

## **Rimini Street**

Engineered for Support™

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# Rimini Street Management Team

## Craig Mackereth, GVP, Global Support



Craig Mackereth is responsible for developing and managing the delivery of Rimini Street support services for SAP's Business Suite and BusinessObjects software and Oracle Corporation's Siebel, PeopleSoft, JD Edwards, E-Business Suite, Oracle Database, Oracle Fusion Middleware, Hyperion and Oracle Retail software.

Mr. Mackereth is a veteran executive and recognized thought leader in the Enterprise Systems space, with 20 years experience working in various industries including financial services, technology, software, aerospace and defense. Specializing in Oracle applications and technologies, Mr. Mackereth has led projects and global teams for companies of all sizes and managed

24x7 support teams in challenging corporate environments using a variety of applications and technologies.

Prior to joining Rimini Street, Mr. Mackereth provided management consulting services to global organizations headquartered in the San Francisco Bay Area. He introduced Program, Risk and Change Management techniques during a global deployment of Oracle E-Business Suite before leading a successful EBS r12.1.3 upgrade to deliver on schedule and under budget.

Previously, Mr. Mackereth was vice president at Visa, responsible for the development and production

### **MEDIA CONTACT:**

Michelle McGlocklin  
mmcglocklin@riministreet.com

### **WORLDWIDE HEADQUARTERS**

3993 Howard Hughes Parkway  
Suite 500  
Las Vegas, Nevada 89169 USA

### **ABOUT RIMINI STREET, INC.**

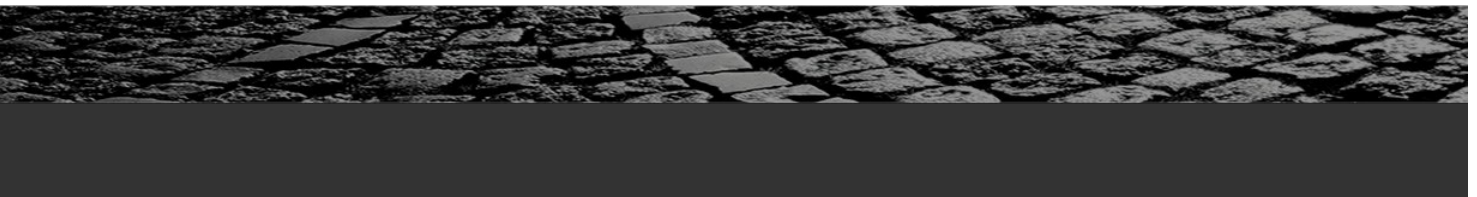
Rimini Street is the leading independent provider of enterprise software support services. The company is redefining enterprise support services with an innovative, award-winning program that enables Oracle and SAP licensees to save up to 90 percent on total support costs over a decade, including saving 50 percent on their annual support fees. Clients can remain on their current software release without any required upgrades or migrations for at least 15 years after switching to Rimini Street. Hundreds of clients, including global, Fortune 500, midmarket, and public sector organizations from across a broad range of industries have selected Rimini Street as their trusted, independent support provider.

support of global ERP solutions. In addition to managing the 24x7 support of core systems used by employees operating in more than 150 countries, this role included delivery of a significant portfolio of projects to improve technology and process in the crucial post-IPO phase.

Earlier in his career, Mr. Mackereth was a Senior Manager at BAE SYSTEMS with responsibility for development and production support of corporate systems including financial, maintenance, engineering and manufacturing. During this time, he introduced complex maintenance repair and overhaul (cMRO), service-oriented architecture (SOA) and identity management solutions using Oracle solutions and received a Fusion Middleware Innovation Award as an early adopter of SOA.

Mr. Mackereth is an active contributor to the Oracle community, having participated on customer advisory boards for SOA, identity and access management, and cMRO. He is an OAUG Ambassador and has presented at Oracle Open World on multiple occasions and to industry leaders across Asia during the inaugural SOA Leaders Summit in Macau.

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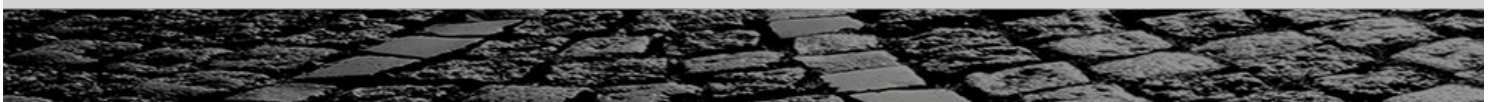
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**Worldwide Headquarters**

Rimini Street, Inc.  
3993 Howard Hughes Parkway  
Suite 500  
Las Vegas, NV 89169 USA  
Tel +1 702-839-9671  
Fax +1 702-973-7491

**Silicon Valley Operations Center**

Rimini Street, Inc.  
6601 Koll Center Parkway  
Suite 300  
Pleasanton, CA 94566 USA  
Tel +1 925-484-9211

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**Products Supported**

Support for Oracle  
Oracle E-Business Suite

JD Edwards

PeopleSoft

Agile PLM

Siebel

Oracle ATG Web

Commerce

Oracle Retail

Oracle Database

Oracle Fusion

Middleware

Hyperion

Support for SAP  
SAP Business Suite

SAP HANA

Database

SAP

BusinessObjects

SAP Sybase

Databases

Support for IBM

IBM Db2

Database

**Services**

Support Program Features

Product Support Services

Application Management Services

Global Tax, Legal and Regulatory Update Services

Global Security Services

Proactive Support Services

Advanced Technology Services

Functional Support Services

Account Management Services

Onboarding & Archiving Services

License Advisory Services

**Solutions**

Analytics

Mobility

Advanced Database Security

Advanced Application and Middleware Security

**Clients**

Client Success  
Construction

Consumer

Packaged Goods

Distribution

Education

Manufacturing

Public Sector

Retail

Services

All Industries

Champion Program

**Resources**

Resource Library

Street Wise

Savings Calculator

**Company**

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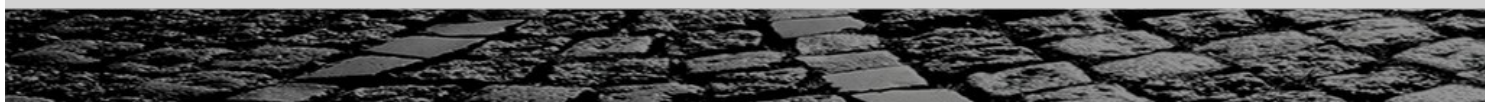
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Support for  
Microsoft  
Microsoft SQL  
Server Database

Support for  
Salesforce  
Support Services  
for Salesforce



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