

# Rimini Street Support for SAP HANA Database



## All SAP HANA Database Support Package Stacks (SPS) Supported

### SAP System Components Supported

- HANA Studio
- HANA Client
- HANA Host Agent
- HANA Information Center
- HANA Advanced Data Processing
- HANA Spatial
- LT Replication AddOn
- LT Replication Server
- SAP Business Objects Data Services
- HANA XS Engine
- HANA XS Advanced Runtime

### 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 up to 90 percent of your total SAP maintenance costs

## Simplify Your Enterprise IT Maintenance and Support Strategy and Maximize the Return on Your SAP Investment

### Product Support Overview

Rimini Street Support for SAP® HANA Database replaces SAP maintenance, enabling clients to reduce their total cost of HANA Database ownership and receive ultra-responsive support. Clients can remain on their current, stable release while retaining the ability to install current SAP updates on a schedule that suits their business needs and budget. We support the HANA Database as well as other SAP products including SAP Business Suite applications, SAP Business Warehouse (BW) and the SAP BusinessObjects Business Intelligence platform.

### Business Challenges

SAP HANA Database customers face expensive, disruptive updates that usually offer little or no return on investment. These companies are finding they need to retrain or hire experts because HANA Database requires new skills that are scarce. In addition, HANA Database licensees are saddled with the poor quality of SAP 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 a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

*“It is essential for enterprise software licensees to have options when it comes to support. Independent support providers play a key role in creating a competitive environment. Moreover, customers now have the freedom of moving their SAP HANA Database to independent support, with the confidence that they will not be locked into vendor support. This means better ROI and customer satisfaction for SAP licensees.”*

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

**More Information**

To learn more about Rimini Street Support for SAP HANA Database, visit [www.riministreet.com/sap-hana-db](http://www.riministreet.com/sap-hana-db).

**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	SAP
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	■	
Innovation & Functionality Roadmap Services	■	
Onboarding & Archiving Services	■	
Application & Repository Fixes	■	■
Documentation-Only Fixes	■	■
Configuration Support	■	■
Operational Support	■	■
Installation & Upgrade Process Support	■	■

**Support Details**

*Performance Tuning*

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

*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.

**Worldwide Headquarters**

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