

Rimini Street Support for Oracle Fusion Middleware



Select Support Coverage

- **Application Servers:** WebLogic, Tuxedo, Internet Application Server, Oracle Application Server
- **Business Intelligence:** Hyperion, Essbase, OBIEE, BI Discoverer
- **Business Process Management:** BPM Suite, AquaLogic, BPEL Process Manager, Business Process Analysis Suite
- **Data Integration:** Oracle Data Integrator, GoldenGate, Enterprise Data Profiling and Data Quality
- **Development Tools:** JDeveloper, Designer, OAF, ADF, OAE, Forms, Reports, BI Publisher
- **Enterprise Management:** Application Testing Suite, Oracle Enterprise Manager Packs for Middleware
- **Identity Management:** Identity and Access Management Suite, SSO, Access Manager, Adaptive Access Manager, Directory Services
- **Service Integration:** SOA Suite, Application Integration Architecture
- **User Engagement:** Oracle WebCenter Portal, Oracle OAS Portal

Consolidate Support Services and Maximize the Value of IT Investments

Product Support Overview

Rimini Street offers maintenance services and support for Oracle® Fusion Middleware software by itself, or in combination with support for Oracle or SAP® enterprise applications and support for Oracle Database. Clients using combined third-party support receive an integrated service offering with all the advantages of single-provider support.

Business Challenges

Oracle Fusion Middleware software systems are stable and reliable, requiring much less support than earlier generations. In this context, many licensees today are frustrated by forced vendor upgrades and lackluster service levels. Those achieving little value from their annual support contracts are choosing to extend the life of their current releases and dramatically reduce costs by replacing Oracle support with independent, third-party support.

The Rimini Street Solution

Turning the multi-tiered vendor support model upside down, Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE) for direct access to an expert with their first call. PSEs are available 24 hours a day, 7 days a week, 365 days a year anywhere in the world with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes and a team of third-party support experts that focuses on interoperability challenges, roadmap planning and holistic security.

Key Benefits

- Extend the life and reduce the TCO of IT investment
- Receive ultra-responsive support 24/7/365
- Eliminate forced upgrades yet preserve the flexibility to upgrade when there is clear ROI
- Fund innovation and drive business growth with savings of up to 90% on total maintenance costs

Support Program Comparison

Support Features	Rimini Street	Oracle Premier and Extended	Oracle Sustaining
Support Services			
Repository and documentation fixes	■	■	No new fixes
Operational and configuration support	■	■	
Installation and upgrade support	■	■	No new upgrade scripts
Named, regional primary support engineer with an average of 15 years of experience	■		
Account management services	■		
10-Minute guaranteed response SLA for critical cases with 2-hour update communications	■		
Full support with no required upgrades	■		
Performance support	■		
Interoperability and integration support	■		
Full support of current release for at least 15 years from contract date	■		
Strategic Services			
Technical, functional, and application roadmap advisory services	■		
Cloud advisory services	■		
License advisory services	■		
Security advisory services	■		
Interoperability and integration advisory services	■		
Monitor and check advisory services	■		
Impact on Resources			
Significant reduction in operating costs (budget, people, time)	■		
Independence from vendor-dictated roadmap	■		

Support Details

Support for Oracle Applications and Databases Under One Roof: Award-winning, ISO-certified premium support and maintenance program will take care of the nuts and bolts of maintaining the Oracle Fusion Middleware family of products. Rimini Street will support the application and its integrations with Oracle, PeopleSoft, Siebel, JD Edwards and SAP systems, taking advantage of the prebuilt data and metadata integration and drill-through to transaction details. Rimini Street provides a single point of contact for all enterprise software support and maintenance needs with proven expertise, premium support features, and personalized, ultra-responsive service.

Interoperability Support: Rimini Street interoperability support includes strategic guidance to prepare third-party enterprise software support for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.

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