

# Rimini Street Application Management Services for SAP

## Solution Overview

Consolidate and simplify your SAP application management operations and software vendor annual support. Rimini Street Application Management Services (AMS) for SAP, combined with Rimini Street Support for SAP, gives you direct access to the expert engineers you've always wanted through an efficient, streamlined support model. The result? Better business outcomes with improved service levels and faster resolutions for increased productivity.

## Capabilities

Rimini Street AMS for SAP complements existing Rimini Street support services, providing a wider variety of services for managing, administering, enhancing, monitoring and maintaining your mission-critical SAP systems. We deliver client-specific business outcomes, not just closed tickets.

- Expert engineers by your side, reducing escalations
- One streamlined management and support model, eliminating inefficiencies
- Root cause analysis with expert guidance, improving delivery for critical projects

## Benefits

### Better Model

- Software support without unnecessary development or manufactured project work
- Simplified operating model for maintaining system stability
- Only integrated AMS 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 less 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

## Service At-A-Glance

Rimini Street AMS for SAP are designed to complement existing Rimini Street support services and require you to have an active Rimini Street support agreement.

Services include:

- Integrated Application Management and Support Services
- System administration
- System health monitoring
- Enhancement support
- SAP Basis

Maximize the value of your SAP system with integrated Application Management and Support Services. Deliver IT services faster, provide a smoother SAP system operation, and accelerate deployments with streamlined management that gives greater agility and less multi-vendor coordination and risk in service delivery.

Application Management Services			
<p><b>Level 2 and 3 Support</b></p> <ul style="list-style-type: none"> <li>– Restore normal operation, minimize impacts on business operations</li> <li>– Manage incidents with root cause analysis and correction</li> <li>– Review and classify priorities on a weekly basis</li> </ul>	<p><b>Enhancement Support</b></p> <ul style="list-style-type: none"> <li>– Create tailored enhancement packages</li> <li>– Adhere to client policies for improvements in the system</li> <li>– Provide warranties on new enhancements</li> </ul>	<p><b>System Health Monitoring</b></p> <ul style="list-style-type: none"> <li>– Direct proactive and continuous health monitoring, threshold analysis and event detection</li> <li>– Provide periodic administrative activities to insure the system performs as expected</li> </ul>	<p><b>System Administration</b></p> <ul style="list-style-type: none"> <li>– Conduct regular system checks</li> <li>– Monitor data backups</li> <li>– Implement user administration and system-level profile changes</li> </ul>
<p><b>Support Services (Vendor Replacement Level 4 Support)</b></p> <p>24/7 support   Guaranteed 15-minute or less response time for critical issues            Application &amp; repository fixes, customization fixes, configuration support            Root cause analysis   Global tax, legal and regulatory update services            Regional primary support engineer (PSE)</p>			
<p><b>Strategic Services</b></p> <p>Proactive Support for System &amp; Database Performance            Advanced Technology Services for Interoperability            Global Security Services &amp; Assessments for Application, Middleware &amp; Database Vulnerabilities            Cloud Services &amp; Assessments   License Advisory Services            Strategic &amp; Functional Roadmapping Services</p>			

## 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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