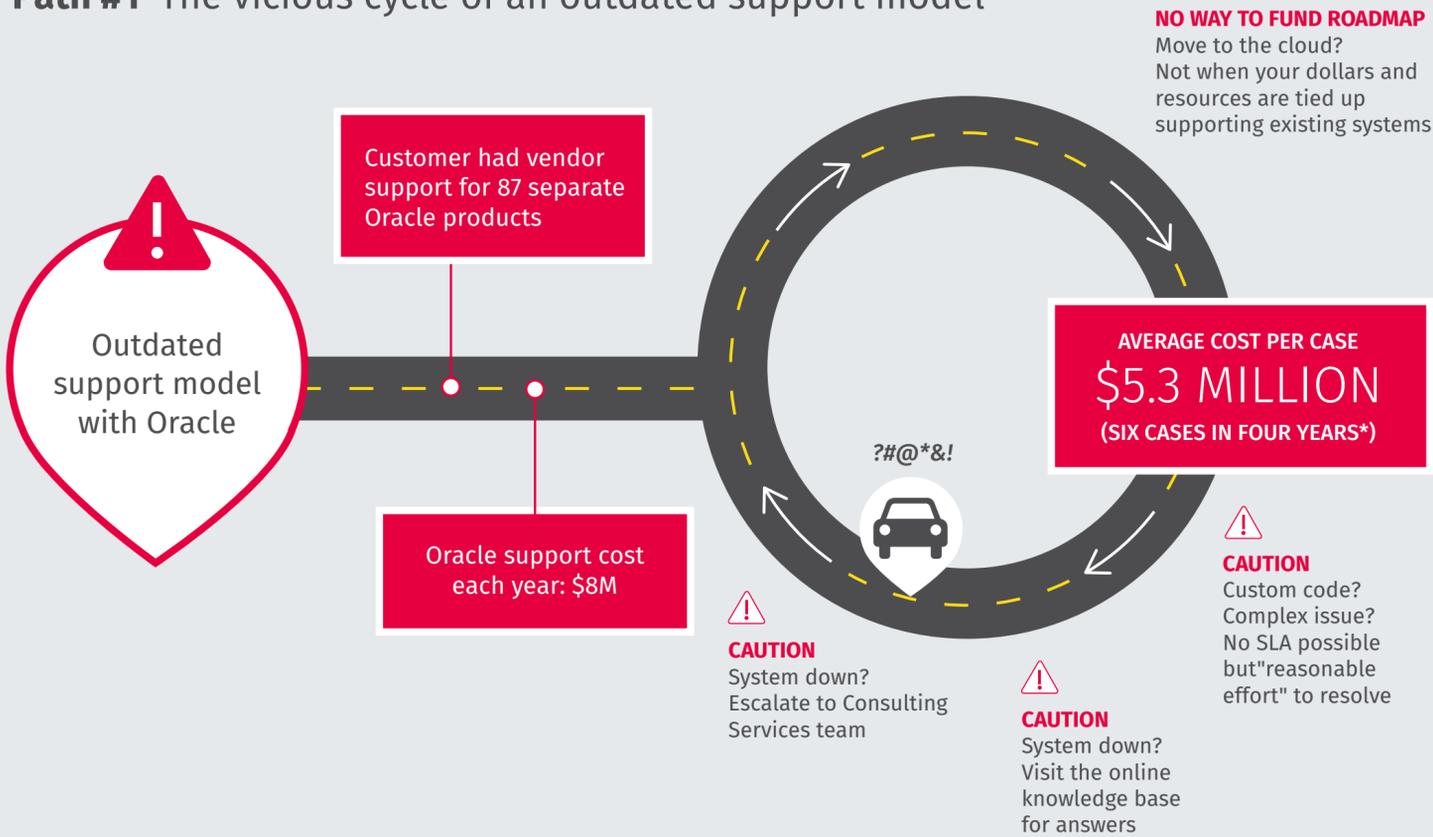


Are you stuck in the endless loop of an outdated support model? Demand a change.

Path #1 The vicious cycle of an outdated support model



Vendor support costs you more than just money...

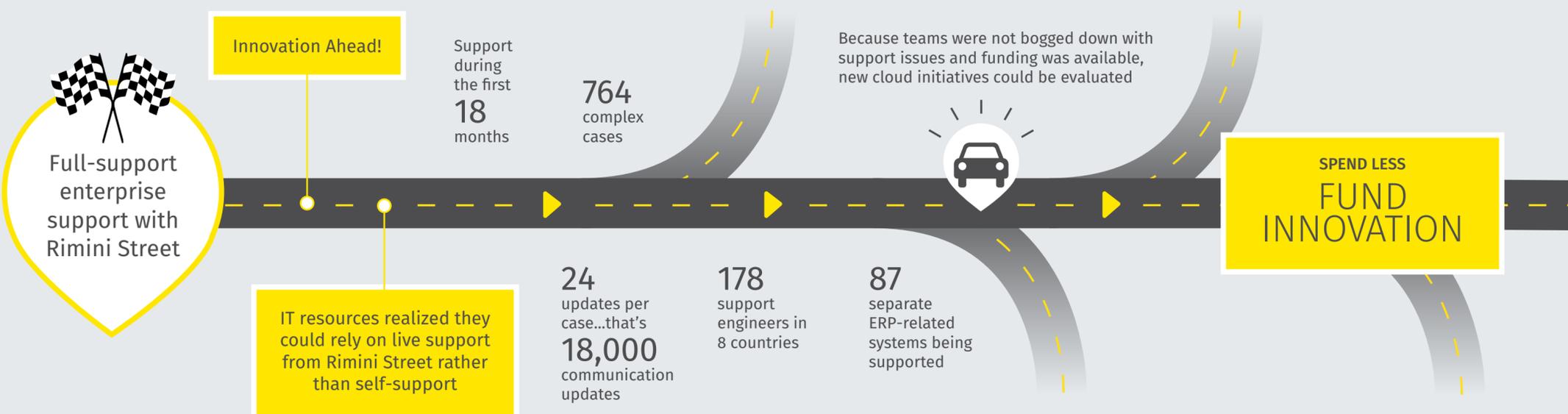
Let's compare models used by a global banking firm:

- They were paying Oracle \$8M a year in enterprise support for 87 separate products, including full suites of CRM, EBS, Financials, HCM/HRMS, Hyperion, Oracle Tools, Weblogic and more
- Their 3-year roadmap was unfunded
- They looked at their vendor support costs and identified only six cases had been opened with their Enterprise Care support team in four years—roughly \$5.3M a case!
- Because they had custom code, they were routinely directed to consulting services and an online knowledgebase, requiring them to fund a self-support model, further impacting their budget

They made a change. By moving to a full-support service at half the cost:

- The IT team immediately increased the quality of the support they received
- They freed up expert resources who could extend the life of their existing systems while they applied the hard-dollar savings to fund their immediate hybrid IT strategy and longterm road map

Path #2 Move to a responsive full-support model at half the cost—and free up funds and resources to focus on innovation



*Does not include use of any Oracle updates or patches

Looking to fast-track innovation? Change to Rimini Street.

Many Oracle customers will have to renew their support contracts on May 31. If faced with that decision, will you sign up for another year in the vicious loop of costly, inadequate support? Make the move to a more relevant support model with Rimini Street. Click [here](#) to calculate the IT budget you could be applying to your road map by making the change to Rimini Street.

Rimini Street

Engineered for Support



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