Are you stuck in the endless loop of an outdated support model? Demand a change.

Path #1 The vicious cycle of an outdated support model

Outdated support model with Oracle

Customer had vendor support for 87 separate Oracle products

Oracle support cost each year: $8M

NO WAY TO FUND ROADMAP
Move to the cloud? Not when your dollars and resources are tied up supporting existing systems

AVERAGE COST PER CASE
$5.3 MILLION (SIX CASES IN FOUR YEARS*)

System down? Visit the online knowledge base for answers

CAUTION
System down? Escalate to Consulting Services team

CAUTION
Custom code? Complex issue? No SLA possible but "reasonable effort" to resolve

Path #2 Move to a responsive full-support model at half the cost—and free up funds and resources to focus on innovation

Full-support enterprise support with Rimini Street

Support during the first 18 months

764 complex cases

24 updates per case...that's 18,000 communication updates

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78 support engineers in 8 countries

87 separate ERP-related systems being supported

Because teams were not bogged down with support issues and funding was available, new cloud initiatives could be evaluated

IT resources realized they could rely on live support from Rimini Street rather than self-support

Innovation Ahead!

Looking to fast-track innovation? Change to Rimini Street.

Many Oracle customers will have to renew their support contracts on May 31. If faced with that decision, will you sign up for another year in the vicious loop of costly, inadequate support? Make the move to a more relevant support model with Rimini Street. Click here to calculate the IT budget you could be applying to your road map by making the change to Rimini Street.

Vendor support costs you more than just money...

Let’s compare models used by a global banking firm:

- They were paying Oracle $8M a year in enterprise support for 87 separate products, including full suites of CRM, EBS, Financials, HCM/HRMS, Hyperion, Oracle Tools, Weblogic and more
- Their 3-year roadmap was unfunded
- They looked at their vendor support costs and identified only six cases had been opened with their Enterprise Care support team in four years—roughly $5.3M a case!
- Because they had custom code, they were routinely directed to consulting services and an online knowledgebase, requiring them to fund a self-support model, further impacting their budget

They made a change. By moving to a full-support service at half the cost:

- The IT team immediately increased the quality of the support they received
- They freed up expert resources who could extend the life of their existing systems while they applied the hard-dollar savings to fund their immediate hybrid IT strategy and long-term road map

*Does not include use of any Oracle updates or patches