



Supported Oracle E-Business Suite Releases:

- Product Lines: Financials, Human Capital Management, Manufacturing, Supply Chain, Customer Relationship Management and Procurement
- Releases: Oracle E-Business Suite 11.5.9 and later releases

Rimini Street Advantages:

- Save 50 percent in annual support fees
- Named, regional Primary Support Engineer
- 24/7/365 support with 30 minute or less response
- Tax, legal and regulatory update capabilities for nearly 200 countries
- Global coverage: multilingual resources and offices in North America, Europe and Asia
- Application fixes
- Operational support
- Support for customizations, interoperability and performance tuning
- No forced product or platform upgrades
- Flexible coverage periods and payment terms

“Based on a survey I recently conducted, more than 88 percent of Oracle application licensees are interested in third-party support options that can provide meaningful savings and good service.”

R. “Ray” Wang, Founding Partner, Altimeter Group

As an Oracle E-Business Suite licensee you enjoy a comprehensive, integrated suite of global business applications. Key advantages of Oracle E-Business Suite include its integrated business intelligence portfolio, highly adaptable business platform and customer-focused applications strategy.

Today’s Oracle E-Business Suite systems are stable and reliable, requiring much less support than earlier generations of enterprise software. Looking to the future, next-generation software platforms such as Oracle Fusion may not be fully ready for 5–8 years and will require a significant reimplementation effort.

In this context, many enterprise software licensees today no longer believe that the high cost of Oracle annual support is a good value. These organizations prefer to extend the life of their current, stable Oracle E-Business Suite release, and many are reducing costs by replacing Oracle support with third-party support from Rimini Street.

Discover New Value in Software Support

Rimini Street Support for Oracle E-Business Suite delivers significant annual cost savings, a higher-value service mix, and the ability to avoid required costly product and platform upgrades. With a seasoned team of Oracle E-Business Suite experts, Rimini Street provides world-class support for the Oracle E-Business Suite 11.5.9 and later releases used by Oracle E-Business Suite licensees worldwide.

Enjoy Personalized, Ultra-Responsive Support

As a Rimini Street client, you are assigned a named Primary Support Engineer (PSE) who will respond to every critical support request in 30 minutes or less (actual average response time is three and a half minutes). Our PSEs work closely with a team of Oracle E-Business Suite technical and functional experts, providing application

REALIZE SIGNIFICANT SAVINGS IN ANNUAL SUPPORT COSTS

Our clients save 50 percent on annual support costs compared to Oracle annual support, enjoy a more responsive level of service, and maximize the return on their current system investment. Combining the 50 percent reduction in annual support costs, premium support services, and no forced upgrades, the cost savings from Rimini Street Support for Oracle E-Business Suite can approach 90 percent of the total cost of continuing Oracle annual support.

SHOULD YOU UPGRADE?

While many Oracle E-Business Suite licensees consider product upgrades, the reality is that new releases are costly to deploy and often offer very little ROI. In fact, most clients have already licensed more functionality than they are using. Furthermore, upgrading inevitably means moving away from the stability of your current release into uncharted territory.

Many Rimini Street clients retain upgrade flexibility by taking possession of currently available releases before leaving vendor support.

If you can build a compelling business case for upgrading, Rimini Street can help. We support clients before, during, and after upgrades.

If you decide not to upgrade, Rimini Street enables you to remain on your current, stable E-Business Suite release — without any required product or platform migrations — for ten years or more.

fixes and updates as needed to support your mission-critical Oracle E-Business Suite applications, including customized software. This ultra-responsive service level is available 24 hours a day, 7 days a week, 365 days a year.

Vast Oracle E-Business Suite Engineering Expertise

Rimini Street's Oracle E-Business Suite engineers have been supporting, developing, implementing, and managing Oracle E-Business Suite applications for an average of 10+ years. We bring deep expertise to troubleshooting all aspects and components of the product line, including:

- Forms
- Alerts
- Applications Framework (OAF)
- Applications Object Library (AOL)
- Java
- Concurrent Manager
- PL/SQL
- AD Tools
- Reports
- Application Server (iAS)
- SQL
- Oracle RDBMS
- Workflow

Global Tax, Legal and Regulatory Updates

Rimini Street offers the tax and regulatory updates you need to ensure your Oracle E-Business Suite applications remain compliant and up-to-date with the latest tax and regulatory changes. We deliver global tax and regulatory capabilities across more than 200 countries and have provided our clients with more than 25,000 tailored updates.

Rimini Street delivers scheduled updates for all supported applications approximately six times a year, consistently delivering them several days ahead of the vendor's schedule — as well as unscheduled, ad-hoc updates for special time-sensitive changes from national, state/provincial and local agencies.

Satisfied Clients of All Sizes and Industries

Rimini Street's clients report a 99 percent satisfaction rate with our services. Over 450 organizations — including 52 of the Fortune 500 and 13 of the Global 100, as well as midmarket and public sector organizations — from virtually all industries have selected Rimini Street as their trusted, independent support provider.