Rimini Street®

Rimini Street Support for Microsoft SQL Server Database

Maximize the Value of Your Microsoft SQL Server Database Investment

Supported Releases

- MS SQL Server 2008 and later
- All editions Supported

Select Supported Components and Tools

- 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

Product Support Overview

Rimini Street Support for Microsoft SQL Server Database enables clients to reduce their total cost of Microsoft SQL Server Database ownership and receive ultra-responsive support. Clients can remain on their current, stable release without any required upgrades — while retaining the right to upgrade on a time line that suits their business needs and budget.

We support Microsoft SQL Server Database in conjunction with support for other applications; we also support Microsoft SQL Server Database standalone.

Business Challenges

Microsoft SQL Server Database users 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 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 as well as their database.

The Rimini Street Solution

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

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

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% of your total maintenance costs

Support Program Comparison

Support Features	Rimini Street	Microsoft Support
Support Services		
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	■	
Strategic Services		
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	■	
Impact on Resources		
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 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 an indpendent, third-party support provider. In addition to Microsoft SQL Server Database, Rimini Street supports all SAP and Oracle enterprise applications. Microsoft SQL Server Database 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. Clients who use Rimini Street for combined support of their Microsoft SQL Server 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.