

Rimini Street Support for Microsoft SQL Server Database



Supported Releases

- MS SQL Server 2008 and later
- ALL Editions Supported

Select Supported Components & Tools

- SQL Server Analysis Services (SSAS)
- SQL Server Reporting Services (SSRS)
- SQL Server Integration Services (SSIS)
- SQL Server Management Studio
- SQL Server Configuration Manager
- SQL Server Profiler
- Database Engine Tuning Advisor
- Data Quality Client
- SQL Server Data Tools

Maximize the Value of Your Microsoft SQL Server Investment

Product Support Overview

Rimini Street Support for Microsoft SQL Server database enables clients to reduce their total cost of Microsoft SQL Server ownership and receive ultra-responsive support. Clients can remain on their current, stable release without any required upgrades — while retaining the right to upgrade on a time line that suits their business needs and budget.

We support Microsoft SQL Server in conjunction with support for other applications; we also support Microsoft SQL Server standalone.

Business Challenges

Microsoft SQL Server 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 Microsoft SQL Server 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 SQL Server will operate smoothly for years to come. Savings from switching to Rimini Street Support for SQL Server allow you to invest in other strategic initiatives or augment your hybrid IT strategy for increased flexibility and reduced TCO.

Key Benefits

- Maximize the value of your Microsoft SQL Server 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

Support Program Comparison

	Rimini Street	Microsoft
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 Microsoft SQL Server, Rimini Street supports all SAP and Oracle enterprise applications. Microsoft SQL Server 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 Microsoft SQL Server 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.

Worldwide Headquarters

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