Datasheet

Rimini Street Support for Siebel

All Product Lines Supported

Supported Releases

5.x, 6.0.x, 6.3.x, 7.0.x, 7.5.x, 7.7.x, 7.8.x, 8.x

Select Supported System Components

- Business Process Automation/ Workflow/State Models
- EIM
- Load Balancing (Round Robin, Resonate, Third-Party)
- Object Manager Optimization
- Security — Single Signon, LDAP
- Siebel EAI/Component Interfaces
- Siebel Tools Configuration, Scripting
- System Administration

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

Develop Next-Generation Customer Experience Solutions With Your Siebel Application Platform

Product Support Overview

Delivering significant cost savings, a higher-value service mix and the ability to enable adding new capabilities and features to build next-generation customer experience solutions, Rimini Street replaces Oracle support for Siebel. With a seasoned team of experts, Rimini Street offers support services for a wide range of Oracle® products and releases, from older Siebel 5.x to more recent 8.x releases, across all product lines including Siebel Mobile, Cloud, OnDemand and Telecommunications.

Business Challenges

Siebel applications are stable and reliable, requiring much less support than earlier generations of enterprise software. Many organizations are realizing that the high cost of vendor-provided annual support is no longer a good value for their mature applications. The ability to add new features and capabilities including digital marketing, e-commerce and customer experience around a core, Siebel application platform will be the key to continued growth and innovation.

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 customizations and a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

Support Program Comparison

	Rimini Street	Oracle
Named, Regional Primary Support Engineer	■	
24/7/365 Support, Guaranteed 15 Minute or Less Response for Priority 1 Issues	■	
Customization Support	■	
Minimum 15 Years Support Guaranteed	■	
Security Advisory Services (Vendor-Neutral)	■	
Interoperability Support	■	
Strategic Application Planning, Functionality Mapping & Enhancement Analysis	■	
Named Global Account Manager for Each Client	■	
Onboarding & Archiving Services	■	
Application & Repository Fixes	■	■
Documentation-Only Fixes	■	■
Configuration Support	■	■
Operational Support	■	■
Installation & Upgrade Process Support	■	■

More Information

To learn more about Rimini Street Support for Siebel, visit www.riministreet.com/services/products-and-releases-supported/siebel

About Rimini Street

Rimini Street is a global provider of enterprise software products and services, and the leading independent 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, independent support provider.

Support Details

Support for Customizations

Many organizations running Siebel have heavily customized their applications. Rimini Street recognizes that you have made a significant time and dollar investment to develop your current modifications, and we will support all customizations in place at the time you begin receiving our support. Additionally, we will support new customizations you write, test, and implement in your production environment after becoming a Rimini Street client.

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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