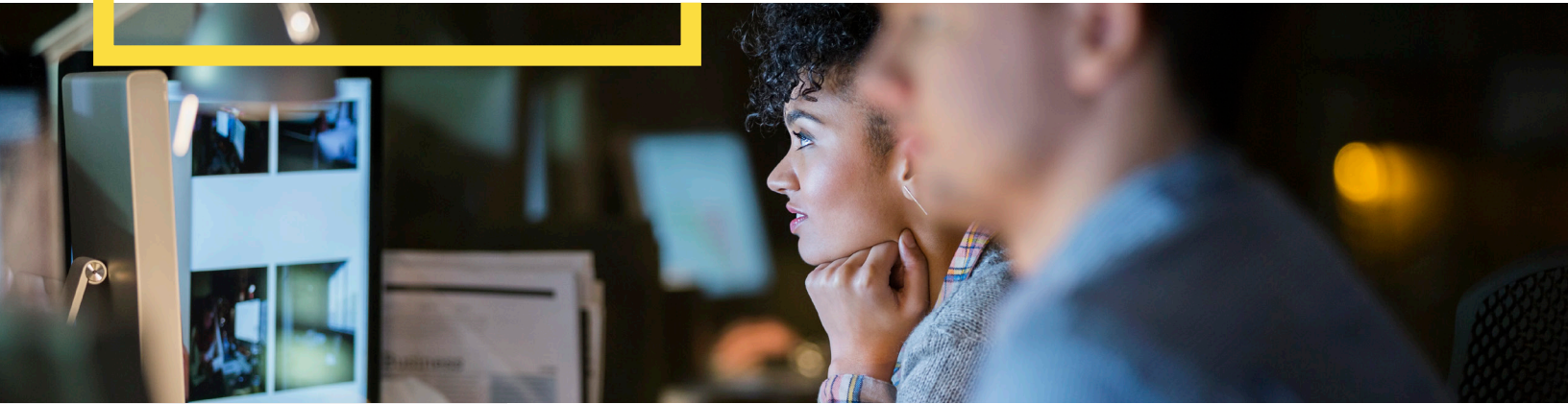


Rimini Street Support for Siebel



All Product Lines Supported

Supported Releases

5.x, 6.0.x, 6.3.x, 7.0.x, 7.5.x, 7.7.x, 7.8.x, 8.x

Select Supported System Components

- Business Process Automation/ Workflow/State Models
- EIM
- Load Balancing (Round Robin, Resonate, Third-Party)
- Object Manager Optimization
- Security — Single Sign-on, LDAP
- Siebel EAI/Component Interfaces
- Siebel Tools Configuration, Scripting
- System Administration

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 you see clear ROI
- Fund innovation and drive business growth with savings up to 90 percent of your total maintenance costs

Develop Next-Generation Customer Experience Solutions With Your Siebel Application Platform

Product Support Overview

Delivering significant cost savings, a higher-value service mix and the ability to enable adding new capabilities and features to build next-generation customer experience solutions, Rimini Street replaces Oracle support for Siebel. With a seasoned team of experts, Rimini Street offers support services for a wide range of Oracle® products and releases, from older Siebel 5.x to more recent 8.x releases, across all product lines including Siebel Mobile, Cloud, OnDemand and Telecommunications.

Business Challenges

Siebel applications are stable and reliable, requiring much less support than earlier generations of enterprise software. Many organizations are realizing that the high cost of vendor-provided annual support is no longer a good value for their mature applications. The ability to add new features and capabilities including digital marketing, e-commerce and customer experience around a core, Siebel application platform will be the key to continued growth and innovation.

The Rimini Street Solution

Turning the multi-tiered 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 have direct access to an expert with their first call. PSEs are available 24 hours a day, 7 days a week, 365 days a year anywhere in the world with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes and updates, support for customizations and a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

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
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

Support for Customizations

Many organizations running Siebel have heavily customized their applications. Rimini Street recognizes that you have made a significant time and dollar investment to develop your current modifications, and we will support all customizations in place at the time you begin receiving our support. Additionally, we will support new customizations you write, test, and implement in your production environment after becoming a Rimini Street client.

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.