Rimini Street
Engineered for Support™

Rimini Street Strategic Services

Secure, modernize and optimize your ERP systems for maximum value with Rimini Street support services

Overview

IT leaders are always making trade-offs. They are looking for new ways to unlock sources of capital, reduce operational costs, and maximize the life and value of their ERP systems. There is a top imperative to focus IT spend and limited resources on more strategic areas for the business. Support from traditional ERP vendors may not be as helpful as it used to be — in some customers' experience, it's just getting more expensive and difficult to justify.

According to Gartner[1], enterprises that plan a slower adoption of postmodern ERP strategies may struggle to justify the value received from an ERP application vendor for maintenance and support services on their aging ERP software. In fact, they may be subject to licensing compliance and audits, with vendors forcing a march to ERP SaaS or proprietary cloud-based services when they are just not ready.

On top of a vendor-driven roadmap, security threats are growing globally, and CIOs are on notice to pay more to stay current. In fact, 95 percent of CIO respondents in a recent Gartner survey said they expected cybersecurity threats to increase[2], impacting their organizations, and ranked digital security high on their agendas. So how can IT organizations stay relevant and shift to a business-driven roadmap without the need for forced upgrades, get more out of their software investments, and continue to secure and evolve their stable ERP systems?

Rimini Street offers insights and visibility, expert guidance and superior solutions that can move you beyond the limitations of vendor support. We help you extend the lifespan of your Oracle and SAP technology, cut through the complexity of licensing and software asset management, maintain interoperability and move workloads to the cloud, with security best practices to help improve your support experience. With Rimini Street, you can confidently navigate today's technology shifts and create a clear roadmap driven by business needs.

With more than a decade of experience supporting complex Oracle and SAP ERP environments globally, including the top 150 of Fortune 500, Rimini Street is now offering a new set of services beyond our core support. Our Strategic Services Group has helped companies secure, modernize, and optimize their ERP systems without being compelled to stay on vendor support.

This comprehensive set of strategic services and solutions can help you secure, monitor, extend and modernize your applications — on your terms.

Key Services

Global Security Services

Providing layered security solutions to mitigate vulnerabilities, tailored to fit your security profile

Advanced Technology Services

Delivering interoperability and premium technology stack support

Proactive Support Services

Identifying and mitigating issues before they become critical

Functional Support Services

Optimizing, extending and enhancing your ERP system — and innovating with a hybrid IT roadmap

License Advisory Services

Minimizing compliance risk associated with vendor licensing

Cloud Services

Empowering your move to the hybrid cloud with flexibility and choice

Our Strategic Services are offered in three ways:

– **Advisory Services:** Included in core support, delivered as customized sessions on best practices and recommendations

– **Engagement Services:** SOW-based project services, delivered as product implementations, assessments, proof of concept (POC); personalized ERP roadmapping; or development services

– **Solution Services:** Delivered as recurring, subscription-based services, with an annual fee that is tied to core support

"We couldn't afford more wasted hours with production down time due to browser incompatibility issues. The Smart Proxy solution helped us avoid a large productivity hit, leaving our SAP environment unchanged, yet still allowing Chrome and other modern browsers to work seamlessly with our portal, and once again enabling access to our partners."

Nagesh Patibandla,
Director of IT Applications
Sage

Key Benefits

The following benefits have enabled our clients to save a combined $3 billion USD in total maintenance spend and redirect those savings into projects that matter the most to them.

Secure

– Layered security that is properly architected to continuously protect applications and data, to help avert financial loss

– Protect your brand and company reputation by mitigating costly data theft

– Reduce the potential for regulatory fines and penalties

Future Proof

– Keep ERP systems flexible and interoperable as technology changes

– Ensure compatibility for customized, legacy applications

– Help identify issues before they become cases with database health check and system monitoring services

Modernize

– Maximize the value and lifespan of already-licensed software assets and avoid unnecessary reimplementations

– Reduce operational drag by deploying automation, analytics and mobility solutions without changing your core systems

– Reduce application costs by avoiding vendor lock-in with bundled software and purchasing only functionality needed

[1] Gartner, "Does Third-Party Support Have a Role in Your Postmodern ERP Strategy?" June 2017.
[2] Gartner, "Gartner Survey Finds Only 65 Percent of Organizations Have a Cybersecurity Expert" July 2018.

Why Rimini Street

We deliver unparalleled support because our people are highly skilled engineers dedicated to ensuring that you receive exceptional value and customer service every day. Our premium third-party support services enable you to optimize existing enterprise software investments, extend current capabilities to leverage hybrid IT, and transform your business to a digital enterprise with help from intelligent and agile technology roadmaps.

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