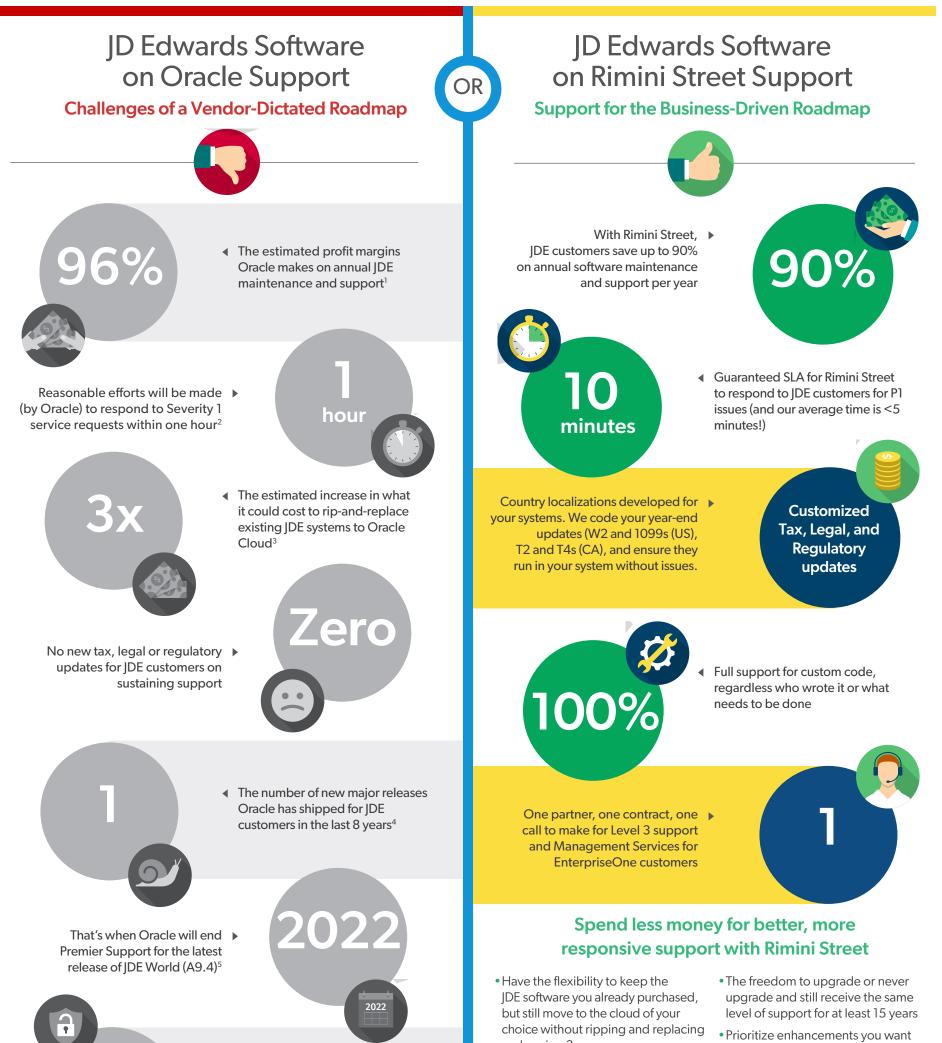
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## Your JD Edwards Roadmap Options





- The average number of months Oracle takes to create and deliver a security patch<sup>6/7</sup>
- 1 What To Expect From Oracle's First-Quarter Earnings, Sept 14, 2018 (https://www.forbes.com/sites/ greatspeculations/2018/09/14/what-to-expect-fromoracles-first-quarter-earnings/#6ff05ce03bc6)
- 2 Oracle Software Technical Support Policies, Page 22, "Reasonable efforts will be made to respond to Severity 1 service requests within one hour." http://www.oracle. com/us/support/library/057419.pdf
- 3 "Why Oracle cloud is not state of the art" https:// earlyadopter.com/2019/10/17/why-oracles-cloud-isnot-state-of-the-art/
- 4 Oracle Lifetime Support Policy for Oracle Applications Guide (http://www.oracle.com/us/assets/lifetimesupport-applications-069216.pdf)
- 5 What Oracle ERP Customers Need to Know About Oracle Cloud Applications - Published: 29 March 2018 ID: G00348762
- 6 Customer Service Scoreboard (http://www. customerservicescoreboard.com/Oracle)
- 7 Security Takes the State at Oracle Industry Connect (https://www.lightreading.com/security/securitytakes-the-stage-at-oracle-industry-connect/d/did/731469)

- and paying 3x more
- A guaranteed response time SLA of 10 minutes (with <5 minutes on average) for critical priority 1 cases, and you (not your vendor) set the priority level
- Benefit from a dedicated primary support engineer with at least 15 years of JDE experience, and 24x7x365 support from a global team of equally experienced engineers

to apply, without being forced to apply updates that don't add value

- Continue receiving exceptional support long after Oracle plans to eliminate Premier Support for products you paid for (e.g., JDE World A7.3 on IBM V7R3)
- Get support for all versions, starting with WORLD A5.2, OneWorld Xe, Coexistence and all EnterpriseOne releases

Talk to Rimini Street today about the future of your JD Edwards roadmap http://www.riministreet.com/solutions/oracle/jd-edwards/

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