

# RIMINI STREET MANAGED SERVICES FOR SAP

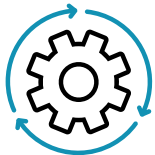
## PRODUCTS SUPPORTED

- » R/3
- » SAP Business Suite
- » SAP Basis
- » BusinessObjects
- » HANA Database
- » S/4HANA
- » Concur
- » SuccessFactors
- » Ariba

## The Business Challenge

The pressure on IT departments is real. They are tasked with managing IT costs, improving operational performance, and delivering more responsive service levels — while still advancing IT innovation that keeps pace with rapidly evolving business needs. However, internal staffing challenges and turnover force IT teams to spend too much time trying to find and retain the right skills and talent — especially related to applications such as SAP Business Suite, R/3, S/4HANA, BusinessObjects, HANA database, ASE, and other databases.

While IT leaders would like to focus limited internal staffing on innovation and cloud-related projects, they can't ignore the necessary resource balance of managing and improving existing environments. These leaders have a strong need for experienced software engineering talent who can understand legacy IT environments, take over management tasks, and help IT teams become more efficient and cost-effective in the process. The solution is Rimini Street Managed Services.



No-Worry Approach



Continuous Optimization



Unlimited Model

## The Rimini Street Solution

At the heart of the Rimini Street Managed Services offering is the concept of **Unified Software Services** that include Managed Services and Software Support delivered by a global network of expert engineers with deep ERP and application experience. This model integrates and automates L2, L3, and L4 case monitoring, which means fewer handoffs, escalations, and rework. And Rimini Street engineers go beyond daily monitoring and maintenance, analyzing root causes to help prevent future issues, streamline business processes, and improve service levels. It's a unique 360° approach designed to give you peace of mind.

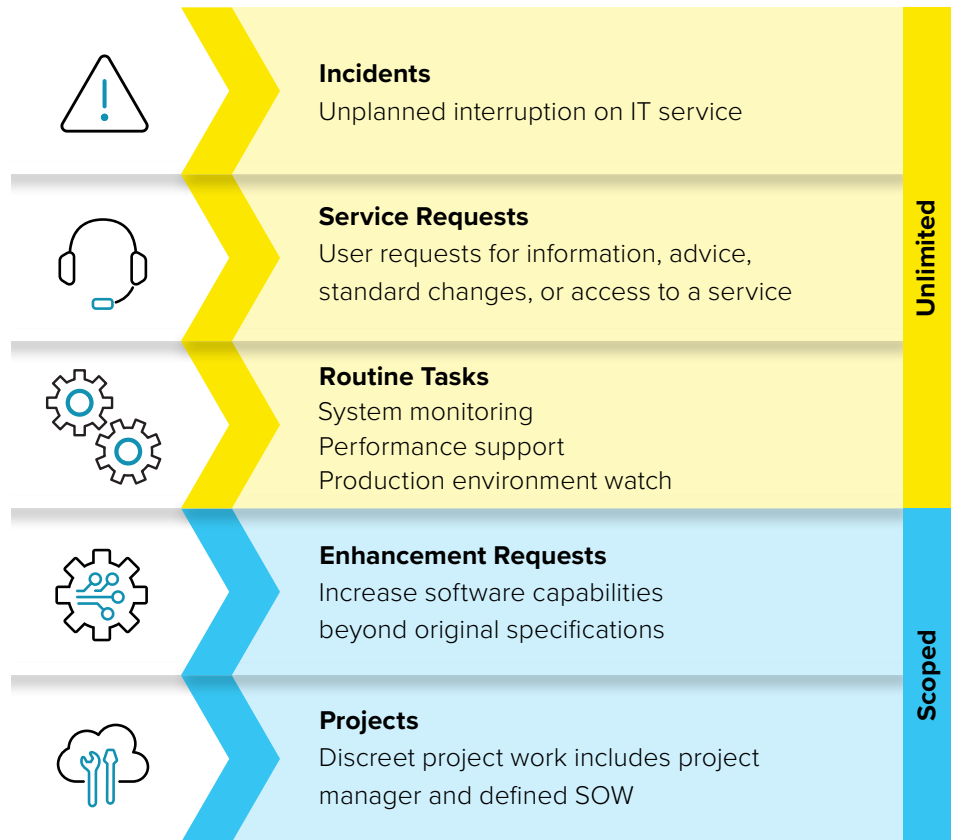
In addition, with our Managed Services **unlimited** ticket model,\* you benefit from predictable billing as you manage IT application requests and needs. This approach gives internal IT team members the confidence to address issues and improve processes without the worry of escalating subscription costs or variable service levels. Figure 1 shows our unlimited ticket model.



**KEY BENEFITS**

- » Fixed fee, unlimited subscription model from a catalog of services
- » Streamlined L2-L4 support from a single partner
- » Root cause analysis and preventative maintenance
- » Extend the lifespan of existing systems
- » Access to SAP experts with deep ERP skills including systems support and integrations
- » Faster, transparent reduction of ticket backlogs
- » Free up the IT team for strategic projects and innovation

**Figure 1**  
**RIMINI STREET MANAGED SERVICES UNLIMITED TICKET MODEL**

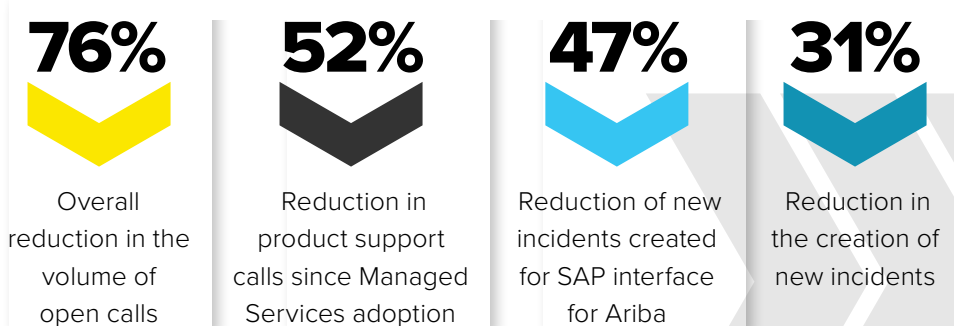


\*for incidents and service requests from a catalog of services

**Rimini Street Managed Services Reduce the Burden on Your IT Team**

Nothing matters more than proven performance. Rimini Street has the experience and track record to back up our Managed Services offerings with real data. Below are some sample results from a \$10B+ energy company that outsourced Managed Services to Rimini Street. By working closely with each production manager and line of business to identify root cause analysis and process improvements, Rimini Street engineers achieved the results shown in Figure 2 in less than one year through Managed Services + L4 Support:

**Figure 2**  
**RIMINI STREET MANAGED SERVICES RESULTS FOR \$10B+ ENERGY COMPANY**



**“Rimini Street has helped us to maximize the lifespan of our SAP system and to avoid unnecessarily spending money on upgrades. We’ve been able to redirect those funds into acquisitions and developing new products. We’re now spending money on growing NIBCO, not just keeping the lights on.”**

**Jeff Miller**  
 Director, Business Relationship Management  
 NIBCO

## Experience the Rimini Street Difference

Unlike traditional Managed Services Providers (MSPs) that emphasize staff augmentation and internal billable hours growth targets, Rimini Street’s client-first focus aligns your business goals and results with our Managed Services delivery. Figure 3 shows the value of Rimini Street Managed Services compared to those of traditional MSPs.

**Figure 3**  
**THE VALUE OF RIMINI STREET MANAGED SERVICES VERSUS TRADITIONAL MSPs**

Traditional MSPs	MSP Key Attributes	Rimini Street 360° Managed Services Value
Land and expand, revenue generation	<b>Overall Focus</b>	Unlimited subscription model is our advantage
Contract-focused and tactical	<b>Management Approach</b>	Business-driven and strategic
Multi-vendor and inefficient	<b>Case Resolution</b>	Single vendor and streamlined (L2-L4)
Transform and/or replace	<b>Systems Approach</b>	Extend the lifespan
Maximize revenue	<b>Cost Model</b>	Fixed fee and unlimited cases
Case volumes and speed to closure	<b>Case Management</b>	Root cause and client satisfaction
Often SAP/Oracle and project-focused	<b>Advice and Guidance</b>	Agnostic and client-focused
SLAs can be hidden behind product support agreements	<b>SLA Management</b>	Transparent, driving the right behaviors

## Accelerate Your SAP Success with Rimini Street

As an independent partner with an overall average 4.9/5.0 global client satisfaction rating, we can help you defer an expensive migration, avoid vendor lock-in, and free up funds for near-term, high-impact projects by delivering software services that help you achieve your optimal business outcomes.

[Learn more about Rimini Street Managed Services for SAP](#)

[Learn about all of Rimini Street’s Managed Services](#)