

# Rimini Street Support Services for Salesforce



Post-implementation Salesforce services.  
Always supported. Never surprised.

- We have been delivering support for more than a decade — no surprises on the quality of resources we assign or services we deliver
- Our Salesforce catalog includes over 60 managed services — no surprises on the scope of service we cover
- We offer predictable subscription-based pricing — no surprises that will break your budget

## Supported Products

- Salesforce Sales Cloud
- Salesforce Service Cloud

## Business Challenges

Our Support and Managed Services offerings appeal to Salesforce customers who:

- Want to get more from their Salesforce investment
- Are challenged to find and retain skilled and cost-effective resources
- Require highly responsive support for their production Salesforce environment

## Solution

Rimini Street (Nasdaq: RMNI) has built its reputation on providing world-class support. As the leader in third-party enterprise software support, Rimini Street now offers core support for your day-to-day Salesforce projects as well as managed services for complex customization and integration initiatives.

Our unique subscription-based pricing allows our customers to increase the predictability, productivity and efficiency of their Salesforce spend. Rimini Street has two post-implementation service offerings for Salesforce customers:

### Core Support:

- Around-the-clock, 15-minute SLA production break-fix support for customizations, custom code and integrations
- Proactive success programs focused on adopting Salesforce best practices and Salesforce release-readiness assessments
- Support provided by an assigned primary support engineer and global delivery team

### Managed Services:

- Includes the Core Support offering
- Increases the project capacity of your existing team by using an unlimited amount of Salesforce configuration, minor development, and user administration services

**Key Benefits**

- Enjoy predictable support costs with an all-inclusive user-based subscription pricing model.
- Improve Salesforce utilization and adoption through the continuous implementation of Salesforce best practices.
- Achieve peace of mind supporting your Salesforce environment with Rimini Street’s ultra-responsive support model.

Both offerings are provided on a per-user subscription-based price. There is no limit on the number of logged tickets, no draw-downs, no “use-it-or-lose-it” policies and no change orders. No surprises. Just world-class service.

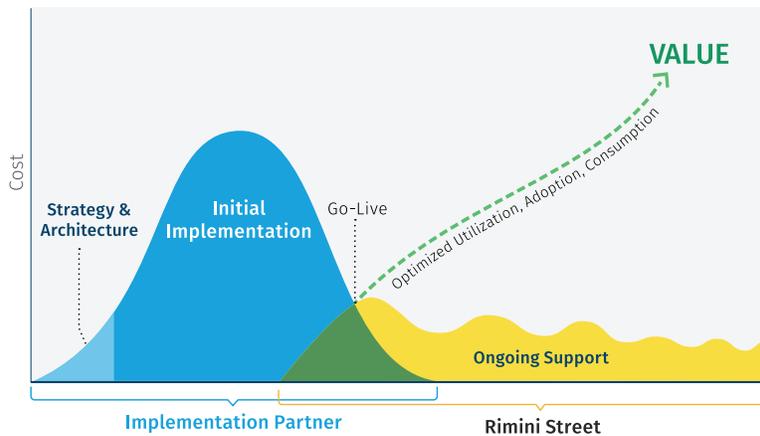
	Core Support	Managed Services
<b>Salesforce Production Support</b>		
Named, Regional Primary Support Engineer	■	■
24/7/365 Break-Fix Support, Guaranteed 15-Minute or Less Response for Priority 1 Issues	■	■
Salesforce Configuration Support	■	■
Salesforce Custom Code Support	■	■
Salesforce Integration Support	■	■
Proactive Salesforce Success Programs	■	■
Release Readiness Assessment & Recommendations	■	■
<b>Salesforce Enhancement Services</b>		
Application Administration		■
Application & Configuration		■
Select Development Services		■
Report and Dashboard Services		■
Data Import & Export Services		■

While organizations are prepared to make a big investment up front to implement Salesforce, greater value and return on investment can be derived if there is an affordable and sustainable operational plan for how updates are continuously delivered to the business.

**About Rimini Street**

Rimini Street was founded to disrupt and redefine the enterprise software support model by developing innovative new products and services that put client success first. By delivering unparalleled support and the most highly skilled engineering expertise available at a fraction of the cost, our clients receive the highest level of both value and customer service every day.

Our premium third-party support services enable clients to optimize existing enterprise software investments, extend current capabilities to leverage hybrid IT, and transform their businesses into digital enterprises with help from intelligent and agile technology roadmaps.



Rimini Street has invested in a business model and a support infrastructure for post-implementation services that has earned them leadership in the industry. We are now bringing this to Salesforce clients who want to accelerate their utilization, adoption and consumption at scale.

**Worldwide Headquarters**

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