

Rimini Street Support for Oracle Retail

Featured Oracle Retail Products

Merchandising Operations Management (MOM), Merchandise Planning & Optimization, and Supply Chain Planning and Execution

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 of up to 90 percent of your total maintenance costs

Improve Your Oracle Support SLA and Increase Your ROI

Product Support Overview

Rimini Street replaces Oracle support and maintenance services for Oracle® Retail software. We can support your Oracle Retail software by itself, or in combination with our support for your Oracle enterprise applications and Oracle Database. Clients using our combined support receive an integrated service offering with all the advantages of single-provider support.

Business Challenges

Today's Oracle Retail systems are stable and reliable, requiring much less support than earlier generations of enterprise software. In this context, many customers today, frustrated by forced vendor upgrades and lackluster service levels, no longer believe that the high cost of Oracle annual support is a good value. These organizations prefer to extend the life of their current, stable Oracle Retail release, and many are reducing costs by replacing Oracle support with independent support from Rimini Street.

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, support for customized code and a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

“Based on a survey I recently conducted, more than 88 percent of Oracle application licensees are interested in third-party support options that can provide meaningful savings and good service.”

R. “Ray” Wang,
Principal Analyst and Founder
Constellation Research, Inc.

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 All Your Oracle Applications Under One Roof

Our award-winning, ISO-certified premium support and maintenance program will take care of the nuts and bolts of maintaining your market-leading Oracle Retail family of software products. We’ll support the application and its integrations with your Oracle and SAP systems, taking advantage of the prebuilt data and metadata integration and drill-through to transaction details. Rimini Street Support for Oracle Retail gives you a single point of contact for all your enterprise software support and maintenance needs, proven expertise, premium support features, and personalized, ultra-responsive service.

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.