

Rimini Street Application Management Services (AMS) for Salesforce

Achieve Better Business Outcomes with Salesforce®

Business Challenge

Salesforce is a powerful platform that, when implemented and managed correctly, can drive transformation and innovation for your business. Many Salesforce customers are overwhelmed with end-user and stakeholder requests and don't have the time or resources to take full advantage of the Salesforce platform. This results in a gap between initial expectations of the platform and actual business outcomes.

There is a critical gap in the Salesforce ecosystem as it relates to strategic Salesforce support services. Most Salesforce partners focus on project-based work and have built their infrastructure, business process, skillsets, knowledge, and tools, accordingly — and they neglect to provide top-tier strategic support services to the Salesforce ecosystem. Rimini Street's core competency since 2006 is support services. To clients, this is demonstrated as 15 years of market leading experience, thought leadership, infrastructure, processes, skillsets, knowledge, and delivery of best-in-class support services.

Common Challenges Faced by Salesforce Customers

- Growing backlog of projects and requests
- Resource availability and skill gaps
- Staying on top of Salesforce releases
- Unpredictable costs
- Unrealized ROI
- Low user adoption
- Mounting technical debt
- Trade-offs between operating vs. innovating on the platform

Unlimited Usage + Predictable Pricing

Rimini Street Application Management Services (AMS) for Salesforce help companies achieve better business outcomes and greater value from Salesforce, while simplifying and reducing the costs of ongoing operations, consultative advisement, and critical production support services. Rimini Street AMS for Salesforce clients are assigned a highly experienced engineer backed by a team of certified Salesforce experts aligned to their roadmap.

- Responsive Services provide an extensive, easy-to-use service catalog of 170+ configuration administration, reports and dashboards, and data management services that encompass 98%* of the day-to-day Salesforce requests from end users.
- Proactive Services offer consultative advisement to guide your Salesforce journey and include best-practice recommendations for solution design, guidance on governance and Center of Excellence, dev ops models, strategies to increase user adoption, strategies to retire technical debt, implementation of the latest and greatest from the Salesforce release notes, recommendations and installation of AppExchange products, and alignment of the Salesforce roadmap with business strategies.
- Critical Production Support Services provide a resolution-based SLA including coverage of customizations, development, and integrations.
- Project Services provide end-to-end implementation services with faster time to delivery and better outcomes resulting from the ongoing managed services partnership. Project services are provided with a separate statement of work (SOW) outside of the unlimited usage services described above.

- Predictable, Subscription-Based Price: Rimini Street offers a predictable, subscription-based price based on the number of active Salesforce users in your environment and an assessment of your historic Salesforce service requests. Rimini Street pricing is not based on role, number of tickets, or time consumed.

“Now under Rimini Street AMS for Salesforce we have a partner who not only helps us get more out of our investment by increasing user adoption and productivity, but who also helps us leverage new Salesforce updates and functionality that we were previously not taking full advantage of. This enables our administrators to focus on more strategic Salesforce projects and better partner with the business.”
 Jay Fisher, CIO, BrandSafway

Rimini Street helps enable maximum value of the Salesforce platform post-implementation.

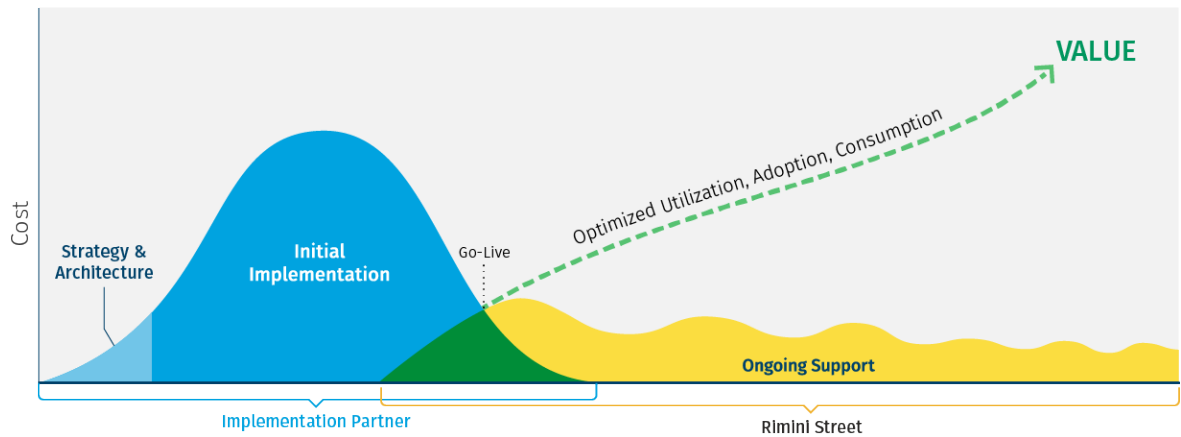


Figure 1

| Better Model | Better People | Better Outcomes |
|---|---|---|
| <ul style="list-style-type: none"> ■ Drive innovation and transformation: Evolve beyond the day-to-day operations of your Salesforce environment to embrace Salesforce as a strategic platform aligned with business priorities and objectives. | <ul style="list-style-type: none"> ■ Optimize resources: Complement your team and free up highly skilled internal resources to focus on strategic initiatives and better partner with the business to drive utilization, consumption, and adoption of Salesforce. | <ul style="list-style-type: none"> ■ Unlimited usage model designed to reduce costs: Leverage a subscription-based pricing model with a catalog of 24/7/365 services to ensure maximum efficiencies to delight your end-users and stakeholders. |

Learn more about Rimini Street AMS for Salesforce

* Source: Rimini Street, 2018 – 2021 Client Salesforce Ticket Analysis (100,000+ tickets)

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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