

Rimini Street Application Management Services for Oracle

An integrated combination of application management and support services

Business challenge

Oracle operational disruptions and challenges are on the rise. Companies may not possess enough skilled staff members or bandwidth to proactively manage their systems or take on additional projects or necessary integrations.

Upgrading is often not a compelling option and Oracle's continuous updates model means weighing the trade-offs of disruptive upgrades versus applying bug fixes and necessary tax, legal, and regulatory updates that are critical to maintain compliance.

The number of organizations outsourcing application management services (AMS) has been dropping steadily since 2015. The growth of software as a service (SaaS) is a part of the decline¹ — combined with a downward trend of AMS vendor customer satisfaction.² Lower-skilled analysts may not understand how software and customizations are designed to work, and expensive AMS consultants push for more modern platforms and continuous upgrades.

The key is to rebalance how time and money are spent to create more capacity, keep systems stable, and reduce the number of resources that need to be managed.

Solution overview

Rimini Street Application Management Services (AMS) for Oracle complement existing Rimini Street support and deliver exceptional longevity and flexibility in maintaining, enhancing, and managing those applications.

AMS for Oracle is ideal for companies:

- In maintenance mode with limited resources and a growing backlog of IT projects
- Experiencing pressure from other AMS providers for upgrades and expensive consulting services
- That have recently upgraded but still face ongoing updates and AMS expenditures
- Burdened by inflated AMS contracts and continuous updates

Services

Rimini Street AMS for Oracle require an active Rimini Street support agreement.

Rimini Street Application Management Services for Oracle

- AMS for PeopleSoft
- AMS for Oracle E-Business Suite
- AMS for JD Edwards (EnterpriseOne)

¹ Computer Economics Avasant Research, "The Steady Decline of Application Management Outsourcing," retrieved 21 May 2021 from <https://www.computereconomics.com/article.cfm?id=2730>

² Gartner, Inc., "Critical Capabilities for Oracle Application Services, Worldwide," retrieved 21 May 2021 from <https://www.gartner.com/en/documents/3863664/critical-capabilities-for-oracle-application-services-wo0>

Benefits

By leveraging Rimini Street Application Management Services for Oracle, clients benefit from:

Better Model	Better People	Better Outcomes
<ul style="list-style-type: none"> ■ Software support without unnecessary development or manufactured project work ■ Simplified operating model for maintaining system stability ■ Integrated application management services focused exclusively on support 	<ul style="list-style-type: none"> ■ Expert engineers delivering improved service level and necessary enhancements for the business ■ Improved case resolution ownership and accountability ■ More consistent service delivery with fewer escalations 	<ul style="list-style-type: none"> ■ Focus on client success versus closing tickets ■ Simplify operations and increase the lifespan and value of existing systems ■ Unlock budget, resource, and time savings to fuel digital and cloud services

Learn more about Rimini Street AMS for Oracle**About Rimini Street, Inc.**

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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