Rimini Street Application Management Services for Oracle
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 decline — combined with a downward trend of AMS vendor customer satisfaction. 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 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 and a growing backlog of IT projects
- Experiencing pressure from other AMS providers for upgrades and expensive consulting services
- That have recently upgraded but still face ongoing updates and AMS expenditures
- Burdened by inflated AMS contracts and continuous upgrades

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

<table>
<thead>
<tr>
<th>Rimini Street Application Management Services for Oracle</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMS for Oracle E-Business Suite</td>
</tr>
<tr>
<td>AMS for JD Edwards (EnterpriseOne)</td>
</tr>
</tbody>
</table>

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

By leveraging Rimini Street AMS, clients benefit from:

<table>
<thead>
<tr>
<th>Better Model</th>
<th>Better People</th>
<th>Better Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Software support without unnecessary development or manufactured project work</td>
<td>- Expert engineers delivering improved service levels, necessary enhancements for the business</td>
<td>- Focus on client success versus closing tickets</td>
</tr>
<tr>
<td>- Simplified operating model for maintaining system stability</td>
<td>- Improved case resolution ownership and accountability</td>
<td>- Simplify operations, lifespan, and value of existing systems</td>
</tr>
<tr>
<td>- Integrated AMS focused exclusively on support</td>
<td>- More consistent service delivery with fewer escalations</td>
<td>- Unlock budget, resource, and time savings to fuel digital and cloud services</td>
</tr>
</tbody>
</table>

**LEARN MORE**

Learn more about Rimini Street AMS for Oracle

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.