

Rimini Support™

Rimini Support™ for Microsoft SQL Server Database

RELEASES SUPPORTED

- » MS SQL Server 2008 and later
- » All editions supported

SELECT COMPONENTS AND TOOLS SUPPORTED

- » SQL Server Analysis Services (SSAS)
- » SQL Server Reporting Services (SSRS)
- » SQL Server Integration Services (SSIS)
- » SQL Server Management Studio
- » SQL Server Configuration Manager
- » SQL Server Profiler
- » Database Engine Tuning Advisor
- » Data Quality Client
- » SQL Server Data Tools

The Business Challenge

Microsoft SQL Server Database users are frustrated with rising annual maintenance fees and costly forced upgrades to remain fully supported. They experience disappointing customer service and are skeptical that the high cost of vendor annual support is a good value.

Additional concerns include improving database performance, availability, and security. Many Microsoft SQL Server Database users are looking for a support provider who can offer all the benefits of a single-provider, integrated support solution for their enterprise applications and database.

The Rimini Street Solution

Rimini Support™ for Microsoft SQL Server Database helps you reduce the total cost of Microsoft SQL Server Database ownership with ultra-responsive support. You can remain on your current, stable release without any required upgrades while retaining the right to upgrade on a timeline that suits your business needs and budget.

We support Microsoft SQL Server Database in conjunction with support for other applications. We also support Microsoft SQL Server Database on its own.

Our comprehensive support package ensures resolution of issues no matter where the problem lies. In addition to delivering standard break/fix support, Rimini Street also provides, at no extra cost:

- configuration support tailored to your specific deployment
- performance support for maximum throughput
- advisory services around security, interoperability, and upgrade issues

These value-added services enable your SQL Server to operate smoothly for years to come. Savings from switching to Rimini Support™ for SQL Server Database allow you to invest in other strategic initiatives or augment your hybrid IT strategy for increased flexibility and reduced Total Cost of Ownership (TCO).

Support Details

Security: The Rimini Street Global Security Services Team helps clients proactively identify and mitigate vulnerabilities to maintain a secure database environment. Specifically, Rimini Street Advanced Database Security is a next-generation database security solution that protects databases from known and unknown vulnerabilities by monitoring and analyzing database memory. It protects against attempted attacks using virtual patching before they reach the database, providing organizations a fast time to protection against vulnerabilities with a cost-effective solution, without any need to impact production systems.



KEY BENEFITS

- » Maximize the value of your Microsoft SQL Server Database investment
- » Minimize business disruption with rapid support response and no forced upgrades
- » Fund innovation and drive business growth with savings up to 90% on your total maintenance costs

Interoperability: Our interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying interoperability on new platforms and resolving conflicts.

Support for all applications and databases under one roof: Gain the benefits and value of Rimini Street end-to-end solutions for enterprise software. In addition to supporting Microsoft SQL Server Database, we support all SAP and Oracle enterprise applications.

Microsoft SQL Server Database licensees who switch to Rimini Support™ receive the same 50% savings on annual software support fees as organizations that use Rimini Support™ for their enterprise software applications. And those who use Rimini Support™ for both Microsoft SQL Server Database and Oracle or SAP enterprise applications also benefit from an integrated service offering with deeper interoperability and configuration support between the database and applications through a single-source partner.

Support Program Comparison

Support Features	Rimini Support™	Microsoft Support
Support Services		
Repository and documentation fixes	■	■
Operational and configuration support	■	■
Installation and upgrade support	■	■
Named, regional Primary Support Engineer from a team with an average of 20+ years of experience	■	
Account management services	■	
10-minute guaranteed response SLA for P1 critical cases with two-hour update communications	■	
Full support with no required upgrades	■	
Strategic Services		
Technical, functional, and application roadmap advisory services	■	
Cloud advisory services	■	
License advisory services	■	
Security advisory services	■	
Interoperability and integration advisory services	■	
Observability and monitoring services	■	
Health check advisory services	■	
Impact on Resources		
Significant reduction in operating costs (budget, people, time)	■	
Independence from vendor-dictated roadmap	■	

Rimini Street

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