

Rimini Street Support for Oracle Database

Supported Releases

8i, 9i, 10g, 11g, and 12c

Select Supported System Components

- Active Data Guard
- Advanced Compression
- Advanced Security
- Application Express
- Data Masking
- Database Diagnostics & Configuration
- Database Vault
- Enterprise Manager
- GoldenGate
- In-Memory Database Cache
- OLAP
- Partitioning
- Performance Tuning
- Provisioning & Patch Automation Pack
- Real Application Clusters (RAC)
- RMAN, DBCA, DUA, NetCA, OUI
- SQL*Plus, SQL*Loader, Developer
- Warehouse Builder

Maximize the Value of Your Oracle Database Investment

Product Support Overview

Rimini Street replaces Oracle support for Oracle® Database delivering significant cost savings, a higher-value service mix and the ability to avoid costly product upgrades. We support Oracle Database clients around the world in implementations ranging from a single server to large, complex environments with nearly 600 global database servers, and ranging from small data storage requirements to as much as 60TB of storage.

Business Challenges

Oracle Database customers are frustrated with rising annual maintenance fees and costly forced upgrades. They experience disappointing customer service from Oracle, while their maintenance fees are funding Oracle's next-generation systems that they may never use. Additional concerns include improving database performance and availability, and achieving comprehensive database security.

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

“The primary driver for switching to Rimini Street was to reduce operating costs associated with our Oracle Database environment. By making this move, we have saved 50 percent on all our previous maintenance and support costs, savings which can now be spent in more value-added initiatives rather than on maintenance of our stable, mature system. We no longer pay maintenance and support to the software vendor as we have done for the last 20 years — those days are over. That cost was no longer justifiable for the value received.”

Michael Milne,
Planning & Architecture manager
 TransGrid

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	Oracle
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 Application Planning, Functionality Mapping & Enhancement Analysis	■	
Named Global Account Manager for Each Client	■	
Onboarding & Archiving Services	■	
Application & Repository Fixes	■	■
Documentation-Only Fixes	■	■
Configuration Support	■	■
Operational Support	■	■
Installation & Upgrade Process Support	■	■

Support Details

Premium Database Support and Maintenance Features

Rimini Street provides configuration support tailored to your specific deployment; performance tuning support for maximum throughput; database security advisory services; upgrade advice and support; and support for Oracle Database virtualization reducing time to resolution.

Performance Tuning

We provide database tuning to streamline performance and ensure your Oracle Database continues operating at a high level.

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.

Support for All Your Oracle Applications and Database Under One Roof

Gain the benefits and value of a single-source support provider. In addition to Oracle Database, Rimini Street supports Oracle E-Business Suite, Oracle Fusion Middleware, Oracle Retail, Siebel, PeopleSoft, JD Edwards, Hyperion, and Agile Product Lifecycle Management.

More Information

To learn more about Rimini Street Support for Oracle Database, visit www.riministreet.com/services/products-and-releases-supported/oracle-database

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