

Rimini Manage™

Rimini Manage™ for PeopleSoft

SUPPORTED COMPONENTS

- » PeopleTools
- » Application Workflow Engine
- » Crystal Reports
- » Integration Broker/Application Messaging
- » Process Scheduler
- » SQR
- » PeopleCode
- » BI Publisher
- » Digital Certificates/SSL
- » PeopleSoft Directory Interface (PDI) and LDAP
- » PS/nVision
- » Tree Manager
- » Application Engine
- » Component Interface
- » Fluid
- » PeopleSoft Security Hierarchy
- » PeopleSoft Update Manager (PUM)
- » Realtime Event Notification (REN)

An Integrated Combination of Application Management and Support Services

Business Challenge

Challenges in PeopleSoft staffing and operations are on the rise. Companies may not have enough skilled staff members or bandwidth to proactively manage their PeopleSoft systems. But applying bug fixes and necessary tax, legal, and regulatory updates are critical to maintain compliance.

Lower-skilled analysts may not understand how software and customizations are designed to work, and expensive application managed services consultants push for more modern platforms. How can an organization efficiently complete critical PeopleSoft maintenance tasks and keep up with critical projects for the business?

Solution Overview

Rimini Manage™ for PeopleSoft complements existing Rimini Support™ for PeopleSoft and delivers exceptional longevity and flexibility in maintaining, enhancing, and managing those applications.

These integrated support services are ideal for companies that need to:

- Lower interoperability costs by improving productivity and streamlining maintenance for an aging IT infrastructure
- Reduce operational delays and inefficiencies around tax, legal, and regulatory updates
- Free up budget and operational bandwidth
- Scale operations for applying new bug fixes

KEY BENEFITS

By leveraging Rimini Manage™, clients benefit from:

Better Model

- » Software support without unnecessary development or manufactured project work
- » Simplified operating model for maintaining system stability
- » Integrated application managed services focused exclusively on support

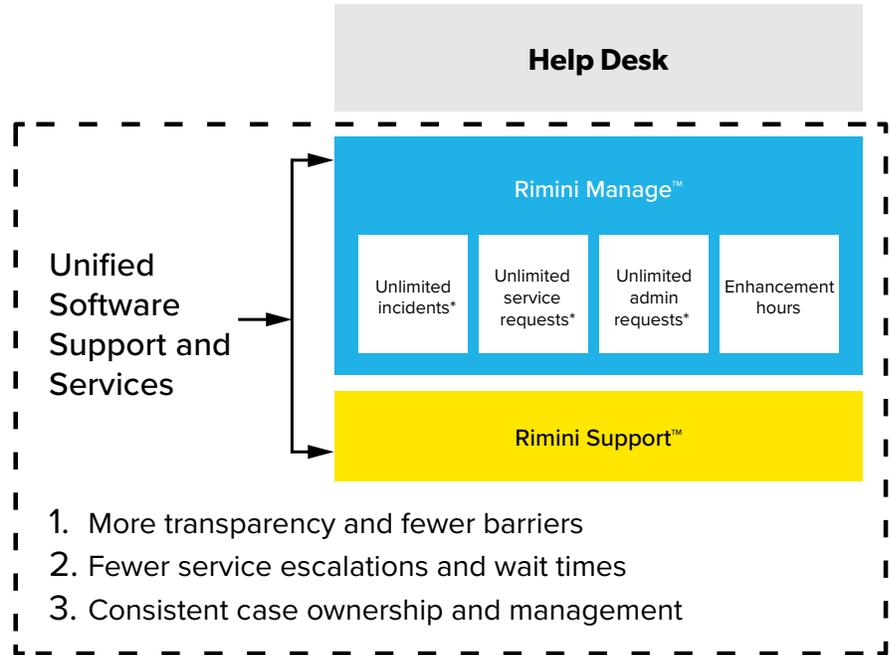
Better People

- » Expert engineers delivering improved service levels, necessary enhancements for the business
- » Improved case resolution ownership and accountability
- » More consistent service delivery with fewer escalations

Better Outcomes

- » 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

Rimini Manage™ + ERP Software Support Hierarchy (based on ITSM standards)



*Unlimited requests from an extensive catalog of services



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