

Rimini Street Support for SAP Business Suite



All SAP Business Suite Product Lines Supported

Supported System Components

- ABAP Development Workbench
- ABAP WebDynpro
- Web Application Server
- CRM Support & Help
- Basis
- Exchange Infrastructure
- Transport Management
- ABAP Debugger
- J2EE Engine
- Security Management

Key Benefits

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support, including support for customizations at no extra charge
- Eliminate forced upgrades yet preserve the flexibility to upgrade when you see clear ROI
- Fund innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

Gain Control of Your SAP Roadmap and Your IT Budget

Product Support Overview

Rimini Street replaces SAP support for SAP® Business Suite products delivering significant annual cost savings and the flexibility to upgrade or move to the cloud when there's clear business value. With a seasoned team of experts, Rimini Street provides world-class support for SAP enterprise applications, including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Supply Chain Management (SCM), Supplier Relationship Management (SRM), Product Lifecycle Management (PLM) as well as Business Warehouse (BW) 3.5.

Business Challenges

SAP is shifting away from its core business suite software model. Most clients have already licensed more functionality than they are using and are not yet comfortable with upgrade options. Also as clients look to evolve and grow their own businesses, they are often confronted with IT budgets dominated by maintenance. Licensees who are happy with their systems can continue to use their current SAP products by switching to independent support. They will also enjoy a minimum of 50 percent savings off their annual vendor maintenance fee, enabling a reinvestment of those funds into new IT programs.

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). In this way, clients have 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 updates, support for customized code, and a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

“Rimini Street is significantly reducing the annual operating cost of our SAP system, providing us focused, personalized support and operating like an extension of our internal team.”

Jeff Rishel,
Vice President of IT
Graham Packaging

Support Program Comparison

	Rimini Street	SAP
Named, Regional Primary Support Engineer for Each Client	■	
Named Global Account Manager for Each Client	■	
24/7/365 Support with 15-minute Guaranteed Response Time for Priority 1 Issues	■	
Software Enhancements Delivered Under Maintenance Agreement		■
Custom Code Support	■	
Installation and Upgrade Support	■	■
Application, Repository and Documentation Fixes	■	■
Global Tax, Legal and Regulatory Updates	■	■
Configuration Support	■	
Full Support with No Forced Upgrades	■	
Full Support of Current Release for a Minimum of 15 Years	■	
Performance Support	■	
Integration Support	■	
Interoperability Support	■	
Strategic Application Planning, Functionality Mapping and Enhancement Analysis	■	
Security Advisory Services (Vendor-Neutral)	■	
50% Annual Cost Savings	■	

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 maintenance 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 Details

Global Tax, Legal and Regulatory Updates

You need assurance that your SAP Business Suite applications will remain compliant and up-to-date with the latest tax and regulatory changes. Rimini Street offers global tax and regulatory capability across nearly 200 countries and can deliver thousands of customized updates ahead of the vendor’s update schedule.

Interoperability Support

Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.

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