



**Supported SAP Releases:**

- Product Lines: ALL
- Releases: SAP R/3 4.x, ECC 5.0, ECC 6.0, BW 3.5 and earlier releases
- SAP Business Suite components, including BI7, SCM, CRM, EWM, PLM and GTS

**Rimini Street Advantages:**

- 50 percent cost savings over SAP annual support fees
- Dedicated Primary Support Engineer for every client
- No forced SAP product or support pack upgrades
- Premium services such as support for customizations, interoperability, and performance tuning
- Global tax and regulatory capability across nearly 200 countries

“Rimini Street is significantly reducing the annual operating cost of our SAP system, providing us focused, personalized support and operating like an extension of our internal team.”

*Jeff Rishel, Vice President of IT, Graham Packaging*

**Discover New Value in Software Support**

Rimini Street Support for SAP offers SAP licensees significant annual cost savings, a higher value service mix, and the ability to avoid required costly product or support pack upgrades. With a seasoned team of SAP experts – offering 10-15 years of SAP development, implementation, and system management experience – Rimini Street provides world-class support for the SAP R/3 4.x, ECC 5.0, ECC 6.0 and BW 3.5 and earlier releases used by the majority of SAP licensees worldwide.

**Personalized, Ultra-Responsive Support**

As a Rimini Street client, you are assigned a named Primary Support Engineer (PSE) who will respond to every support request in 30 minutes or less. Our PSEs work closely with a team of SAP technical and functional experts, providing application fixes and updates as needed to support your mission-critical SAP applications, including customized software. This ultra-responsive service level is available 24 hours a day, 7 days a week, and 365 days a year.

**Continued Full Support without Any Required Upgrades**

Rimini Street allows SAP licensees to remain on their current, stable releases for a minimum of 10 years, without any required upgrades. Our clients save 50 percent on annual support costs compared to SAP 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 SAP can approach 90 percent of the total cost of continuing SAP annual support.



## YOU HAVE A CHOICE

Rimini Street support enables SAP licensees to switch to a more responsive support program that delivers a better value.

- A decade or more of service from your current SAP system investment.
- Immediate and significant annual cost savings.
- Ability to avoid costly product and support pack upgrades that contain thousands of fixes unrelated to your deployment.

Standard Support Program Feature	Rimini Street	SAP
Named, Regional Primary Support Engineer for Each Client	■	
24/7 Support with Guaranteed 30 Minutes or Less Response	■	
Global Tax, Legal & Regulatory Updates	■	■
Installation & Upgrade Process Support	■	■
Configuration Support	■	■
Operational Support	■	■
Application & Repository Fixes	■	■
Documentation Fixes	■	■
Customization Fixes	■	
Performance Support	■	
Interoperability Support	■	
More Than 50 Percent Annual Cost Savings	■	
Flexible Coverage Periods & Payment Terms	■	

### Global Tax, Legal and Regulatory Updates

Rimini Street delivers the tax and regulatory updates you need to ensure your SAP applications remain compliant and up-to-date with the latest tax and regulatory changes. We offer global tax and regulatory capability across nearly 200 countries and have provided our clients with thousands of customized updates, consistently delivering them ahead of the vendor's update schedule.

### A Higher Level of Service

Rimini Street includes the following premium SAP support services as part of our standard service contract, at no extra charge.

- **Customizations** – Recognizing that many organizations modify their SAP applications, Rimini Street provides valuable support for customizations.
- **Interoperability** – Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.
- **Performance tuning** – Rimini Street provides proactive guidance and reactive support to ensure acceptable response times and system performance levels.

### The Support You Demand — The Value You Deserve

Rimini Street offers an alternative to SAP software support that focuses on value and personal service. Hundreds of clients today rely on Rimini Street third-party support. To learn how our support program can reduce costs and let you apply more of your IT budget to strategic business initiatives, contact us today.

“With Rimini Street third-party support, we save more than 50 percent in annual support costs for our mission-critical SAP system and enjoy ultra-responsive service from an experienced team of SAP engineers. Now we can run our currently available SAP releases for the next decade or longer with no required upgrades and maximize the return on our substantial SAP investment.”

*Aidan Henderson*  
Vice President of Enterprise Delivery  
Pegasus Solutions, Inc.

**Rimini Street**  
Redefining Enterprise Software Support™

**Worldwide Headquarters**  
7251 West Lake Mead Blvd.  
Suite 300  
Las Vegas, Nevada 89128  
Toll Free 888.870.9692  
Main 702.839.9671  
Fax 702.973.7491  
Email [info@riministreet.com](mailto:info@riministreet.com)  
[www.riministreet.com](http://www.riministreet.com)

© 2012. Rimini Street, Inc.  
All rights reserved. Rimini Street and the Rimini Street logo are registered trademarks of Rimini Street, Inc. All other brand and product names are trademarks or registered trademarks of their respective holders. LT-US-012612