

# Rimini Street Support for Oracle E-Business Suite

## Supported Product Lines

Customer Relationship Management, Service Management, Financial Management, Human Capital Management, Project Portfolio Management, Procurement, Supply Chain Management, Value Chain Execution, Value Chain Planning

## Supported Releases

Oracle E-Business Suite 10.7 and later releases

## Key Benefits

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support, including support for customizations at no extra charge
- Eliminate forced upgrades yet preserve the flexibility to upgrade when you see clear ROI
- Fund innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

## Take Back Control of Your ERP Roadmap and Realize Significant Cost Savings

### Product Support Overview

Rimini Street replaces Oracle support for E-Business Suite (EBS) and delivers much greater value for dollars spent. With a seasoned team of experts, Rimini Street provides world-class support for Oracle® EBS 11i, R12 and earlier releases. Clients achieve up to 90 percent savings on total maintenance costs.

### Business Challenges

While Oracle EBS releases are still meeting business needs, customers are frustrated with forced software upgrades and high maintenance fees. Licensees realize little value from Oracle support; customizations are not supported. Their annual contracts are essentially funding next-generation Oracle Cloud systems that they may or may not adopt. Those who want to keep their stable EBS release intact and assess cloud options in their own time are considering the business case for independent support.

### 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 and updates, support for customized code, and a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

“Based on a survey I recently conducted, more than 88 percent of Oracle application licensees are interested in third-party support options that can provide meaningful savings and good service.”

**R. “Ray” Wang,**  
Principal Analyst and Founder  
Constellation Research, Inc.

**More Information**

To learn more about Rimini Street Support for Oracle E-Business Suite, visit [www.riministreet.com/services/products-and-releases-supported/oracle-e-business-suite](http://www.riministreet.com/services/products-and-releases-supported/oracle-e-business-suite).

**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. Nearly 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	■	
Customization Support	■	
Minimum 15 Years Support Guaranteed	■	
Security Advisory Services (Vendor-Neutral)	■	
Interoperability 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	■	■
Global Tax, Legal & Regulatory Updates	■	■

**Support Details**

*Global Tax, Legal and Regulatory Updates*

Rimini Street offers the tax and regulatory updates you need to ensure your Oracle E-Business Suite applications remain compliant and up-to-date with the latest tax and regulatory changes. We deliver global tax and regulatory capabilities across nearly 200 countries and have provided our clients with thousands of tailored updates.

*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 EBS, Rimini Street supports Oracle Database, Oracle Fusion Middleware, Oracle Retail, Siebel, PeopleSoft, JD Edwards, Hyperion, and Agile Product Lifecycle Management.

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