

Rimini Street Support Services for Salesforce



Key Benefits

- Optimize the cost of running your Salesforce
- Gain direct access to a highly-trained Rimini Street engineer with customization and integration expertise
- Benefit from rapid issue resolution to enable agility for changing business requirements

Supported Products

- Salesforce Sales Cloud
- Salesforce Service Cloud

Optimize Costs, Resolve Issues, Respond to Business Needs Faster

Business Challenges

Salesforce skills are in high demand, consulting services are expensive and complex issues like integration are stretching Salesforce.com administrators to the limit. The resulting situation increases an organization's risk of being able to respond quickly to changing business requirements. To deliver these capabilities with speed and agility requires a partner that has deep software support and integration expertise.

Solution

Rimini Street Support Services for Salesforce can help your organization with all of its Salesforce.com support needs. As the leader in third-party enterprise software support, Rimini Street is uniquely positioned to assist you with your ongoing day-to-day Salesforce support needs as well as address your most complex integration and customization challenges.

Rimini Street has three Support Services plans that complement your core Salesforce support. You have the flexibility to choose the plan that is right for your environment. The first Support Services plan includes support for performance tuning, security configurations, custom software and maintenance for existing integrations. The second plan, Support Plus Managed Services, covers administrative, configuration and enhancement services and the third plan, Project Services, is for custom development and complex integrations.

With the growing adoption of the hybrid enterprise, companies want to leverage their existing enterprise software and best-of-breed cloud solutions like Salesforce to rapidly meet their business needs. Rimini Street can support both. Our expertise in enterprise software makes us the perfect single-source provider able to address the many and diverse integration challenges clients face.

	Support	Support Plus
Support Services		
Named, Regional Primary Support Engineer	■	■
24/7/365 Support, Guaranteed 15-Minute or Less Response for Priority 1 Issues	■	■
Integration & Ecosystem Support	■	■
Custom Application & Platform Support	■	■
Performance Tuning Support	■	■
Configuring Security & Access	■	■
Strategic Advisory Services	■	■
Plus Managed Services		
Application Administration & Configuration		■
Enhancements to Existing Customizations		■
Data Management, Data Export, Data Import Wizard		■
Reporting & Analytics		■
Project Services available	■	■

About Rimini Street

Rimini Street is a global provider of enterprise software products and services, and the leading third-party 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. Global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted, third-party support provider.

Support Overview

Rimini Street Support Services for Salesforce includes the following three plans:

Support Services help you maximize the value of your Salesforce platform and ensure ongoing optimization and maintenance.

Support Plus Managed Services enable you to offload daily administrative, configuration and enhancement tasks to expert certified resources that may be otherwise difficult to recruit and retain.

Project Services are optional for those who need access to expert engineers for their release updates, custom application development, or ecosystem expansion and data migration needs. A subscription to either Support or Support Plus is required to initiate Project Services.

Scope of Project Services can include:

- Code review and analysis including troubleshooting, best practices and recommendations
- Custom development and integrations
- Complex strategic services and solutions (e.g. mobility, technology roadmap, architectures, etc.)

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