

Rimini Street Support for PeopleSoft

Supported Product Lines

HCM, FIN, CRM, EPM, SRM, SCM,
Public Sector, Campus Solutions

Supported Releases

7.x, 8.x, and 9.x

Select Supported System Components

- Application Engine
- Application Workflow Engine
- Component Interface
- Crystal Reports
- Digital Certificates/SSL
- Integration Broker/Application Messaging
- PeopleCode
- PeopleSoft Directory Interface (PDI) and LDAP
- PeopleSoft Security Hierarchy
- PeopleTools
- Process Scheduler
- PS/nVision
- Real-time Event Notification (REN)
- SQR
- Tree Manager

Help Eliminate Business Disruption and Extend the Life of Your PeopleSoft System

Product Support Overview

Rimini Street replaces Oracle support for PeopleSoft, delivering significant cost savings, a higher-value service mix, and the ability to avoid costly product upgrades. With a seasoned team of experts, Rimini Street offers support services for a wide range of Oracle PeopleSoft products, from older 7.x and 8.x versions to the more recent 9.x versions.

Business Challenges

Today's PeopleSoft systems are stable and reliable, requiring much less support than earlier generations of enterprise software. In this context, many licensees are frustrated by forced vendor upgrades to maintain full support and lackluster service levels. Many licensees no longer believe that the high cost of Oracle annual support is a good value. Preferring to extend the life of their current PeopleSoft release, many organizations are reducing costs by moving to independent, third-party support.

The Rimini Street Solution

Turning the multitiered vendor support model upside down, Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). In this way, clients get direct access to an expert on the first call. PSEs are available 24 hours a day, 7 days a week, 365 days a year anywhere in the world with 10-minute guaranteed response SLA for critical cases. Clients benefit from software fixes and updates, support for customized code, and a team of experts who focus on interoperability challenges, roadmap planning, and holistic security.

Key Benefits

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support including support for customizations at no extra charge
- Eliminate forced upgrades yet preserve the flexibility to upgrade when business needs dictate
- Fund IT innovation and drive business growth with savings of up to 90% of your total maintenance costs

“Rimini Street provides more responsive service; over 50% in annual support cost savings; and the tax, legal, and regulatory updates we need to keep our PeopleSoft system current and compliant.”

Gene Wittneben,
 Director, Informatino Systems
 Brazoria County, Texas

Support Program Comparison

Support Features	Rimini Street	Oracle Premier and Extended	Oracle Sustaining
Support Services			
Application and documentation fixes	■	■	No new fixes
Operational and configuration support	■	■	
Installation and upgrade support	■	■	No new upgrade scripts
Global tax, legal, and regulatory update communications	■	■	No new upgrade communications
Named, regional primary support engineer with an average of 15 years of experience	■		
Account management services	■		
10-minute guaranteed response SLA for P1 critical cases with 2-hour update communications	■		
Full support with no required upgrades	■		
Customization support	■		
Performance support	■		
Interoperability and integration support	■		
Full support of current release for at least 15 years from contract date	■		
Strategic Services			
Technical, functional, and application roadmap advisory services	■		
Cloud advisory services	■		
License advisory services	■		
Security advisory services	■		
Interoperability and integration advisory services	■		
Monitor and check advisory services	■		
Impact on Resources			
Significant reduction in operating costs (budget, people, time)	■		
Independence from vendor-dictated roadmap	■		

Support Details

Global Tax, Legal, and Regulatory Updates

Rimini Street delivers the tax and regulatory updates you need to ensure your PeopleSoft applications remain compliant and up-to-date with the latest tax and regulatory changes. We offer global tax and regulatory capabilities across nearly 200 countries and have provided our clients with thousands of tailored updates.

Interoperability Support

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