Rimini Street
Engineered for Support™

Rimini Street Database Management Services for Oracle

An Integrated Combination of Database Management and Support Services

Business Challenge

Oracle Database operational disruptions and challenges are on the rise. Companies may not have enough skilled staff members or bandwidth to proactively manage their systems, forecast future workloads, or identify new technologies.

Low-cost DBA resources may not be prepared to weigh the trade-offs of change management, data integration, or disruptive upgrades versus applying bug fixes and security updates that are critical to maintain compliance. Lower-skilled database analysts may not understand capacity needs, data modeling, basic programming, or deploying quality code to production. Plus, application management services resources are often pushing for more modern platforms and continuous upgrades—both expensive propositions.

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 Database Management Services for Oracle complement existing Rimini Street support and include a wide variety of capabilities for coordinating, consulting, and managing database environments.

The services are ideal for companies:

- Experiencing low productivity and overwhelmed database teams
- Struggling to scale to perform routine activities
- Contending with increased risk from a lack of automation, monitoring, and alert tools
- Facing elevated instability with no business justification for an upgrade

Services

Rimini Street Database Management Services for Oracle require an active Rimini Street support agreement.

Rimini Street Database Management Services for Oracle*			
Integrated Management and Support (ITIL Levels 2, 3, 4)	– Restore normal operation, minimize impact on business operations – Manage incidents, service requests, enhancement requests, routine tasks – Review and classify priorities on a weekly basis	**Service Strategy and Design Coordination**	– Consult on design coordination
Service Transition	– Consult on change management – Manage releases and deployments – Validate and test services – Develop and execute test scripts for new/changed database capabilities and fixes	**Service Operation**	– Performance management – Database administration – Database storage – Database security – Database architecture – Database problem diagnosis and troubleshooting – Database performance tuning – Database upgrade management – Database infrastructure support

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Rimini Street Database Management Services for Oracle* (continued)

Background Process Management	– Monitor scheduled automated backups and restores – Consult on data validation	Disaster Recovery Guidance	– Establish company disaster recovery (DR) policies and procedures – Manage regular reviews, update DR policies, test DR policies and procedures
Incident Management	– Identify and perform incident triage consulting – Re-create reported issues, troubleshoot – Generate log, trace, and diagnostic artifacts – Consult on major incident escalation coordination – Report on incident volumes and trends – Provide new or modified database configuration to resolve incidents	Continued Service Improvement	– Recommend training based on incident volumes and trends

*Note: All activities that would involve Rimini Street reproducing Oracle Database software are specifically excluded from the services. Rimini Street NEVER accesses MyOracle Support and/or any website that requires an Oracle ID/password.

Benefits

By leveraging Rimini Street Database Management Services, clients benefit from:

Better Model	Better People	Better Outcomes
– Software support without unnecessary development or manufactured project work – Simplified operating model for maintaining system stability – Integrated AMS focused exclusively on support	– Expert engineers delivering improved service levels, necessary enhancements for the business – Improved case resolution ownership and accountability – More consistent service delivery with fewer escalations	– 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 Database Management Services for Oracle

https://www.riministreet.com/contact-us

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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