

Rimini Street Support for Oracle ATG Web Commerce



Supported Product Lines

- ATG Web Commerce 9, 10, 11

Select Supported Components

(including but not limited to)

- Campaign Optimizer
- Outreach
- MDEX Engine 6.5
- Oracle Commerce Guided Search (Endeca Search) and Experience Manager

Key Benefits

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support 24/7/365
- Eliminate forced upgrades yet preserve the flexibility to upgrade when you see clear ROI
- Fund innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

Redirect Your Resources to Strategic Initiatives by Optimizing Support for Your Commerce Platform

Product Support Overview

Rimini Street replaces Oracle annual support for ATG Web Commerce. We can support your ATG Web Commerce framework by itself, or in combination with our support for your other enterprise applications like Oracle Retail and Siebel as well as your Oracle Database. Clients benefit by achieving higher value with premium support services and 50 percent savings compared to annual vendor support fees.

Business Challenges

The ATG Web Commerce products are very robust and continue to be placed into the leader's quadrant of the Gartner Magic Quadrant for Digital Commerce.¹ However, Oracle has continued to shift focus to its cloud commerce solutions, leading to longer-term questions about its commitment to supporting and enhancing ATG Web Commerce for existing customers. And the very nature of Oracle's customer-facing ATG Web Commerce platform requires a significant investment of support resources because it is typically heavily customized, requiring a level of support the software vendor does not provide as part of its standard support program.

The Rimini Street Solution

Rimini Street is focused on maximizing the lifespan and ROI of existing client software releases, guaranteeing support for at least 15 years with no required upgrades or migrations. Clients receive personalized service from a senior-level Primary Support Engineer (PSE) as well as a team of experts who focus on interoperability challenges, roadmap planning and holistic security. Support is available 24 hours a day, seven days a week, 365 days a year anywhere in the world with an average response time of less than five minutes for critical issues.

<https://www.gartner.com/doc/3243418/magic-quadrant-digital-commerce>

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

Interoperability Support

Interoperability support services are offered as part of our standard support program, at no extra charge. Strategic guidance is provided to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.

Security Advisory Services

Our team of security architects works with clients to assess current controls and provide vendor-neutral guidance to further reduce security risks by implementing the most relevant, current and business-aligned strategies to address the myriad of threats to IT systems. Our security experts are available to discuss both broad and specific security concerns and, as needed, will provide you with an actionable threat mitigation strategy.