

Rimini Street Support for BusinessObjects



Supported Product Lines

BusinessObjects Enterprise, Advanced Analysis, Interactive Analysis (Web Intelligence), Explorer, Dashboard Design (Xcelsius) and Crystal Reports

Supported Releases

All BusinessObjects 6 and later releases

Select Supported System Components

- Ad Hoc Query and Analysis: Interactive Analysis (formerly Web Intelligence)
- BusinessObjects Enterprise
- Dashboard Design (formerly Xcelsius), Enterprise Performance Management (EPM)
- Data Exploration: Explorer, Planning & Consolidation (formerly OutlookSoft)
- Database Integration: Universe Designer, Information Design Tool (IDT), Enterprise Information Management (EIM)
- Integration: Web Services Query Tool, BI Web Services
- Operational Reporting: Crystal Reports

Get Control of Your Analytics Roadmap and Fund Revenue-Generating Programs

Product Support Overview

Rimini Street replaces SAP annual support for BusinessObjects. From a single provider, you get an integrated service offering with interoperability and configuration support for BusinessObjects. Rimini Street delivers premium support, the flexibility to choose whether or not to upgrade and significant annual cost savings.

Business Challenges

BusinessObjects systems require less support than earlier generations of enterprise business intelligence software because the products are mature and stable. Many licensees are questioning the value they receive from their vendor's support contract and required product upgrades that are costly. Those who prefer to remain on their current BusinessObjects release are choosing independent support to achieve vast savings that can subsequently be reinvested into other IT programs.

The Rimini Street Solution

Turning the multi-tiered vendor support model upside down, Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). In this way, clients have direct access to an expert with their first call. PSEs are available 24 hours a day, 7 days a week, 365 days a year anywhere in the world with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes as well as a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

Key Benefits

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support 24/7/365
- Eliminate forced upgrades yet preserve the flexibility to upgrade when business needs dictate
- Fund IT innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

More Information

To learn more about Rimini Street Support for BusinessObjects, visit www.riministreet.com/services/products-and-releases-supported/businessobjects.

About Rimini Street

Rimini Street is a global provider of enterprise software products and services, and the leading independent 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. Over 1,300 global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted, independent support provider.

Support Program Comparison

	Rimini Street	SAP
Named, Regional Primary Support Engineer for Each Client	■	
Named Global Account Manager for Each Client	■	
24/7/365 Support with 15-minute Guaranteed Response Time for Priority 1 Issues	■	
Software Enhancements Delivered Under Maintenance Agreement		■
Custom Code Support	■	
Installation and Upgrade Support	■	■
Application, Repository and Documentation Fixes	■	■
Global Tax, Legal and Regulatory Updates	■	■
Configuration Support	■	
Full Support with No Forced Upgrades	■	
Full Support of Current Release for a Minimum of 15 Years	■	
Performance Support	■	
Integration Support	■	
Interoperability Support	■	
Strategic Application Planning, Functionality Mapping and Enhancement Analysis	■	
Security Advisory Services (Vendor-Neutral)	■	
50% Annual Cost Savings	■	

Support Details

Support for All Your SAP Applications and Database Under One Roof

Our award-winning, ISO-certified premium support and maintenance program will take care of maintaining your market-leading BusinessObjects family of software products. We support the application and its integrations with your SAP applications, taking advantage of the prebuilt data and metadata integration and drill-through to transaction details. Rimini Street gives you a single point of contact for all your enterprise software support and maintenance needs, proven expertise, premium support features and personalized, ultra-responsive service.

Interoperability Support

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.

Worldwide Headquarters

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