Rimini Street®

Rimini Street Support for Oracle E-Business Suite

Supported Product Lines

Customer Relationship Management, Service Management, Financial Management, Human Capital Management, Project Portfolio Management, Procurement, Supply Chain Management, Value Chain Execution, Value Chain Planning

Supported Releases

Oracle E-Business Suite 10.7 and later releases

Key Benefits

- Extend the life and reduce the TCO of your investment.
- Receive ultra-responsive support for Oracle EBS software, including support for customizations at no extra charge.
- Eliminate forced upgrades yet preserve the flexibility to upgrade where there is clear ROI.
- Fund innovation and drive business growth with savings of up to 90% of total maintenance costs.

Realize Significant Cost Savings and Regain Control of the ERP Roadmap

Product Support Overview

Rimini Street independent, third-party support for Oracle E-Business Suite (EBS) delivers significant costs savings over Oracle support plus premium service, a guaranteed 10-minute response SLA for critical P1 issues, and upgrade flexibility. With a seasoned team of experts, Rimini Street provides world-class support for Oracle® EBS 11i, R12 and earlier releases. Clients achieve up to 90% savings on total maintenance costs and can craft a Business-Driven IT roadmap aligned with business priorities rather than follow a software vendor-dictated roadmap.

Business Challenges

While Oracle EBS releases are still meeting business needs, customers are frustrated with forced software upgrades and high maintenance fees. Licensees realize little value from Oracle support, and customizations are not supported. Their annual contracts are essentially funding next-generation Oracle Cloud systems that they may or may not adopt. Those who want to keep their stable EBS release intact and assess cloud options in their own time are considering the business case for independent support.

The Rimini Street Solution

Rimini Street third-party support for Oracle E-Business Suite goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). Clients have direct access to an expert with their first call. PSEs are available 24/7/365, anywhere in the world, with an average response time of less than five minutes for critical issues. Clients benefit from software fixes and updates, support for customized code, and a team of experts who focus on interoperability challenges, roadmap planning, and holistic security.

Support Program Comparison

Support Features	Rimini Street	Oracle Premier and Extended	Oracle Sustaining
Support Services			
Application and documentation fixes	■	■	No new fixes
Operational and configuration support	■	■	
Installation and upgrade support	■	■	No new upgrade scripts
Global tax, legal, and regulatory update communications	■	■	No new upgrade communications
Named, regional primary support engineer with an average of 15 years of experience	■		
Account management services	■		
10-minute guaranteed response SLA for critical cases with 2-hour update communications	■		
Full support with no required upgrades	■		
Customization support	■		
Performance support	■		
Interoperability and integration support	■		
Full support of current release for at least 15 years from contract date	■		
Strategic Services			
Technical, functional, and application roadmap advisory services	■		
Cloud advisory services	■		
License advisory services	■		
Security advisory services	■		
Interoperability and integration advisory services	■		
Monitor and check advisory services	■		
Impact on Resources			
Significant reduction in operating costs (budget, people, time)	■		
Independence from vendor-dictated roadmap	■		

"Based on a survey I recently conducted, more than 88 percent of Oracle application licensees are interested in third-party support options that can provide meaningful savings and good service."

R. "Ray" Wang,
Principal Analyst and Founder
Constellation Research, Inc.

Support Details

Global Tax, Legal, and Regulatory Updates

Rimini Street offers tax and regulatory updates that ensure Oracle E-Business Suite applications remain compliant and current with the latest tax and regulatory changes. These capabilities are delivered across nearly 200 countries and provide clients with thousands of tailored updates.

Interoperability Support

Rimini Street interoperability support for Oracle EBS includes strategic guidance to prepare clients for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.

Support for All Oracle Applications and Database Under One Roof

Gain the benefits and value of a single-source support provider. In addition to Oracle EBS, Rimini Street supports Oracle Database, Oracle Fusion Middleware, Oracle Retail, Siebel, PeopleSoft, JD Edwards, Hyperion, and Agile Product Lifecycle Management.

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