

## Getting the Most from Your Support for Oracle JD Edwards Software



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*We had seven or eight highly paid EnterpriseOne consultants here that really put the company in a difficult financial situation. So when we had the opportunity to replatform some of our applications, we looked for opportunities to optimize our IT costs. If we had to go back to our decision point, before we engaged Rimini Street and knowing everything that we know today, we would absolutely do the same thing again, only sooner.”*

— VP of IT,  
Carico International

## Executive Summary

Oracle JDE software applications are robust and proven, successfully processing hundreds of thousands of transactions daily. However, Oracle JDE customers today find themselves at a crossroads and must assess and address several important issues related to their JDE applications.

There are several pain points for many Oracle JDE customers running Enterprise One or World applications. First is the total cost of ownership of the licensed software — including the high cost of operating, maintaining, and upgrading applications. Second, there continues to be the uncertainty of future Oracle JDE product roadmaps as customers are strongly encouraged by the vendor to abandon their internally deployed applications and start over with cloud solutions. Finally, every Oracle JDE release today earlier than 9.2 (for Enterprise One) or A9.4 (for World) is no longer fully supported by Oracle.<sup>1,2</sup> With no Enterprise One 9.3 or World A9.5 on Oracle’s roadmap, many customers are seeing the amount of new value they receive from support decrease, while costs continue to increase.

This white paper surveys the state of Oracle JDE software applications today, analyzes the strategic roadmap ahead for customers using Oracle JDE under Oracle annual support, and concludes with actionable recommendations for Oracle JDE customers, including the use of independent, third-party support from industry leader Rimini Street.

# The Current State of Oracle JD Edwards Software Applications

## Oracle JDE Applications History

The history of JD Edwards applications is divided into four phases:

### 1. Early Days: World (1982–1996)

JD Edwards was founded in 1977 by Jack Thompson, C.T.P. “Chuck” Hintze, Dan Gregory, and Ed McVaney. In 1982, the company launched its first product, JD Edwards WorldSoftware, popularly called World, which was coded in RPG. At the core of World were business applications for financial accounting; over time, JD Edwards added distribution, manufacturing, HR/payroll, project management, real estate, and other functionality to World. Initially, World ran on IBM System/38 midrange computers; JD Edwards subsequently ported World to the IBM AS/400 platform when it became available in 1988. JD Edwards World A7.3, released in June 1996, was a very solid, stable release. Many satisfied customers are still running their business on that release today, often heavily customized, with no plans to upgrade their systems.

### 2. The Split: World Spawns OneWorld and OneWorld Xe (Late 1990s)

In 1996, responding to the technology shift from green-screen mainframes to networked client/server systems sporting GUI front ends, JD Edwards reprogrammed World to a client/server platform and launched the product JD Edwards OneWorld (which was written in C code using a 4GL programming language). Significant quality issues plagued OneWorld until persistent development efforts (under McVaney’s inspiring leadership after he dramatically returned to the company following a short, ill-timed retirement) led, in 2000, to the release of OneWorld Xe, whose stability and reliability helped restore customer and analyst confidence in JD Edwards’ viability as a major enterprise software vendor. During this time frame, JD Edwards also offered the option of running World at the same time as OneWorld Xe (both sharing the same database and running on the AS/400 platform). This combined offering, called coexistence, was not widely adopted and is no longer offered.

### 3. The Refinement (Early 2000s)

By the early 2000s, acquisitions — Numetrix for advanced supply chain planning and YouCentric for CRM — had helped JD Edwards round out its application suite. Incremental releases continued to add features and functionality; prebuilt integrations with XPI were added; and improvements in web technologies continued to take priority, leading to a far more complex technology stack.

### 4. Acquisition Timing and EnterpriseOne (2003–present)

JD Edwards was acquired by PeopleSoft in 2003. PeopleSoft continued to support both the AS/400 World product line and the client/server and web based OneWorld Xe product line. OneWorld Xe was rebranded by PeopleSoft as EnterpriseOne. It is interesting to note that not all the original JD Edwards World customers have made the transition to EnterpriseOne; many, fiercely loyal to the highly stable, battle tested AS/400 platform, have chosen to remain on World or OneWorld Xe.

In 2005, PeopleSoft — along with its recent acquisition JD Edwards — was acquired by Oracle. Oracle has continued to support and enhance both the World and EnterpriseOne product lines with incremental releases. Oracle’s plans for its JD Edwards product lines appear to be geared primarily toward technology platform changes that will improve integration with future Oracle Cloud applications and services.

## Future Oracle JDE Software Releases

With the last major release of JDE Enterprise One being 9.2 (2015) and World being A9.4 (2015), Oracle has announced there are no new major releases planned for either application product line. In terms of frequency of major releases, Oracle has moved to a continual release strategy via enterprise software updates (ESUs), which are provided two to three times per year for Enterprise One 9.2 and only as needed for JDE World A9.4<sup>3</sup>

In the 1990s, these systems were maturing, with enormously valuable new functionality being rapidly brought into the mainstream product, fleshing out and completing complex business processes. Over time, application software releases have become more and more infrequent but with less and less perceived business value.

Today, the ESUs include some new functionality, plus a roll-up of bundled fixes. However, setting up the required infrastructure, applying multiple images, and conducting test cycles can become a sizable project. Over time, applying these continual updates requires resources, time, and money — just to keep an Oracle JDE system current. Many Oracle JDE Enterprise One 9.2 customers or World A9.4 customers are opting to selectively apply generic fixes and patches provided in these images and are seeing little benefit to adopting significant user interface changes or released application enhancements.

## Oracle Lifetime Support Policy

Oracle has standardized its support policies across many different organically developed and acquired product lines. This policy is known today as the Oracle Lifetime Support Policy<sup>2</sup>, and it sets consistent support policies, prices, and timelines for most Oracle products.

It is important to understand what level of support your releases receive today and if and when they will receive diminished levels of support. Oracle is seemingly reluctant to negotiate any exceptions to or deviations from its standard Lifetime Support Policy.

Oracle's standard Lifetime Support Policy has three phases:<sup>1</sup>

**Premier Support:** Oracle's standard support typically lasts for five years from general availability (GA). It typically cost 22% of the license fee and is often accompanied by annual increases with each renewal.

**Extended Support:** This level of support can require an increase of 10% in Year 1 over the cost of Premier Support, plus an additional 20% in Years 2 and 3. It includes limited bug fixes, with less commitment to interoperability updates and third-party platform certifications.

Extended Support typically lasts for three years following the end of Premier Support and is not always offered.

**Sustaining Support:** This level of support specifically excludes new update; fixes; security alerts; data fixes; critical patch updates (CPUs); tax, legal and regulatory updates; and new product certifications. The cost is typically 22% of the original license fee and lasts indefinitely. Only those support items created during the prior Premium Support phase are included here.

## Oracle JDE Release Analysis<sup>2</sup>

JDE Enterprise One	Premier End Date	Extended End Date	Sustaining End Date
Xe	Dec 2013	N/A	Indefinite
8	Dec 2013	N/A	Indefinite
8.9	Sept 2008	N/A	Indefinite
8.10	Jun 2009	N/A	Indefinite
8.11	Dec 2009	Dec 2012	Indefinite
8.11 CRM Mobile Sales	Dec 2009	Dec 2010	Indefinite
8.12	Apr 2011	Apr 2014	Indefinite
8.12 CRM Mobile Sales	Apr 2011	Dec 2010	Indefinite
9.0	Nov 2015	Nov 2018	Indefinite
9.0.2	Nov 2015	Nov 2018	Indefinite
9.0.2 (Technology Foundation IBM)	Nov 2015	Sep 2016	Indefinite
9.1	Mar 2017	Mar 2020	Indefinite
9.1 (Technology Foundation IBM)	Sept 2016	Not available	Indefinite
9.2	Dec 2031	Not applicable	Indefinite

Figure 1: Oracle JDE Enterprise One end-of-support dates by release

JDE World	Premier End Date	Extended End Date	Sustaining End Date	
A7.3	Dec 2013	NA	Indefinite	V7R1
A8.1	Dec 2013	NA	Indefinite	V7R1
A9.1	Apr 2012	Apr 2015	Indefinite	V7R1
A9.2	Apr 2014	Apr 2017	Indefinite	V7R2
A9.2.1	May 2015	May 2018	Indefinite	V7R2
A9.3	Mar 2017	Mar 2020	Indefinite	V7R3
A9.4	Apr 2022	Apr 2025	Indefinite	V7R3

Figure 2: Oracle JDE World end-of-support dates by release



*We moved to Rimini Street because the risks were low and we knew the financial savings would be a huge benefit. After we experienced far better support than what we had before, our decision was validated, and we've since significantly expanded our global footprint through Rimini Street support."*

— Global Application Director,  
BrandSafway



*We knew an upgrade was going to be very labor intensive. It was going to cost us a fair amount of money, tie up our EnterpriseOne experts and, in the end, it would not have brought any added value. What we have experienced with independent support is the freedom to take on tasks that actually serve our business and are a value-add while retaining the ability to upgrade if we choose to in the future."*

— VP of IT,  
Carico International

## Oracle JDE Customers Still on Enterprise One 9.1 or World A9.3 or Earlier Releases

As noted in the “Oracle JDE Release Analysis” section, these releases are no longer fully supported by Oracle, receiving only Sustaining Support.

Amazingly, many Oracle customers are still paying approximately 22% of their license fees basically for old patches and fixes and no new updates or features. Some of these customers are even paying additional fees just for tax, legal, and regulatory updates.

Users of Oracle JDE 9.1 and World A9.3 and earlier releases should consider the following important points:

- Licensees have been running Oracle JDE software for many years, have existing JDE expertise and knowledge, and may have high levels of customization and complex integrations. Yet, a licensee could be paying 22% of the original license fees for a support offering that does not support custom code or address new fixes for any issues. This delivers practically no value.
- Upgrading the Oracle JDE application can be painstaking and consumes valuable time, money, and resources that are often not accounted for in internal budgets. Some customers are considering an upgrade to Oracle JDE 9.2 or World A9.4 just to ensure they have a fully vendor-supported product. Upgrading Oracle JDE software from most of the earlier release levels is a complex, multistep process. However, if a licensee is happy with the functionality with these earlier releases, upgrade options are not particularly compelling if there is no significant business benefit to be derived from the upgrade. Rimini Street recommends postponing an upgrade until the budget is able to support it and business requirements find value in the functionality.
- When an Oracle JDE customer is ready to upgrade, Rimini Street can support it through the upgrade process, having helped hundreds of Oracle customers upgrade their software. The difference is that upgrade flexibility is gained, as is the choice to upgrade on the client’s own timetable without feeling forced by vendor support dates.

### #1

Rimini Street delivers the industry’s fastest Legislature-to-Live™ TL&R Updates

### 4.9

4.9/5.0 client satisfaction rating for Rimini Street JDE support clients

### 5.0

5.0 client satisfaction rating for Rimini Street CNC Managed Services for JDE

### 13,500

More than 13,500 Oracle JDE cases successfully addressed on Rimini Street



## Oracle JDE 9.2 and World A9.4

JDE Enterprise One 9.2 and World A9.4 are the last major releases of the applications.

Noted as a continual delivery release<sup>3</sup>, many JDE 9.2 releases and World A9.4 clients have found that the application's enhancements and features are nice-to-haves, but do not drive a meaningful ROI. In addition, although the customers who have moved to the last release of Oracle JDE software are not facing a major upgrade requirement, for Enterprise One 9.2 customers, the treadmill continues with a steady stream of images that will likely mostly be fixes, patches, and very few enhancements that will move the needle for the business. For World A9.4 customers, Oracle has no stated commitments to deliver any updates at all, but rather states updates will be delivered "as needed."

Users of Oracle JDE 9.1 and World A9.3 and earlier releases should consider the following important points:

- Check the tickets for JDE support. Outside of the actual upgrade tickets opened during the JDE upgrade, how often is Oracle support actually being used? How long does it take for a response? How often is Oracle support turning away customers because critical customizations are considered out of scope for support? While Oracle Support may be considered as an insurance policy, is the high cost of that policy really worth it?
- Understand how often any Oracle JDE software updates are being applied and for what purpose. There is a cost to staying on Oracle support just to pay to wait for these updates. A key question every IT organization should ask is what the tangible new value is that these updates are providing to help the business reduce costs or increase competitive advantage.
- If time, money, and resources have already been invested in a license to JDE Enterprise One or World, a switch to independent, third-party support from Rimini Street means keeping those Oracle JDE software entitlements, including all ESUs, critical patches, and other updates, to help meet the needs of the business today and for the next five years or more. It seems unlikely Oracle will release critical new functionality and provide an ROI for the business in the short term.

Read about understanding comprehensive database security [here](#).

“

*As far as responsiveness, I give Rimini Street an A+. We recently had an issue over a weekend and our Rimini Street PSE and his team were on it before I even had the ticket created Monday morning!”*

— Analyst,  
Dean Foods

“

*Customers have to secure tens of servers, tens of operating systems, tens of databases and they tend to be 14 to 18 months behind us in patching”<sup>4</sup>*

— Oracle



# Oracle JDE Software Customers Evolving Their ERP Strategies

Although organizations have made significant investments in their Oracle EBS applications, business initiatives or strategic decisions may be planned to sunset part or all of their JDE platforms. Whether customers find themselves migrating to SaaS-based software solutions or experiencing a consolidation project due to an acquisition or divestiture, Oracle JDE software applications still require care and attention until such a project is complete.

The benefits of starting a cloud journey with IaaS can be compelling, especially when combined with independent, third-party support. Organizations can:

- Save on support and data center CAPEX/OPEX without impacting or forfeiting existing Oracle JDE ERP assets
- Maintain customizations without sacrificing support or re-implementing ERP that may lack equivalent functionality
- Preserve the flexibility to move to SaaS in the future if the business case justifies the move

Most importantly, be cautious about what are termed “financially engineered” deals where the vendor may offer a short-term, temporary incentive to make a long-term IT roadmap decision.

A good example is Oracle Universal Credits for Cloud, which can offer savings to offset the initial cost of moving ERP to the cloud but result in lock-in to that vendor’s proprietary cloud model.

Users in transition should consider the following important points:

- Oracle JDE software migration projects of any kind can take years and sometimes become delayed due to unforeseen circumstances. Some may consider Oracle Support an insurance policy, but is the high cost of that policy worth it?
- If IT resources are struggling to divide time between future and existing applications, is the business prepared to invest additional resources in an already-tight project budget?
- If cloud ERP is being considered, does the ERP vendor also need to be the cloud vendor? Consider the long-term and strategic costs involved and ensure that the business case benefits the business, not the vendor. Consider starting with industry-leading cloud IaaS first for the greatest immediate benefit and lowest risk.

Rimini Street can help JDE clients in transition by helping maximize their support and maintenance spend during the transition period, whether it be to another ERP or cloud ERP SaaS or IaaS. The budget and resource savings can help fund, plan, and execute other strategic initiatives as well beyond their Oracle JDE roadmap.

[Learn about how Oracle JDE clients have taken back control of their IT budget and roadmaps using Rimini Street third-party support.](#)



*Moving support for JD Edwards to Rimini Street was an easy win because we could reduce operational costs and get much improved service at the same time.”*

– Global Applications Director,  
BrandSafway



*... probably the most important thing to look out for is that the contract in itself looks simple, but so little is actually contained in that order document. The multitude of terms and conditions and URLs it refers to outside of the contract makes it difficult to understand fully, or to know what you’re actually really signing up to.”*

– Oracle Cloud Credits, Confusing, Complex or Crystal Clear<sup>5</sup>



*Oracle’s IaaS re: Autonomous Database in the Cloud  
– “Land & Expand”*

*So we almost prefer selling a \$30,000 deal to \$100,000 deal because the \$30,000 deal we can close in four weeks... you start and you land and expand ... I think it’s working very, very well because we’re seeing — just beginning to see the first people coming back and going from \$30,000 a month to \$600,000 a month.”<sup>6</sup>*

– Oracle Q2 2020 earnings call transcript

## Unified Support and Application Management Services

Many organizations not yet looking to migrate their Oracle JDE software applications have turned to application management services (AMS) and CNC managed services to offload incidents, service requests, and IT backlog to a third-party provider, delivered as a service.

However, the traditional AMS model for Oracle applications has its challenges:

- Time and materials contract structure and a “man-hours” billing system
- Low-cost, lower-skilled, rotational resources and the need to rely upon ERP vendor support on the back end, creating complexity
- Need for internal IT teams to spend time overseeing vendors and addressing issues

In the traditional AMS model, resources are incentivized to reduce costs on the AMS front line by triaging support tickets to the ERP vendor rather than resolving them.

Given the challenges that many organizations have with ERP vendor support, the very same problems they are paying the AMS vendor to solve are instead boomeranged back to the internal IT team.

As a result, it is no surprise that AMS vendors have traditionally poor service ratings, with Gartner citing a 3.03/5.00 rating for “top” AMS companies and noting that there is a downward trend in AMS vendor customer satisfaction.<sup>7</sup>

JDE customers, especially those running releases no longer fully supported by Oracle, should be wary of AMS providers that may rely upon ERP vendor support on the back end. [Rimini Street offers third-party support services and AMS for JDE for one predictable subscription price.](#) Clients benefit from streamlined handling of ongoing support requests, incident resolution, and new enhancements, with the same level of expertise that is measured by client satisfaction and not by the number of hours or tickets.

Read about the hidden tax that comes with traditional AMS systems [here](#).

## Options Oracle JDE Customers Should Consider on All Releases

- Continue to pay 22% of license fees or more for support that is seldom used — and is potentially of little value if on Sustaining Support.
- Leverage traditional AMS providers who often rely upon ERP vendor support, adding further complexity and risk to service delivery.
- Switch to independent, third-party support (and AMS) — Rimini Street clients save 50% on annual support fees for Oracle JDE software and up to 90% on total support costs, with the ability to remain on current EBS releases for as long as possible — five, ten, fifteen years, or more.
- Upgrade only if and when it makes sense for the business, because the ability to archive the updates, patches, scripts, documentation, and files needed exists for any licensed version of Oracle JDE software currently available, during the onboarding process.
- Receive the industry's fastest Legislature-to-Live™ tax, legal, and regulatory updates, available for hundreds of countries, at no extra charge.

Unlike vendor-provided TL&R updates, Rimini Street uses a three-tier sourcing system tailored for client environments for less risk and faster go-live. Rimini Street often delivers TL&R updates ahead of the vendor; one such example was the Single Touch Payroll update, the largest change to Australian payroll in recent history.

- Receive comprehensive, ultra-responsive support to create more IT capacity and time to focus on strategic priorities:
  - Assigned, highly skilled Primary Support Engineers (PSEs) with an average of 15 years of real-world Oracle JDE software experience who learn clients' unique environments
  - Industry's fastest guaranteed response SLA of 10 minutes or less for critical P1 severity issues
  - Patent-pending, AI-driven support platform that enable 23% faster case resolution by automatically recommending resources who are in the right place, at the right time
  - Support of custom code, ensuring existing customizations are supported with the same level of care and urgency as core Oracle JDE software applications
  - Multilayered and proactive security solutions that use virtual patching to block attempted attacks before they reach internal systems and that require no regression testing or downtime to apply
  - Proactive support with Rimini Street monitoring, health checks, and performance improvement guidance to help keep IT systems working at peak efficiency
  - Access to strategic advisory services, a suite that provides vendor-agnostic guidance and solution recommendations on critical areas of the ERP roadmap including multilayered security, software licensing, cloud ERP strategies, and overall ERP roadmap future direction

## Unmatched Oracle JDE Software Expertise

Backing up the Rimini Street assigned Primary Support Engineers is a team of functional and technical experts who bring deep expertise to supporting Oracle JDE software systems, including:

### Enterprise One

- Asset Lifecycle Management
- Financial Management
- Human Capital Management
- Project Management
- Order Management
- Manufacturing Management
- Customer Relationship Management (CRM)
- Logistics
- Tools and Technology
- U/X One

### World

- Financial Management
- Human Capital Management
- Project Management
- Manufacturing Management
- Distribution Management

### CNC Managed Services

- system administration
- Development support
- Technical support services
- System monitoring and optimization
- Reporting



*The biggest change from Oracle to Rimini Street is the proactivity. Rimini Street identifies potential issues before they become problems. They give us corrective guidance, as opposed to us reacting to the changes and then trying to chase patches or fixes."*

*- Global Applications Director,  
BrandSafway*

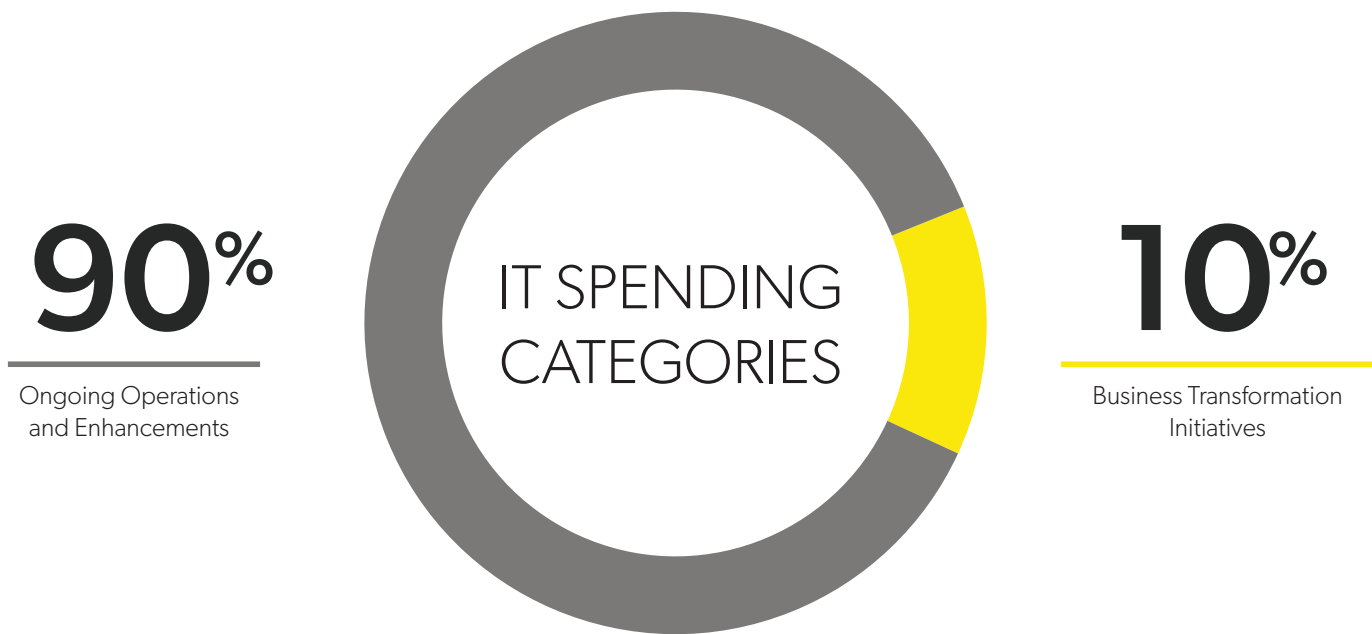
# The Software Vendor Support Model is Expensive and Dated

## Vendor Support Model Questioned

The big software vendors have provided most of the support services for their products. With today's 90%<sup>8</sup> profit margins on vendor support operations, for every 10 dollars licensees pay, the vendor spends only one dollar on actual support. Many customers are coming to the conclusion that the vendor support model is, at best, dated — and at worst, obsolete and grossly unfair to the enterprise software customer.

And industry analysts agree: Customers may be spending too much on enterprise software annual support and receiving limited value in return. Ongoing maintenance and operational costs typically consume the majority of all IT budgets, with only 10% available for business transformation initiatives.<sup>9</sup>

High-cost, low-value maintenance expenses can limit innovation.



## Next Steps: You Have a Choice of Annual Support Providers

### A Better Option: Oracle JDE Licensees Realize Value with Rimini Street

Hundreds of world-class organizations are exercising their right to select the annual support provider that best meets their needs and fits their budgets.

Independent support from Rimini Street replaces annual support programs from the vendor. Rimini Street provides premium support so clients can continue to run their Oracle JDE software applications cost-effectively for the next decade or longer with no required upgrades. Many Oracle EBS licensees choose independent support from Rimini Street for:

- Substantial cost savings: Rimini Street offers guaranteed savings of 50% on annual support fees and up to 90% on the total cost of support.
- Premium, relevant, cutting-edge service model: Rimini Street delivers ultra-responsive support and premium features such as support for customizations; tax, legal, and regulatory services, and interoperability — all at no additional cost.
- Reduced risk and avoidance of vendor lock-in: Rimini Street can help clients avoid costly upgrades; extend the life of current, stable JDE releases; and avoid vendor lock-in strategies that gradually infiltrate technology stacks and tend to offer new releases with limited ROI.

Suppose you could cut your annual Oracle support costs in half — and increase ROI?

[Read how this leading global services firm has liberated resources and achieved the agility and control needed to innovate.](#)

Calculate the savings: Save up to 90% on the total cost of support. Rimini Street Support clients accrue savings year over year in four primary categories: 1) savings on annual support fees; 2) elimination of forced, potentially expensive upgrades; 3) support for customizations; and 4) more efficient support processes. [Calculate the savings.](#)

Many organizations use independent support as a key aspect of their application strategy, reallocating the savings from independent support to address real business problems involving their systems, while evaluating new technologies at their own pace — not according to a vendor's release timeline and agenda.

## Oracle JDE Licensees

This paper has pointed out the very real issues around vendor support: expense, less-than-optimal responsiveness, and forced upgrades. Rather than going that route, consider Rimini Street third-party support because it offers the following benefits:

- Move to independent support. Enjoy a guaranteed savings of 50% on annual support fees and up to 90% on total support costs.
- Maximize the value of current releases. [Extend the longevity of stable and established Oracle JDE environments](#) and avoid an upgrade that may have no business value. In addition, know that under Rimini Street support, clients can upgrade to the most current licensed Oracle JDE software version as of the time of leaving the vendor if desired.
- Use savings from independent support. Address real business problems around IT systems, such as ongoing innovation and ever-changing business requirements.

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<sup>3</sup><https://www.oracle.com/webfolder/technetwork/tutorials/jdedwards/FAQ/JD%20Edwards%20Premier%20Support%20and%20Continuous%20Delivery%20FAQ.pdf>

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<sup>6</sup><https://www.fool.com/earnings/call-transcripts/2019/12/13/oracle-corp-orcl-q2-2020-earnings-call-transcript.aspx>

<sup>7</sup>Tech Mahindra “Critical Capabilities for Oracle Application Services, Worldwide.” February 28, 2018)

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<sup>9</sup>Gartner, “IT Key Metrics Data 2021: Executive Summary,” 18 December 2020.





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