Rimini Street®

Rimini Street Support for SAP Sybase Databases

Supported SAP Sybase Databases (collectively the former SAP Sybase family of database products)

- SAP Adaptive Server Enterprise (ASE)
- SAP IQ
- SAP SQL Anywhere
- SAP Advantage Server

Select Supported SAP Sybase Database Components

- SAP Replication Server
- PowerDesigner
- PowerBuilder
- SAP IQ Client
- SAP IQ Web Drivers
- SAP IQ ODBC Driver
- SAP IQ Cockpit

Maximize the Value of Your SAP Sybase Database Investment

Product Support Overview

Rimini Street Support for SAP Sybase databases enables clients to reduce their total cost of SAP Sybase database ownership and receive ultra-responsive support. SAP Sybase offers several database options designed for a variety of customer requirements — relational, columnar, and mobility. Rimini Street has you covered no matter which database you are running. Clients can remain on their current, stable release without any required upgrades — while retaining the right to upgrade on a timeline that suits their business needs and budget. Rimini Street supports SAP Sybase databases in conjunction with support for other applications and we also support SAP Sybase databases on their own.

Business Challenges

SAP Sybase customers are frustrated with rising annual maintenance fees and costly forced upgrades. They experience disappointing customer service and are skeptical that the high cost of vendor annual support is a good value. Additional concerns include improving database performance and availability and achieving comprehensive database security. Many SAP Sybase customers are looking for a single-provider, integrated support solution for their enterprise applications and database.

The Rimini Street Solution

In addition to standard break/fix support, Rimini Street also provides, at no extra cost, configuration support tailored to your specific deployment; performance support for maximum throughput; and advisory services around security, interoperability, and upgrade issues. The Rimini Street comprehensive support services ensures resolution of issues no matter where the problem lies.

These value-added services ensure that your SAP Sybase database will operate smoothly for years to come. Savings from switching to Rimini Street Support for SAP Sybase databases allow you to invest in other strategic initiatives or augment your hybrid IT strategy for increased flexibility and reduced TCO.

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Key Benefits

- Maximize the value of your SAP Sybase Database investment.
- Minimize business disruption with rapid support response and no forced upgrades.
- Fund innovation and drive business growth with savings up to 90% of your total maintenance costs.

Support Program Comparison

Support Features	Rimini Street	SAP
Support Services		
Repository and documentation fixes	■	■
Operational and configuration support	■	■
Installation and upgrade support	■	■
Named, regional primary support engineer from a team with an average of 20+ years of experience	■	
Account management services	■	
10-Minute guaranteed response SLA for critical cases with 2-hour update communications	■	
Full support with no required upgrades	■	
Performance support	■	
Interoperability and integration support	■	
Full support of current release for at least 15 years from contract date	■	
Strategic Services		
Technical, functional, and application advisory services	■	
Cloud advisory services	■	
License advisory services	■	
Security advisory services	■	
Interoperability and integration advisory services	■	
Monitor and check advisory services	■	
Impact on Resources		
Significant reduction in operating costs (budget, people, time)	■	
Independence from vendor-dictated roadmap	■	

Support Details

Interoperability

Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying interoperability on new platforms and resolving conflicts.

Support for All Your SAP Applications and Databases Under One Roof

Gain the benefits and value of a single-source support provider. In addition to SAP Sybase, Rimini Street supports all SAP product lines and releases including R/3, ERP 5 and 6 (ECC 5 and 6), and all other SAP Business Suite products including Customer Relationship Management, Supplier Relationship Management, Supply Chain Management and Product Lifecycle Management, BusinessObjects, and SAP HANA Database.

SAP Sybase licensees switching to Rimini Street enjoy the same 50% savings in annual support fees as those clients engaged with Rimini Street for their enterprise software application support. Licensees who use Rimini Street for combined support of their SAP Sybase database and SAP enterprise applications will also benefit from an integrated service offering with deeper interoperability and configuration support between the database and application through a single-source provider.

About Rimini Street, Inc.

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.

riministreet.com | linkedin.com/company/rimini-street | https://twitter.com/riministreet | info@riministreet.com