

Rimini Street Support for PeopleSoft



Supported Product Lines

HCM, FIN, CRM, EPM, SRM, SCM, Public Sector, Campus Solutions

Supported Releases

7.x, 8.x and 9.x

Select Supported System Components

- Application Engine
- Application Workflow Engine
- Component Interface
- Crystal Reports
- Digital Certificates/SSL
- Integration Broker/Application Messaging
- PeopleCode
- PeopleSoft Directory Interface (PDI) and LDAP
- PeopleSoft Security Hierarchy
- PeopleTools
- Process Scheduler
- PS/nVision
- Realtime Event Notification (REN)
- SQR
- Tree Manager

Eliminate Business Disruption and Extend the Life of Your PeopleSoft System

Product Support Overview

Rimini Street replaces Oracle support for PeopleSoft delivering significant cost savings, a higher-value service mix and the ability to avoid costly product upgrades. With a seasoned team of experts, Rimini Street offers support services for a wide range of Oracle® PeopleSoft products, from older 7.x and 8.x versions to the more recent 9.x versions.

Business Challenges

Today's PeopleSoft systems are stable and reliable, requiring much less support than earlier generations of enterprise software. In this context, many customers are frustrated by forced vendor upgrades and lackluster service levels, and no longer believe that the high cost of Oracle annual support is a good value. Preferring to extend the life of their current PeopleSoft release, many organizations are reducing costs by moving to 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.

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 business needs dictate
- Fund IT innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

“Rimini Street provides more responsive service, over 50 percent in annual support cost savings, and the tax, legal and regulatory updates we need to keep our PeopleSoft system current and compliant.”

Gene Wittneben,
Director, Information Systems
 Brazoria County, Texas

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	■	
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 delivers the tax and regulatory updates you need to ensure your PeopleSoft applications remain compliant and up-to-date with the latest tax and regulatory changes. We offer global tax and regulatory capabilities across nearly 200 countries and have provided our clients with thousands of tailored updates.

COBOL Compiler for PeopleSoft

The Rimini Street COBOL Compiler (RSI Compiler) is available at no additional cost to clients. Clients are provided a term license for use with their test and development instances of PeopleSoft software for as long as they remain a client.

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.

More Information

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

Worldwide Headquarters

3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA Phone: 702.839.9671 Toll-Free 888.870.9692 riministreet.com [linkedin.com/company/rimini-street](https://www.linkedin.com/company/rimini-street) twitter.com/riministreet

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