

Rimini Street Support Service Features

Service Features	Details	Benefits
Assigned Primary Support Engineer (PSE)	Rimini Street emphasizes full service over self-service. You will be assigned a PSE with an average of at least 10 years of experience, backed by a team of functional and technical experts that ensures prompt resolution of any issue.	<ul style="list-style-type: none"> ■ Enjoy direct access to expert-level engineering support. ■ Deal with support staff who display a detailed understanding of your environments and operational needs. ■ Get support from highly experienced engineers who understand your business processes, not just the software. ■ Avoid endless escalations and having your issue “thrown over the fence.”
24/7/365 Support Availability	The Rimini Street global support team is staffed and ready 24 hours a day, 7 days a week, 365 days a year.	<ul style="list-style-type: none"> ■ Get assistance whenever you need it.
Guaranteed 30-Minute Response Time for Production-Critical Issues	Rimini Street Support guarantees a call-back in less than 30 minutes from the time of the request; average response time to a client inquiry is closer to 3.5 minutes.	<ul style="list-style-type: none"> ■ Faster response time increases time to resolution. ■ Response from highly experienced engineers who can work your issue immediately. ■ Faster response levels reduce system and human resource downtime. ■ Reduce cost of system outages.
Global Support Coverage	Rimini Street support services are provided worldwide. Rimini Street currently provides support to customers with operations in over 65 countries.	<ul style="list-style-type: none"> ■ Get assistance wherever you need it.

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<p>Global Tax, Legal and Regulatory Updates</p>	<p>Rates and regulations related to software applications for global payroll, accounting, fixed assets, and supply chain management are constantly changing. Rimini Street Support keeps your applications updated with the latest global tax, legal and regulatory changes that are critical to ensuring your business operations are always accurate and compliant.</p>	<ul style="list-style-type: none"> ■ Maintain reporting compliance. ■ Rimini Street has the capability to provide updates for nearly 200 countries for regulatory changes. ■ Rimini Street provides updates regardless of the age of your software. ■ Patent Pending process.
<p>Localization Support</p>	<p>Multiple country-specific localizations can make implementing and supporting a global system challenging. Rimini Street support engineers provide country-level support for software configuration, process, language and compliance issues.</p>	<ul style="list-style-type: none"> ■ Support engineers with specific business process knowledge for more than 65 countries. ■ Tax, legal and regulatory analysts cover nearly 200 countries.
<p>Issue Resolution and Bug Fixes for Enterprise Applications</p>	<p>The vendor typically bundles patches and updates with hundreds of unrelated fixes, forcing you to implement and test all the included patches just to deploy the one fix you need. Rimini Street support eliminates this overhead cost and risk. Experienced engineers develop fixes that directly address your specific issues, enabling you to quickly deploy just the fixes you need.</p>	<ul style="list-style-type: none"> ■ Reduce your time to production by not having to “retrofit” bundled patches and updates. ■ Reduce the likelihood of bundled patches and updates introducing new issues. ■ Reduce the amount of extraneous testing caused by bundled patches and fixes.
<p>Issue Resolution and Bug Fixes for Your Customizations</p>	<p>Rimini Street offers customization support at no extra charge. Software vendors, in contrast, do not include customization support in their standard support programs. This forces you to hire external consultants or add internal resources to support mission-critical customized code. In contrast, Rimini Street engineers resolve issues and develop fixes that directly address your customizations.</p>	<ul style="list-style-type: none"> ■ Get the support for customizations you need but never received from the vendor. ■ Reduce your time to production by not having to “retrofit” bundled patches and updates. ■ Reduce your time to resolution for custom code issues. ■ Reallocate your maintenance programmers to revenue- or value-enhancing projects.

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Operational Support	Rimini Street’s engineers provide support for the full range of build and deployment issues as well as configuration, security, infrastructure, platform, database and change management issues. In addition, Rimini Street engineers provide operational best practices advice to keep your systems up and your operational costs down.	<ul style="list-style-type: none"> ■ Keep your infrastructure running at peak performance. ■ Reduce downtime. ■ Optimize your operational costs. ■ Reduce issues with change management compliance.
Configuration, Setup and Process Assistance	Organizations need to quickly and effectively adapt to constantly changing business practices. Rimini Street engineers with an average of 10 years of software and business process experience offer best practice and software configuration advice.	<ul style="list-style-type: none"> ■ Fully understand the full range of options your software applications give you. Gain knowledge from support engineers who have “been there, done that.” ■ Gain knowledge of best practices.
Interoperability Analysis and Support	Interoperability support includes strategic guidance to prepare for potential infrastructure changes; assistance with verifying certification on new platforms; and the ability to resolve interoperability conflicts. Rimini Street support engineers diagnose interoperability problems and recommend solutions.	<ul style="list-style-type: none"> ■ Attain maximum return on your investment in your enterprise software. ■ Facilitate collaboration with other software and hardware vendors. ■ Eliminate finger-pointing among vendors.
Upgrade and Migration Support	With Rimini Street’s software archival service, you will not be locked into a frozen version. When you are ready to upgrade, Rimini Street engineers provide resolutions to issues that may arise during an upgrade, tools release or migration.	<ul style="list-style-type: none"> ■ Protect your initial software investment. ■ Upgrade on your timetable, not your software vendor’s.
Software Archiving	Your current production release does not have to be your last. If you are not yet running the latest release of your ERP application, Rimini Street will assist you with downloading the latest software release and related components during your transition to Rimini Street.	<ul style="list-style-type: none"> ■ Software archiving protects your original investment. ■ Software archiving protects your right to upgrade. ■ Upgrade on your schedule, not the vendor’s.

Service Features

Details

Benefits

Account Management

As part of Rimini Street’s annual Support Agreement, every client is provided an Account Manager. Rimini Street Account Managers engage during the onboarding process and through the life of the contract to ensure a smooth transition to Rimini Street and to help clients maximize their return on existing software investments.

Rimini Street Account Managers focus on client satisfaction and are accountable for client retention and survey results.

- Enjoy a single point of contact into Rimini Street for non-technical issues including strategy-, business-, contract-, or escalation-related matters.
- Receive expert guidance to help you successfully navigate complex system strategies and extend the life of your mature technology platform.
- Take advantage of personalized services complemented with an understanding of your strategic goals.

Advisor Services

Rimini Street Advisor Services provide focused, valuable opportunities to participate in interactive webinars and discussions with experts and colleagues across a wide range of topics.

- Learn about new products, solutions and strategies to help maximize and extend the value of your existing enterprise software investments.
- Connect with peers and industry experts to share best practices.

Client Satisfaction Programs

Rimini Street systematically collects client feedback to measure quality of service, drive process improvements, and monitor client satisfaction to ensure innovative programs achieve extraordinary results.

- Your input directly drives:
 - Product improvement
 - New services and features
 - Improved processes

50 Percent Savings on Annual Support Fees

Rimini Street support lets you cut annual maintenance fees now and gain a predictable, low-cost support model for the future. Rimini Street’s ultra-responsive third-party support is available at 50 percent annual cost savings compared to your software vendor.

- Avoid the vendor’s 10–20 percent extended and sustaining support penalties.
- Understand and easily predict your true support expenditures.
- Redirect your cost savings to value-enhancing projects.

Service Features

At Least 10 Years of Support for Your Existing Application Release

Details

With Rimini Street support you can run your highly functional, stable release for 10 years or more, even if customized to meet your unique needs.

Benefits

- Eliminate costly forced upgrades; upgrade only if and when you feel there is positive value.
 - Enjoy enhanced ROI for your enterprise applications: third-party support adds value to your initial software investment.
 - Continue to receive tax, legal and regulatory compliancy updates even after the vendor discontinues support for your application release.
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About Rimini Street, Inc.

Rimini Street is the leading third-party provider of enterprise software support services. The company is redefining enterprise software support services with an innovative, award-winning program that enables Oracle and SAP licensees to save 50 percent in annual support fees and save up to 90 percent in total support costs over a decade. Clients can remain on their current software release without any required upgrades or migrations for at least 10 years. Hundreds of Global, Fortune 500, midmarket and public sector organizations from virtually all industries have selected Rimini Street as their trusted, independent support provider.

To learn more, please visit www.riministreet.com or call within the USA (888) 870-9692 or internationally +1 (702) 839-9671.

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