

Rimini Street®

Take Back Control of Your Enterprise Software

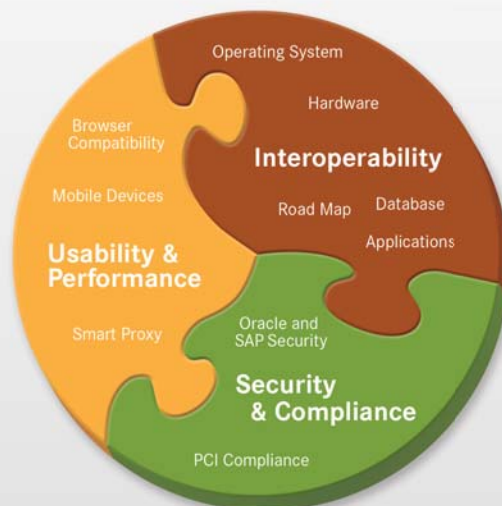
As you plan for necessary changes in IT components, such as browser and desktop application updates or upgrades of hardware platforms, you may assume that your organization must either also update the core ERP applications – or do nothing at all. “All or nothing” is often the advice you will hear from application vendors as they encourage you to upgrade to their latest and greatest release with features that may be of no real value to your organization. Rimini Street offers a maintenance and support path that lowers the total cost of ownership (TCO) of your ERP system by keeping it flexible and interoperable as technologies change around it. When the time is *right for you* to upgrade to the latest ERP release, Rimini Street can help ensure that all systems are ready to go.

MAXIMIZE APPLICATION LIFE SPAN

When your existing ERP applications are meeting all your needs, upgrading is often the least desirable option to meet client-side updates and hardware changes. A systematic methodology of encapsulating core ERP systems can help free your organization from the upgrade treadmill while enabling a dynamic IT environment that keeps your organization’s business systems flexible.

Surrounding your core ERP applications are myriad interdependent systems from a variety of vendors: desktop and server operating systems, desktop and mobile apps, browsers, firewalls and security interfaces. Along with your core ERP and database applications these components make up the layers of your technology stack. It’s a dynamic system with many interlocking parts – so changes to any one of these layers can ripple through the stack and wreak havoc with interoperability. Rimini Street can help you encapsulate your core ERP systems so you can avoid the time and expense of upgrading every part of the stack – and thus greatly extend the life span of your IT investment.

Rimini Street extends the overall life of your vital ERP systems while reducing TCO by focusing on usability, performance, interoperability, security and compliance.



BENEFITS OF RIMINI STREET TECHNOLOGY SUPPORT SERVICES

- Extend the life of applications while allowing a flexible IT infrastructure.
- Protect against forced upgrades of ERP applications due to changing operating systems, browsers, hardware upgrades and security patches.
- Maintain interoperability of legacy customizations when adding new client and server configurations.
- Enable new features, such as mobile apps, without changing the core ERP.
- Keep overall system performance tuned as the technology stack changes.
- Be ready to upgrade when the time is right for your organization.

“ Keeping our SAP system updated with constant hardware and related changes and updates from multiple vendors was always a pain – and expensive. Now, we can easily upgrade the hardware without making any changes to the virtual machine running our ERP processes, so it doesn’t limit us. ”

– Dave Pattison, IT Director,
Mission Linen Supply

PROTECT, PRESERVE AND EXTEND

Rimini Street Technology Support Services **protects** your IT investment in existing systems with innovative technology and services such as:

- ▼ Smart proxy servers for multibrowser compatibility
- ▼ Virtualization wrappers to keep older browsers compatible with new operating systems
- ▼ Desktop and server operating system upgrades as needed, instead of all at once
- ▼ Validation of configurations to ensure interoperability, security and performance

The technique of isolating your ERP applications from external changes removes one of the main reasons for upgrades. Virtualization technologies **preserve** your existing applications by isolating them from changes. Rimini Street has successfully implemented virtualization strategies for its clients that encapsulate existing ERP systems to enable necessary upgrades to the technology stack, such as desktop application suites and browsers. Rimini Street also helps organizations use virtualization to make transitions between data centers transparent to their legacy ERP systems.

As part of Rimini Street's standard support program, our strategic technology engineers help **extend** the usefulness of your customized applications and interfaces. For example, when a customized application fails due to an upgrade of a supporting component (for example, a browser), Rimini Street can deep dive into your customized code to update and fix the issue, thus extending the life of your original functionality. This highly technical service ensures that your organization's unique business processes are preserved as part of a dynamic IT system.

PERSONALIZED, RESPONSIVE SERVICE ENSURES TIMELY SOLUTIONS

Rimini Street provides you with specialized technical experience, industry best practices, and cost-effective solutions – so that your organization can efficiently adopt new technologies without impacting the business functions delivered by your existing ERP applications. As a Rimini Street client, you have access to our state-of-the-art technology capabilities through your Account Manager who can quickly assign the appropriate senior technologists to your case. With technology changing so rapidly among the many vendors that make up your IT stack, it's reassuring to know that our experts can apply proven techniques to support your organization in a timely manner – at no additional cost to you.

CONTACT RIMINI STREET FOR MORE INFORMATION

Rimini Street's goal is to put you back in control of your technology. Hundreds of organizations worldwide have worked with Rimini Street to lower the total cost of ownership of their ERP systems by stabilizing their software and getting off the upgrade treadmill. Now it's your turn. Take control today.

STATE-OF-THE-ART TECHNOLOGY CAPABILITIES

Rimini Street provides interoperability, upgrade flexibility and security and compliance guidance that extend the overall life of your systems. We provide end-to-end services and can show you how to avoid the expense of upgrading other parts of your technology stack and extend the life span of your IT investment while containing the total cost of ownership. Rimini Street employs experienced technology engineers to respond to your changing and dynamic IT environment. Our experts can:

- **Insulate existing technology** to protect, preserve and extend the life of applications.
- **Guide you in the application of a holistic approach to security** to keep systems compliant without constant patching.
- **Enhance interoperability** with innovative middleware solutions that keep your enterprise applications working as technology stack layers come and go.
- **Enable new features and functionality** with customizations and add-ons that play well with legacy systems.
- **Future-proof your system** and provide expertise on legacy technology as IT strategy changes.

RIMINI STREET TECHNOLOGY SOLUTION BRIEFS

This document is one in a series of Rimini Street Technology Solution Briefs, each of which discusses a single infrastructure issue common to legacy enterprise applications and describes the types of solutions offered by Rimini Street as part of our standard support services. For more information refer to the following Rimini Street Technology Solution Briefs:

- Browser Compatibility
- Smart Proxy Servers
- PCI Compliance
- Mobile Device Support
- Hardware Upgrades
- Database Upgrades
- Desktop Upgrades
- Server OS Upgrades
- Application Upgrades
- Oracle Security
- SAP Security