

Rimini Street Support for SAP (Sybase) Databases

Supported SAP Sybase Databases (collectively the former SAP Sybase family of database products)

- SAP Adaptive Server Enterprise (ASE)
- SAP IQ
- SAP SQL Anywhere
- SAP Advantage Server

Select Supported SAP Sybase Database Components

- SAP Replication Server
- PowerDesigner
- PowerBuilder
- SAP IQ Client
- SAP IQ Web Drivers
- SAP IQ ODBC Driver
- SAP IQ Cockpit

Maximize the Value of Your SAP Sybase Database Investment

Product Support Overview

Rimini Street Support for SAP Sybase databases enables clients to reduce their total cost of SAP Sybase database ownership and receive ultra-responsive support. SAP Sybase offers several database options designed for a variety of customer requirements — relational, columnar and mobility. Rimini Street has you covered no matter which database you are running. 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 SAP Sybase Databases in conjunction with support for other applications; we also support SAP Sybase Databases standalone.

Business Challenges

SAP Sybase 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 SAP Sybase 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.

Key Benefits

- Maximize the value of your SAP Sybase Database 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.

These value-added services ensure your SAP Sybase database will operate smoothly for years to come. Savings from switching to Rimini Street Support for SAP Sybase database allow you to invest in other strategic initiatives or augment your hybrid IT strategy for increased flexibility and reduced TCO.

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 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 SAP Applications and Database Under One Roof

Gain the benefits and value of a single-source support provider. In addition to SAP Sybase, Rimini Street supports all SAP product lines and releases including R/3, ERP 5 and 6 (ECC 5 and 6), and all other SAP Business Suite products including Customer Relationship Management, Supplier Relationship Management, Supply Chain Management and Product Lifecycle Management, BusinessObjects and SAP HANA Database.

SAP Sybase 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 SAP Sybase database and SAP 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.

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