini Street monitors tens of thousands of tax, legal, and regulatory jurisdictions around the world. In order to ensure that all global changes are identified for review and analysis, Rimini Street compares and verifies data from thousands of trusted sources.

No single source of tax, legal, and regulatory data provides the information needed to assure a complete scope and full accuracy — it's imperative to compare multiple sources. Therefore, to ensure the veracity of its research and deliverables, Rimini Street utilizes a unique triple-check methodology that includes direct government verification, use of the leading regulatory research reporting services, and tertiary sources that include top global accounting and legal firms.

Accounting and Legal Partners

Rimini Street triple-checks the veracity of its tax, legal, and regulatory scope and analysis by working with international in-country experts.

These experts include:

- Two of the Big Four accounting firms
- Two top-tier global law firms
- Financial Executives International
- UK Chartered Institute of Payroll Professionals

In addition, Rimini Street is a member of numerous professional organizations and governing bodies around the world including the American Bar Association-Section on Taxation, American Payroll Association, Australian Payroll Association, Canadian Payroll Association, Tax Council Policy Institute, Tax Executives Institute, and The Association for Payroll Specialists, Chartered Institute of Payroll Professionals (UK), British Computer Society (UK), Registered Software Developer for the HMRC (UK), Payroll Software Developers Association (Ireland), Istituto Nazionale della Previdenza Sociale (Italy), L'Associazione Nazionale Consulenti del Lavoro (Italy), and Editions Législatives (France).

ISO 9001:2015 Certification

Rimini Street is ISO 9001:2015 certified for the global provision of enterprise software support services, including development and delivery of worldwide tax, legal, and regulatory updates. ISO certification is important because it helps ensure quality and consistency of the delivered updates.

ISO certification is part of our commitment to developing and executing best-in-class processes to ensure that clients consistently receive high-quality, ultra-responsive service.

9001:2015

Confidence in Quality Processes

Our rigorous processes for research and delivery of worldwide tax, legal, and regulatory updates comply with the ISO 9001:2015 standard.

Rimini Street continuously researches and analyzes thousands of changing tax, legal, and regulatory requirements — and then builds, packages, and delivers updates based on those requirements.

This is highly specialized work, performed by a dedicated team of resources with a proven methodology.

Rimini Street uses Scrum Agile Framework in the development of tax, legal, and regulatory updates.

1. Acquisition and Validation

Rimini Street dedicated country research specialists (CRSs) focus exclusively on identifying and verifying tax, legal, and regulatory changes worldwide. CRSs use a three-tiered sourcing and validation process:

- Original sources: the original governmental or regulatory bodies enacting a law or regulation.
- Secondary sources: third-party information sources such as resource services and regulatory alert services and websites.
- Tertiary sources: in-country experts at top-tier global tax and accounting firms.

Every legitimate, validated change is noted in a Change Memo. From there, the CRS collaborates with the Product Owners for each product line, and the Product Owners work with the Scrum Team to begin development of the updates.

2. Functional Analysis and Scoping

A Scrum Team consisting of functional analysts, developers, and quality assurance engineers scopes each regulatory and legislative change to determine what tax, legal, and regulatory updates are required for the various applications in use by its clients — for example, Payroll, Assets, Pension, and Payables. This requires a complete understanding of how tax, legal, and regulatory changes affect all calculation, tracking, and reporting requirements.

If Rimini Street business analysts determine that a change requires a software update to any of our supported vendor/application/release combinations, a specification is issued to Development.

3. Development and Testing

Every Rimini Street development project is done with the Scrum Agile Framework.

Our application code development and QA testing draw on a deep understanding and knowledge of the complex code changes required to successfully incorporate each tax, legal, and regulatory change.

Development stories complete once strict testing and quality assurance procedures are performed.

4. Delivery and Post-Delivery Support

Tax, legal, and regulatory updates may include changes to tax tables, other data, and/or other application code. Updates will also include any required base code application fixes necessary to support the new tax, legal, and regulatory processing code changes.

Rimini Street bundles changed objects along with clear and detailed installation instructions, release notes, and object guides to help expedite your local testing and migration to production.

For PeopleSoft clients in the U.S., Rimini Street can also manage the deployment of the updates, including customizations, with our TLR management services. All that's left for you is to move them to production.

Each update Rimini Street delivers is tailored for each client's specific implementation and environment. You get only what you need.

Support does not end with delivery of your updates. With Rimini Street, you get ongoing 24/7/365 support with guaranteed 10-minutes-or-less response time for P1 critical issues and a senior, named Primary Support Engineer who can answer any questions you may have and help with any implementation issues you may experience with your tax, legal, and regulatory updates.

One of the Most Experienced Teams in the Industry

With Rimini Street, you are backed up by high caliber, highly experienced global tax compliance executives, regulatory and legislative compliance experts, client support executives, senior ERP engineers, and support staff in the world. transitions like new IFRS accounting standards — so you can maintain software compliance.

Seasoned Executive Leadership

Rimini Street executive leadership includes some of the most experienced leaders in the industry at providing enterprise software support. Members of our management team have held senior executive roles at Oracle, SAP, PeopleSoft, JD Edwards, and Siebel, with broad responsibilities including worldwide client support policy and delivery, new product development, implementation, and upgrades.

Members of the Rimini Street management team have an average of more than a decade of experience delivering support for enterprise software products, and many of them are the pioneers of the third-party support revolution.

Global Tax Compliance Professionals

Rimini Street leadership includes veteran tax specialists, Certified Public Accountants (CPAs), Certified Payroll Professionals (CPPs), attorneys, and executives who offer a blend of international tax, legal, and regulatory expertise, with senior tenure at the world's most respected and prestigious financial services and consulting organizations.

Having this type of deep knowledge and experience in-house is a major innovation — and advantage to you — of Rimini Street Support.

Research Specialists, ERP Engineers, and Support Staff

All Rimini Street personnel supporting clients are highly experienced and knowledgeable, with a track record of timely and accurate delivery of tax, legal, and regulatory updates. Many have previously worked on software vendor tax, legal, and regulatory support teams. The company has organized its research, development, and QA teams around product lines, bringing a deep focus to the PeopleSoft, JD Edwards, Oracle E-Business Suite, and SAP Business Suite environments. Rimini Street engineers are top-tier experts, some of the most experienced and creative minds in their areas of technical specialization.

50%

savings on annual support fees as compared to your vendor's support. The Global Tax, Legal, and Regulatory Update Services are included.

Rimini Street Advantages

Rimini Street is the premier third-party enterprise software support provider for companies worldwide, including Fortune 500, Global 100, midmarket, and public sector organizations.

Benefits to you include:

Cost savings. 50% savings on annual support fees as compared to your ERP vendor's support.

Help maximize your ROI on the substantial investment you've already made in your current stable ERP release.

Ultra-responsive service.

Rimini Street offers hyper-responsive support with a named, regional Primary Support Engineer assigned to each client and 24/7 support with guaranteed 10-minute-or-less response for P1 critical issues.

Next-generation support program.

Rimini Street support includes premium services not ordinarily delivered in standard vendor support programs — such as support for customizations, interoperability, and performance support.

Personalized service model.

Rimini Street offers personalized service, not a one-size-fits-all approach. For example, with our tailored tax, legal, and regulatory updates, you receive only the updates you need for your specific implementation.

Worldwide coverage and scope.

Rimini Street provides support for operations around the world and offers global tax, legal, and regulatory update capability for nearly 200 countries.

Compliance with constantly changing tax and legal requirements. You can rely on and trust in the proven accuracy, completeness, and timeliness of your tax, legal, and regulatory software compliance updates.

Deep executive management

experience in enterprise software support programs as well as global taxation and software compliance standards.

billions

of dollars of transactions are successfully processed every month on enterprise systems serviced by Rimini Street Tax, Legal, and Regulatory Update Services.



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Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce[®] partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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