

Rimini Street Application Management Services for Oracle E-Business Suite

An Integrated Combination of Application Management and Support Services

Business Challenge

Oracle operational disruptions and challenges are on the rise. Companies may not possess enough skilled staff members or bandwidth to proactively manage their systems or take on additional projects or necessary integrations.

Upgrading is often not a compelling option and Oracle's continuous updates model means weighing the trade-offs of disruptive upgrades versus applying bug fixes and necessary tax, legal, and regulatory updates that are critical to maintain compliance.

The key is to rebalance how time and money are spent to create more capacity, keep systems stable, and reduce the number of resources that need to be managed.

Solution Overview

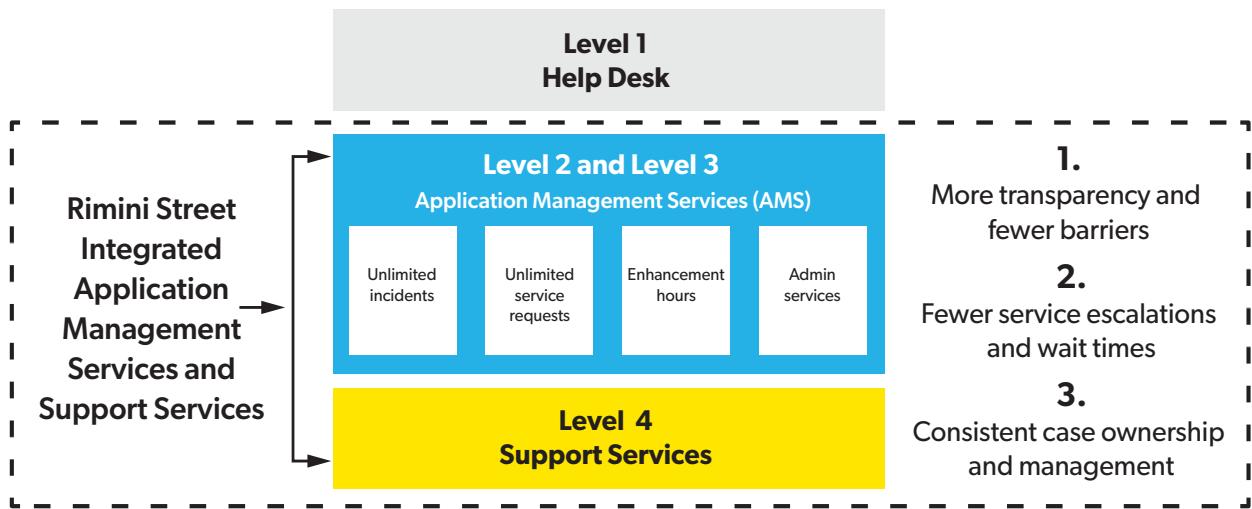
Rimini Street Application Management Services (AMS) for Oracle E-Business Suite (EBS) complement existing Rimini Street support and deliver exceptional longevity and flexibility in maintaining, enhancing, and managing those applications.

The services are ideal for companies:

- In maintenance mode with limited resources, a scarcity of legacy EBS talent, and/or a growing backlog of IT projects
- Experiencing constant pressure from Oracle and AMS providers for upgrades or high-margin consulting services
- Burdened by growing queues of services requests and incidents
- Facing continuous updates and unnecessary costs, with no end in sight

Services

Rimini Street AMS for Oracle EBS require an active Rimini Street support agreement.



Benefits

The service includes an unlimited Service Requests and unlimited Incidents, with blocks of enhancement hours – all at a simple, annual subscription price.

Better Model	Better People	Better Outcomes
<ul style="list-style-type: none"> Software support without unnecessary development or manufactured project work Simplified operating model for maintaining system stability Integrated AMS focused exclusively on support 	<ul style="list-style-type: none"> Expert engineers delivering improved service levels, necessary enhancements for the business Improved case resolution ownership and accountability More consistent service delivery with fewer escalations 	<ul style="list-style-type: none"> Focus on client success versus closing tickets Simplify operations, lifespan, and value of existing systems Unlock budget, resource, and time savings to fuel digital and cloud services

About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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