



Supported PeopleSoft Enterprise Releases:

- Product Lines: HCM, FIN, CRM, EPM, SRM, SCM, Public Sector, and Campus Solutions
- Releases: 7.x, 8.x and 9.x

Rimini Street Advantages:

- 50 percent savings 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

“Rimini Street provides more responsive service, over 50 percent in annual support cost savings, and the tax and regulatory updates we need to keep our PeopleSoft system current and compliant.”

Gene Wittneben, Director, Information Systems, Brazoria County, Texas

Your PeopleSoft applications are robust and proven, successfully processing hundreds of thousands of transactions daily. Client loyalty to PeopleSoft is among the strongest in the industry, with PeopleSoft applications for HR and financials being widely considered best-in-class for their functionality, flexibility and global scope.

Moreover, today’s PeopleSoft systems are stable and reliable, requiring much less support than earlier generations of enterprise software. In this context, many clients 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 PeopleSoft 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 PeopleSoft 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 PeopleSoft experts, Rimini Street provides world-class support for the PeopleSoft 7.x, 8.x and 9.x releases used by PeopleSoft 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 less than four minutes). Our PSEs work closely with a team of PeopleSoft technical and functional experts, providing application fixes and updates as needed to support your mission-critical PeopleSoft applications, including customized software. This ultra-responsive service level is available 24 hours a day, 7 days a week, 365 days a year.

SHOULD YOU UPGRADE?

While many PeopleSoft licensees consider product upgrades, the reality is that new releases of PeopleSoft 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 PeopleSoft release — without any required product or platform migrations — for ten years or more.

Vast PeopleSoft Engineering Expertise

Rimini Street's PeopleSoft engineers have been supporting, developing, implementing, and managing PeopleSoft applications for an average of 10-15 years. We bring deep expertise to troubleshooting all aspects and components of the product line, including:

- Security (User, Menu, Page, Row, Field, Query, Object)
- PeopleSoft Directory Interface (LDAP)
- PeopleCode (API Classes, Application Packages)
- Component Interface
- Integration Broker/ Application Messaging (Enterprise Integration Points or EIPs)
- Workflow
- Digital Certificates/SSL
- PS/nVision
- Application Engine
- SQR
- Crystal Reports
- Process Scheduler
- Realtime Event Notification (REN)

Global Tax, Legal and Regulatory Updates

Rimini Street delivers the tax and regulatory updates you need to ensure your PeopleSoft applications remain compliant and up-to-date with the latest tax and regulatory changes. We offer global tax and regulatory capabilities across nearly 200 countries and have provided our clients with thousands of tailored updates.

Rimini Street delivers scheduled updates for PeopleSoft applications 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.

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 PeopleSoft can approach 90 percent of the total cost of continuing Oracle annual support.

Satisfied PeopleSoft Clients of All Sizes and Industries

Rimini Street's PeopleSoft clients include ArcelorMittal Dofasco, Blue Diamond Growers, Brazoria County (Texas), City of Flint (Michigan), Clear Channel Communications, Detroit City Public Schools, drugstore.com, Harte-Hanks, Gregg Appliances, Heald College, J.B. Hunt Transport Services, Jones Lang LaSalle, Novell, PETCO Animal Supplies, Ross Stores, SFN Group, The Star Tribune Company, Steak 'n Shake, Toys 'R' Us, Union Pacific Railroad Company, Vanderbilt University, Weyerhaeuser, and Winn-Dixie Stores.

“Rimini Street has proven to be extremely responsive and thorough in the development and delivery of our tax and regulatory updates, and offers a level of personalized support for our tax and regulatory updates that was lacking from our previous provider.”

*Michael Mills
Manager, Global HR Systems
Remy International*

Rimini Street
Redefining Enterprise Software Support™

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