

# Rimini Street Support for IBM Db2 Database



## Maximize the Value of Your IBM Db2 Database Investment

### Supported Releases

- Version 8.0 and later
- All platforms and editions supported

### IBM Db2 Components Supported

- Db2 Tools for Linux, UNIX, and Windows
- Db2 Connect

### Product Support Overview

Rimini Street Support for IBM Db2 database enables clients to reduce their total cost of Db2 ownership and receive ultra-responsive support. Clients can remain on their current, stable release without any required upgrade — while retaining the right to upgrade on a timeline that suits their business needs and budget. Rimini Street supports Db2 in conjunction with support for applications as well as Db2 standalone.

### Business Challenges

Db2 database customers are frustrated with rising annual maintenance fees and costly forced upgrades. 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 and availability and achieving comprehensive database security. Many Db2 database customers are looking for a support provider who can offer all the benefits of a single-provider, integrated support solution for their enterprise applications as well as Db2 database.

### The Rimini Street Solution

In addition to standard break/fix support for IBM Db2 Database, Rimini Street also provides, at no extra cost, configuration support tailored to a specific deployment; performance tuning support for maximum throughput; and advisory services around security, interoperability, and upgrade issues. Our comprehensive support package provides resolution of issues no matter where the problem lies.

These value-added services ensure that Db2 database will operate smoothly for years to come. Savings from switching to Rimini Street Support for IBM Db2 database make it possible to invest in other strategic initiatives or augment a hybrid IT strategy for increased flexibility and reduced TCO.

### Key Benefits

- Maximize the value of your Db2 investment
- Minimize business disruption with rapid support response and no forced upgrades
- Fund innovation and drive business growth with savings up to 90% of your total maintenance costs

### Support Program Comparison

Support Features	Rimini Street	IBM Support
<b>Support Services</b>		
Repository and documentation fixes	■	■
Operational and configuration support	■	■
Installation and upgrade support	■	■
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	■	
Performance support	■	
Interoperability and integration support	■	
Full support of current release for at least 15 years from contract date	■	
<b>Strategic Services</b>		
Technical, functional, and application advisory services	■	
Cloud advisory services	■	
License advisory services	■	
Security advisory services	■	
Interoperability and integration advisory services	■	
Monitor and check advisory services	■	
<b>Impact on Resources</b>		
Significant reduction in operating costs (budget, people, time)	■	
Independence from vendor-dictated roadmap	■	

### Support Details

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

**Interoperability:** Interoperability support includes strategic guidance to prepare 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 a single-source support provider. In addition to IBM Db2 database, Rimini Street supports all SAP and Oracle enterprise applications. IBM Db2 licensees switching their annual support to Rimini Street reap the same 50% savings in annual support fees that is enjoyed by clients utilizing Rimini Street for their enterprise application software support. Licensees who use Rimini Street for combined support of their Db2 database and SAP or Oracle enterprise applications will also benefit from an integrated service offering with deeper interoperability and configuration support between the database and application through a single-source provider.

### Worldwide Headquarters

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