

Rimini Street Support for IBM Db2 Database



Supported Releases

- Version 8.0 and later
- All Platforms and Editions Supported

IBM Db2 Components Supported

- Db2 Tools for Linux, UNIX and Windows
- Db2 Connect

Key Benefits

- Maximize the value of your Db2 investment
- Minimize business disruption with rapid support response and no forced upgrades
- Fund innovation and drive business growth with savings up to 90% of your total maintenance costs

Maximize the Value of Your IBM Db2 Database Investment

Product Support Overview

Rimini Street Support for IBM Db2 database enables clients to reduce their total cost of Db2 ownership and receive ultra-responsive support. Clients can remain on their current, stable release without any required upgrade — while retaining the right to upgrade on a time line that suits their business needs and budget. We support Db2 in conjunction with support for applications; we also support Db2 standalone.

Business Challenges

Db2 customers are frustrated with rising annual maintenance fees and costly forced upgrades. They experience disappointing customer service and are skeptical that the high cost of vendor annual support is a good value. Additional concerns include improving database performance and availability, and achieving comprehensive database security. Many Db2 customers are looking for a support provider who can offer all the benefits of a single-provider, integrated support solution for their enterprise applications as well as database.

The Rimini Street Solution

In addition to standard break/fix support, Rimini Street also provides, at no extra cost, configuration support tailored to your specific deployment; performance tuning support for maximum throughput; and advisory services around security, interoperability, and upgrade issues. Our comprehensive support package ensures resolution of issues no matter where the problem lies.

These value-added services ensure your Db2 database will operate smoothly for years to come. Savings from switching to Rimini Street Support for IBM Db2 allow you to invest in other strategic initiatives or augment your hybrid IT strategy for increased flexibility and reduced TCO.

Support Program Comparison

| | Rimini Street | IBM |
|---|---------------|-----|
| Named, Regional Primary Support Engineer | ■ | |
| 24/7/365 Support, Guaranteed 15 Minute or Less Response for Priority 1 Issues | ■ | |
| Minimum 15 Years Support Guaranteed | ■ | |
| Security Advisory Services (Vendor-Neutral) | ■ | |
| Interoperability Support | ■ | |
| Performance Tuning Support | ■ | |
| Strategic Planning, Functionality Mapping & Enhancement Analysis | ■ | |
| Named Global Account Manager for Each Client | ■ | |
| Innovation & Functionality Roadmap Services | ■ | |
| Onboarding & Archiving Services | ■ | |
| Repository Fixes | ■ | ■ |
| Documentation-Only Fixes | ■ | ■ |
| Configuration Support | ■ | ■ |
| Operational Support | ■ | ■ |
| Installation & Upgrade Process Support | ■ | ■ |

Support Details

Interoperability

Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying interoperability on new platforms and resolving conflicts.

Support for All Your Applications and Databases Under One Roof

Gain the benefits and value of a single-source support provider. In addition to IBM Db2, Rimini Street supports all SAP and Oracle enterprise applications. IBM Db2 licensees switching their annual support to Rimini Street reap the same 50 percent savings in annual support fees that is enjoyed by clients utilizing Rimini Street for their enterprise application software support. Licensees who use Rimini Street for combined support of their Db2 database and SAP or Oracle enterprise applications will also benefit from an integrated service offering with deeper interoperability and configuration support between the database and application through a single-source provider.

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.

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