

WHY RIMINI STREET

- **Mission-critical savings.** Meet or exceed your cost reduction goals through significant reduction in support fees.
- **Personalized, expert service.** Rimini Street provides meaningful consultative dialogue with an experienced Level 3 engineer dedicated to go above and beyond to achieve client success.
- **Ultra-responsive service.** With Rimini Street you get 24/7/365 coverage with guaranteed 30-minute-or-less response.

The \$2 Million Phone Call

A large global company was paying \$4 million annual in vendor maintenance fees. During the course of a year, the company called the vendor with urgent support issues seven times. Five of those calls turned out to involve customized code that the vendor would not address. The vendor fixed the two other issues – for, effectively, \$2 million each.

To calculate your savings now, go to www.riministreet.com/savings

Proven Client Success

“Rimini Street will enable us to meet our financial and IT strategic objectives in the future with more than a 50 percent savings in annual support costs.”

*Julie Wallace, Executive Director of Technology,
Birdville Independent School District*

Understanding Your Total Cost of Maintenance (TCM) for Enterprise Software

Keeping your enterprise software running may be costing you much more than you think. Enterprise software vendors now typically charge 22 percent of license fees for annual support, plus annual adjustments for inflation – but annual support fees are only one contributor to your Total Cost of Maintenance (TCM). Other costs you incur while on vendor support include what you spend on upgrades just to stay supported; what you spend internally on your support processes; and what you spend supporting your customized code that the vendor will not touch. Let’s run over these savings categories in more detail.

Reduce Your Total Cost of Maintenance (TCM) By Up To 90 Percent

Rimini Street’s Savings Calculator identifies four main areas of savings. Taken together, they can reduce your Total Cost of Maintenance by up to 90 percent compared to staying with vendor support programs:

1. Annual Support Fees Cut in Half

The 50 percent guaranteed savings from Rimini Street support is based on what you are paying your vendor today. Rimini Street simply takes your most recent support invoice from your software vendor and cuts the amount in half.

2. More Efficient Support Processes

Rimini Street streamlines the support process, delivering only the software fixes and compliance updates you need. Rimini Street’s personalized support methodology lets you redeploy valuable resources or achieve resource savings. For a complex software environment, the cost savings can be the equivalent of several FTEs.

3. No Forced Expensive Upgrades

Forced product upgrades are often the largest expense incurred to retain enterprise software support. By enabling you to delay or avoid costly product upgrades, Rimini Street support frees up budget so you can maintain staff levels and invest in strategic technologies that meet your evolving business requirements.

4. Support for Customizations

Roughly two-thirds of all support issues involve customized code, but software vendors typically do not support customized software. Rimini Street supports customizations as part of its standard support program, at no extra charge. For a highly customized software environment, the savings can be the equivalent of one or more FTEs or the elimination of a consulting expense.

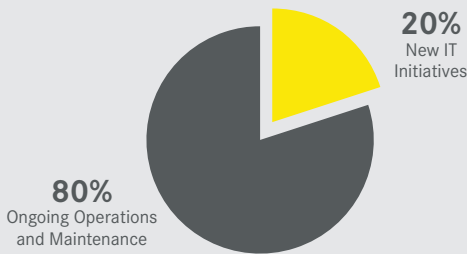
With a radically reduced TCM, enterprise software clients can use a portion of the savings from third-party support to relicense their applications, to acquire their next-generation systems, or to retain headcount and fund innovation.

“KEEPING THE LIGHTS ON”: HIGH OPERATIONAL AND MAINTENANCE COSTS LIMIT INNOVATION

According to research by Gartner, approximately 80 percent of companies’ overall IT budgets are spent on “keep the lights on” expenses. Only 20 percent is going to “activities that grow and transform the business.”

“Gartner’s Top Predictions for IT Organizations and Users, 2012 and Beyond: Control Slips Away,” Gartner, November 23, 2011

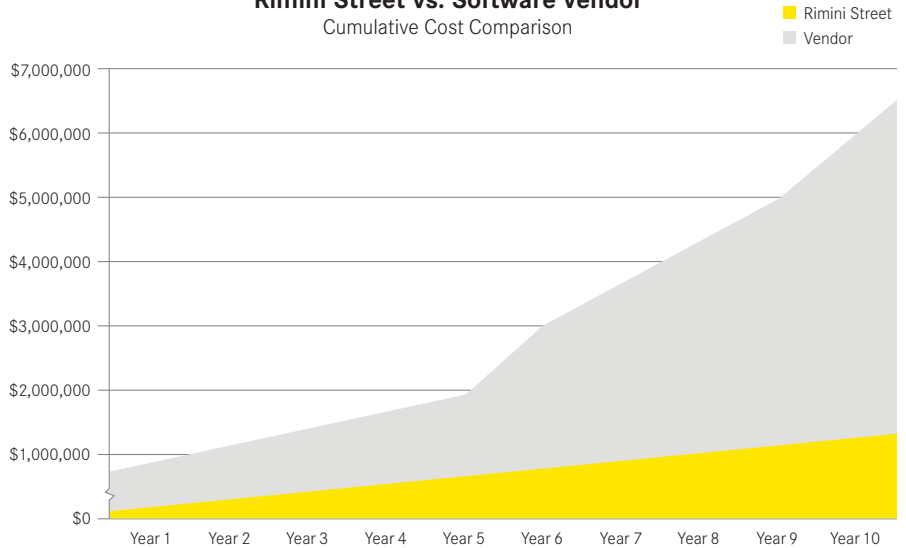
IT Operating Budget Allocation



**Rimini Street vs. Software Vendor:
Cumulative Total Cost of Maintenance Example**

The following chart shows a Cumulative Total Cost of Maintenance comparison based on initial license fees of \$1 million and software vendor annual maintenance fees of 22 percent. Over 10 years this hypothetical client will save \$4,831,997 with Rimini Street third-party support and its TCM will be reduced by 83 percent.

Rimini Street vs. Software Vendor
Cumulative Cost Comparison



10-Year Maintenance Cost Comparison: Cumulative Savings of \$4,831,997

Savings Category	Vendor	Rimini Street	Savings	Savings %
Annual Support Fees	\$1,239,255	\$495,000	\$744,255	60.1%
Upgrades	\$400,000	\$ -	\$400,000	100.0%
Maintenance Resources	\$562,500	\$ -	\$562,500	100.0%
Customization Support	\$375,000	\$ -	\$375,000	100.0%
Totals	\$2,576,755	\$495,000	\$2,081,755	80.8%

“Organizations should carefully consider the return on investment from their software license maintenance fees and explore options that may deliver greater return on investment. Rimini Street customers found significant cost savings and were taking advantage of the next few years’ savings to explore other technology options for future investment.”

Nucleus Research, June, 2010

With third-party support from Rimini Street you can:

- **Automatically save 50 percent on annual maintenance fees.**
- **Reduce your Total Cost of Maintenance by up to 90 percent** by combining savings from annual fees, no forced upgrades, more efficient support processes, and support for customizations.
- **Use your savings** to fund innovation and retain headcount.

Rimini Street
Redefining Enterprise Software Support™

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