



Brochure

Global Tax, Legal and Regulatory Updates

Rimini Street
Engineered for Support[®]

Global Tax, Legal and Regulatory Update Services

Rimini Street tax, legal and regulatory updates help organizations of all sizes keep their applications up to date and compliant. Rimini Street ensures that the latest updates are immediately identified, verified, scoped, coded, tested, custom-packaged and delivered to you.

To do this Rimini Street works with the world's local, state, provincial and national governments—as well as all major tax and regulatory services. Our unique methodology results in the highest quality deliverables for your organization and the fastest legislature-to-liveSM update delivery cycle in the industry.

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Rimini Street Delivers

Development and delivery of tax, legal and regulatory updates is a standard component of the Rimini Street award-winning enterprise software support program. Key features of Rimini Street tax, legal and regulatory update services include:

- **A highly experienced global tax, legal and regulatory team.** Rimini Street has a long history and proven track record of delivering accurate mission-critical updates to enterprise software clients worldwide.
- **Personalized update packages.** Rimini Street tax, legal and regulatory updates are tailored to your specific deployments. With this approach, where the focus is on quality and personalized service, you receive only the updates you need for your unique system environment.
- **Timely delivery.** With complex modules like Payroll, organizations often struggle to keep up with constant changes in short timeframes. Rimini Street not only delivers the highest-quality updates to clients; it does so, on average, several days earlier than your software vendor.

Value to Your Organization

Rimini Street delivers a better value for your annual support fees and offers significant benefits over software vendor support programs. With Rimini Street you:

- **Remain in compliance** with constantly changing tax, legal and regulatory requirements.
- **Rely on and trust in** the proven accuracy, completeness and timeliness of your tax, legal and regulatory reporting, backed by our higher level of service, world-class tax research organization and ISO 9001:2008 certification for development and delivery of worldwide tax, legal and regulatory updates.
- **Save money.** 50 percent savings on annual support fees as compared with your ERP vendor's support.
- **Get maximum leverage** on the substantial investment you've already made in your current stable ERP release, which Rimini Street will support for fifteen years or more.

145,000+

Vast Experience

The number of mission-critical tax, legal and regulatory updates Rimini Street has delivered since 2005. The Rimini Street team is the most experienced in the industry.

Comprehensive Breadth and Depth

Payroll, Human Resources, Benefits, Pension, Accounts Payable, Asset Management and other applications require high-quality and timely tax, legal and regulatory updates for local, state, provincial and national jurisdiction compliance. Rimini Street has built research, development and client service organizations that focus exclusively on the delivery of solutions to address these requirements.

Rimini Street provides tailored tax, legal and regulatory updates for companies of all sizes – from small-to-medium sized businesses all the way up to global enterprises with 100,000 employees on payroll.

A Single Source of Truth for Tax, Legal and Regulatory Updates Worldwide

Rimini Street has defined and built the most comprehensive, thorough and rigorous process for sourcing and delivering tax, legal and regulatory updates to enterprise software clients.

Our cumulative expertise and massive and constantly evolving proprietary database repository of tax, legal and regulatory changes, are unique in the world.

Tax, Legal and Regulatory Update Categories Delivered by Rimini Street

Human Resources Changes

- Human capital and reporting
- Time and labor
- Social Security
- Medical insurance
- Payroll
- Benefits
- Pension administration
- Withholding rates
- Year-end reporting
- VETS and EEO reporting
- PPACA support
- Other

Transaction Tax Changes

- Sales and use taxes
- Goods and services taxes
- Provincial sales taxes
- Value added taxes
- Customs and duties
- Treaty set taxes
- Other

Financial Regulatory Changes

- 1099
- Asset management
- FASB reporting
- IASB reporting
- IFRS
- GAAP
- Ministerial reporting
- Treasury
- Climate change taxes
- Other

Worldwide Scope

Every day, around the world, regulations, standards and legislation for payroll taxes, transaction taxes and financial accounting, reporting and compliance are constantly changing. Rimini Street helps you prepare for and respond to a variety of events — including recurring updates, ad-hoc regulation and policy changes and major transitions like new IFRS accounting standards.

Systems Supported by Rimini Street

- JD Edwards EnterpriseOne (Oracle)
- JD Edwards World (Oracle)
- PeopleSoft (Oracle)
- Oracle E-Business Suite
- SAP

Updates Provided for These Applications

- Accounts Payable
- Asset Management
- Benefits
- Financial Aid
- Human Resources
- Payroll*
- Pension

** Application Specific*

200

Worldwide Scope

Rimini Street provides global tax, legal and regulatory update capability for nearly 200 countries.

Languages Spoken by Rimini Street

Arabic, Chinese (Mandarin), English, French, German, Hebrew, Hindi, Italian, Japanese, Norwegian, Portuguese, Russian, Spanish, Swedish, Tamil, Vietnamese

Approach and Methodology

Each tax, legal and regulatory update Rimini Street delivers to you has been through a rigorous process of identification, verification, scoping, coding and quality testing. The Rimini Street methodology (see facing page) leverages state-of-the-art technologies — such as a proprietary database repository of all tax, legal and regulatory source changes — designed to ensure efficiency, access and veracity.

Tax, Legal and Regulatory Research

Rimini Street monitors tens of thousands of tax, legal and regulatory jurisdictions around the world. In order to ensure that all global changes are identified for review and analysis, Rimini Street compares and verifies data from hundreds of trusted sources.

No single source of tax, legal and regulatory data provides the information needed to assure a complete scope and full accuracy — it's imperative to compare multiple sources. Therefore, to ensure the veracity of its research and deliverables, Rimini Street utilizes a unique triple-check methodology that includes direct government verification, use of the leading regulatory research reporting services and tertiary sources that include top global accounting and legal firms.

Accounting and Legal Partners

Rimini Street triple-checks the veracity of its tax, legal and regulatory scope and analysis working with international in-country experts.

These experts include:

- Two of the Big Four accounting firms
- Two top-tier global law firms
- Financial Executive International
- UK Chartered Institute of Payroll Professionals

In addition, Rimini Street is a member of the American Bar Association-Section on Taxation, American Payroll Association, Australian Payroll Association, Canadian Payroll Association, Tax Council Policy Institute, Tax Executives Institute and The Association for Payroll Specialists.

ISO 9001:2008 Certification

Rimini Street is ISO 9001:2008 certified for the global provision of enterprise software support services, including development and delivery of worldwide tax, legal and regulatory updates. ISO certification is important because it helps ensure quality and consistency of the delivered updates.

ISO certification is part of our commitment to developing and executing best-in-class processes to ensure clients consistently receive high-quality, ultra-responsive service.

Confidence in Quality Processes

Our rigorous processes for research and delivery of worldwide tax and regulatory updates comply with the ISO EN ISO 9001:2008 standard.

9001:2008

Rimini Street continuously researches and analyzes thousands of changing tax, legal and regulatory requirements — and then builds, packages and delivers updates based on those requirements.

This is highly specialized work, performed by a dedicated team of resources with a proven methodology.

1. Acquisition and Validation

Rimini Street dedicated country research specialists (CRSs) focus exclusively on identifying and verifying tax, legal and regulatory changes worldwide. CRSs use a three-tiered sourcing and validation process:

- Original sources. The original governmental or regulatory bodies enacting a law or regulation.
- Secondary sources. Third-party information sources such as resource services and regulatory alert services and websites.
- Tertiary sources: In-country experts at top-tier global tax, accounting and legal firms.

Every legitimate, validated change is noted in a Change Memo and forwarded for Functional Analysis & Scoping.

2. Functional Analysis and Scoping

Rimini Street scopes each regulatory and legislative change in order to determine what tax, legal and regulatory updates are required for the various applications in use by its clients — for example, Payroll, Assets, Pension and Payables. This requires a complete understanding of how tax and regulatory changes affect all calculation, tracking and reporting requirements.

If Rimini Street business analysts determine that a change requires a software update to any of our supported vendor/application/release combinations, a specification is issued to Development.

3. Development and Testing

- Every Rimini Street development project begins and ends with the use of its project management tools and methodology. The methodology was designed by Rimini Street engineers to specifically manage the highly complex tax, legal and regulatory update development process, which includes interlocking relationships between thousands of code objects.
- Our application code development plans draw on a deep understanding and knowledge of the complex code changes required to successfully incorporate each tax, legal and regulatory change.
- Development concludes with strict testing and quality assurance procedures.

4. Delivery and Post-Delivery Support

- Tax, legal and regulatory updates may include changes to tax tables, other data and/or other application code. Updates will also include any required base code application fixes necessary to support the new tax, legal and regulatory processing code changes.
- Rimini Street bundles changed objects along with clear and detailed installation instructions, release notes and object guides to help expedite your local testing and migration to production.
- Each update Rimini Street delivers is tailored for each client's specific implementation and environment. You get only what you need.
- Support does not end with delivery of your updates. With Rimini Street, you get ongoing 24/7/365 support with guaranteed 15-minutes-or-less response for critical issues and a senior, named Primary Support Engineer who can answer any questions you may have and help with any implementation issues you may experience with your tax, legal and regulatory updates.

The Most Experienced Team in the Industry

With Rimini Street, you are backed up by the highest-caliber, most experienced tax executives, regulatory and legislative compliance experts, client support executives, senior ERP engineers and support staff in the world.

Seasoned Executive Leadership

Rimini Street executive leadership is the most experienced in the industry at providing enterprise software support. Members of our management team have held senior executive roles at Oracle, SAP, PeopleSoft, JD Edwards and Siebel, with broad responsibilities including worldwide client support policy and delivery, new product development, implementation and upgrades.

Members of the Rimini Street management team have an average of more than a decade of experience delivering support for enterprise software products and many of them are the pioneers of the third-party support revolution.

World-Class Tax Professionals

Rimini Street leadership includes veteran tax specialists, Certified Public Accountants (CPAs), Certified Payroll Professionals (CPPs), attorneys and executives who bring a blend of international tax, legal and regulatory expertise, with senior tenure at the world's most respected and prestigious financial services and consulting organizations.

Bringing this type of deep knowledge and experience in-house is a major innovation — and advantage to you — of Rimini Street Support.

Research Specialists, ERP Engineers, and Support Staff

All Rimini Street personnel supporting clients are highly experienced and knowledgeable, with a track record of timely and accurate delivery of tax, legal and regulatory updates. Many have previously worked on software vendor tax, legal and regulatory support teams. The company has organized its research, development and QA teams around product lines, bringing a deep focus to the PeopleSoft, JD Edwards, Oracle E-Business Suite and SAP environments. Rimini Street engineers are top-tier experts, the most experienced and creative minds in their areas of technical specialization.

Cost Savings

50 percent savings on annual support fees as compared with your vendor's support.

50 percent



Proven Client Success

Rimini Street clients consider its global tax, legal and regulatory expertise an essential component of world-class enterprise software support.

“Rimini Street consistently delivers high quality US and Canadian tax and regulatory updates ahead of schedule with excellent documentation and highly-responsive support. The Rimini Street team has extensive experience building and supporting tax and regulatory updates and we rely on them to support our mission-critical PeopleSoft applications. We are very pleased with the overall responsiveness and quality of support we receive from Rimini Street.”

Greg Clore
VP Information Technology,
Dave & Buster’s
Revenues \$690 million

“The Rimini Street Tax Engine for SAP delivers a superior solution over BSI for SAP payroll calculations. Internal support has been reduced as Rimini Street provides customized tax, legal and regulatory updates that only pertain to our system.”

Eric Robinson
CIO, Color Spot Nurseries
Privately held

Rimini Street Advantages

Rimini Street is the premier third-party enterprise software support provider for companies worldwide, including Fortune 500, Global 100, midmarket and public sector organizations.

Benefits to you include:

Cost savings. 50 percent savings on annual support fees as compared with your ERP vendor's support.

Maximum ROI on the substantial investment you've already made in your current stable ERP release.

Ultra-responsive service. Rimini Street offers hyper-responsive support with a named, regional Primary Support Engineer assigned to each client and 24/7 support with guaranteed 15-minutes-or-less response for critical issues.

Next-generation support program. Rimini Street support includes premium services not ordinarily delivered in standard vendor support programs — such as support for customizations, interoperability and performance tuning.

Personalized service model. Rimini Street offers personalized service, not a one-size-fits-all approach. For example, with our tailored tax, legal and regulatory updates, you receive only the updates you need for your specific implementation.

Worldwide coverage and scope. Rimini Street provides support for operations around the world and offers global tax, legal and regulatory update capability for nearly 200 countries.

Compliance with constantly changing tax and legal requirements. You can rely on and trust in the proven accuracy, completeness and timeliness of your tax, legal and regulatory updates.

Deep executive management experience in enterprise software support programs as well as global taxation and compliance.

Peace of Mind

The dollar value of transactions that are successfully processed every month on enterprise systems serviced by Rimini Street tax, legal and regulatory updates.

Billions

About Rimini Street, Inc.

Rimini Street is a global provider of enterprise software products and services, and the leading third-party support provider for Oracle and SAP products. The company has redefined enterprise support services since 2005 with an innovative, award-winning program that enables licensees of IBM, Microsoft, Oracle, SAP and other enterprise software vendors to save up to 90 percent on total support costs. Clients can remain on their current software release without any required upgrades for a minimum of 15 years. Global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted, third-party support provider.

Rimini Street

Engineered for Support™

Worldwide Headquarters

3993 Howard Hughes Parkway, Suite 500
Las Vegas, NV 89169

Toll Free 888-870-9692 | Main 702-839-9671
Fax 702-973-7491

info@riministreet.com www.riministreet.com

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LT-US-032118

