

Rimini Street Application Management Services for Oracle E-Business Suite

An Integrated Combination of Application Management and Support Services

Business Challenge

Oracle operational disruptions and challenges are on the rise. Companies may not possess enough skilled staff members or bandwidth to proactively manage their systems or take on additional projects or necessary integrations.

Upgrading is often not a compelling option and Oracle's continuous updates model means weighing the trade-offs of disruptive upgrades versus applying bug fixes and necessary tax, legal, and regulatory updates that are critical to maintain compliance.

The number of organizations outsourcing application management services (AMS) has been dropping steadily since 2015. The growth of Software-as-a-Service (SaaS) is a part of the decline¹ — combined with a downward trend of AMS vendor customer satisfaction.² Lower-skilled analysts may not understand how software and customizations are designed to work, and expensive AMS consultants push for more modern platforms and continuous upgrades.

The key is to rebalance how time and money are spent to create more capacity, keep systems stable, and reduce the number of resources that need to be managed.

Solution Overview

Rimini Street Application Management Services (AMS) for Oracle E-Business Suite (EBS) complement existing Rimini Street support and deliver exceptional longevity and flexibility in maintaining, enhancing, and managing those applications.

The services are ideal for companies:

- In maintenance mode with limited resources, a scarcity of legacy EBS talent, and/or a growing backlog of IT projects
- Experiencing constant pressure from Oracle and AMS providers for upgrades or high-margin consulting services
- Burdened by inflated support contracts
- Facing continuous updates and unnecessary costs, with no end in sight

¹The Steady Decline of Application Management Outsourcing, Computer Economics.

²Gartner, Inc. "Critical Capabilities for Oracle Application Services, Worldwide." February 28, 2018.

Services

Rimini Street AMS for Oracle EBS require an active Rimini Street support agreement.

Rimini Street Application Management Services for Oracle EBS			
Integrated Application Management and Support (ITIL Levels 2, 3, 4)	<ul style="list-style-type: none"> Restore normal operation, minimize impacts on business operations Manage incidents with root cause analysis and correction Review and classify priorities on a weekly basis 	Enhancement Support	<ul style="list-style-type: none"> Create tailored enhancement packages Adhere to client policies for improvements in the system Provide warranties on new enhancements
System Health Monitoring	<ul style="list-style-type: none"> Direct proactive and continuous health monitoring, threshold analysis, and event detection Provide periodic administrative activities to ensure the system performs as expected Includes Rimini Street Watch™ for Oracle EBS, combining the most common alerts and monitors Identify application and performance issues before they become problematic Provide proactive diagnostics and web-based dashboards 	System Administration	<ul style="list-style-type: none"> Conduct regular system checks Implement user administration and system level profile changes

Benefits

By leveraging Rimini Street AMS, clients benefit from:

Better Model	Better People	Better Outcomes
<ul style="list-style-type: none"> Software support without unnecessary development or manufactured project work Simplified operating model for maintaining system stability Integrated AMS focused exclusively on support 	<ul style="list-style-type: none"> Expert engineers delivering improved service levels, necessary enhancements for the business Improved case resolution ownership and accountability More consistent service delivery with fewer escalations 	<ul style="list-style-type: none"> Focus on client success versus closing tickets Simplify operations, lifespan, and value of existing systems Unlock budget, resource, and time savings to fuel digital and cloud services

LEARN MORE

Learn more about Rimini Street AMS for Oracle EBS

<https://www.riministreet.com/application-management-services/oracle>

About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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