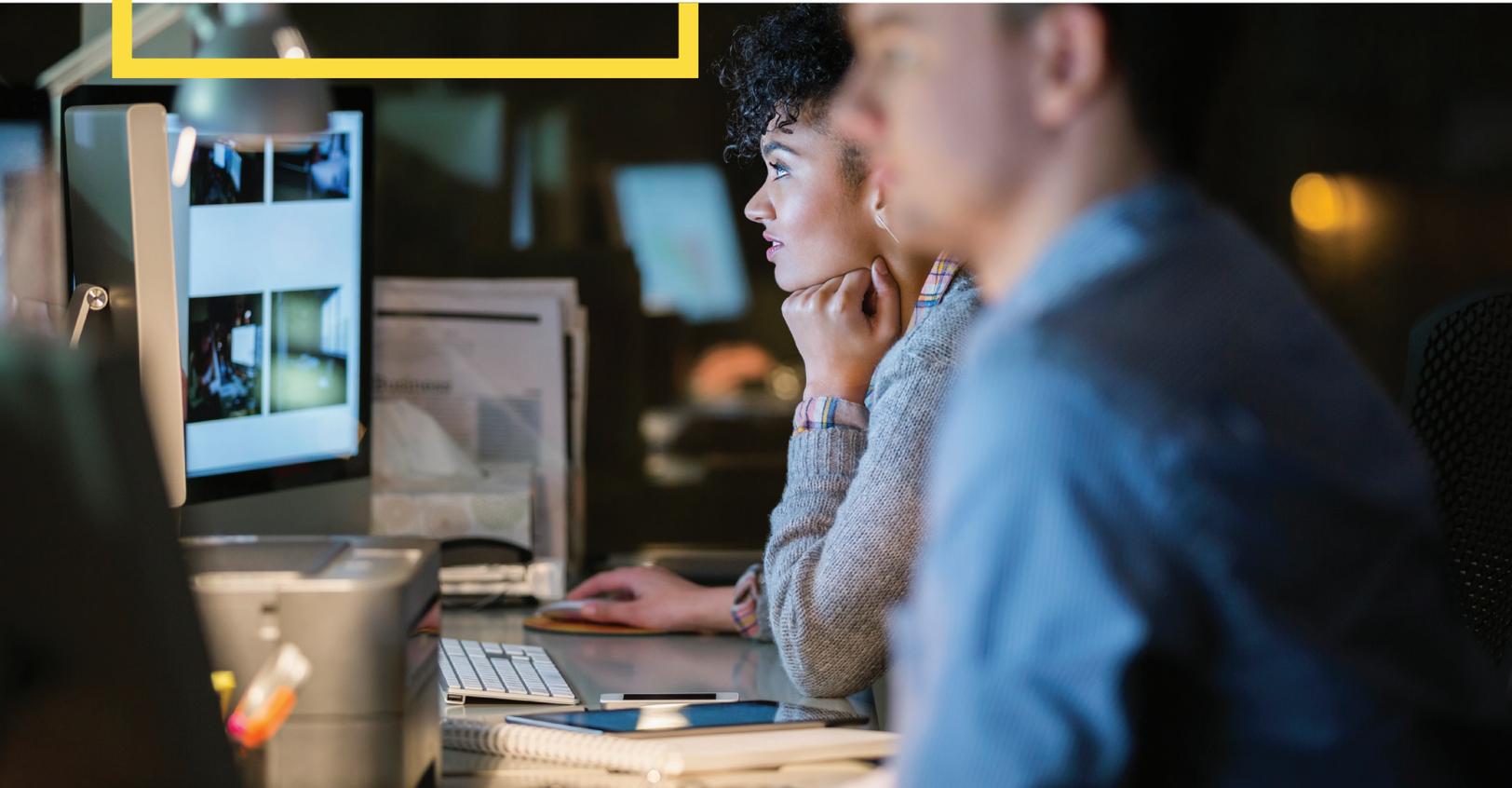# Third-Party Support Provider Checklist

Use this checklist to…

- **compare** providers
- **ask** the important questions
- **get** the facts "behind the curtain"
- **make** a smart choice for your business

Make the smart choice when selecting an independent, third-party support provider

Support for enterprise applications and databases is critical to operations and future success. Downtime is costly, and noncompliance is unacceptable. Modern IT leaders are turning to third-party support for better support experiences and significant cost savings that can be allocated to innovation projects that fuel growth and competitive advantage.

Not all third-party support providers are alike. In fact, there are vast differences in capability, scalability, transparency, and accountability. Some providers make it appear that all the bases are covered, but a *deeper look* can reveal holes and a lack of breadth and depth that can put a company at risk.

Here are some Rimini Street credentials and capabilities. Do other providers measure up?

Support Capabilities At Scale	
Six hundred-plus highly experienced full-time employee support engineers around the globe	☐
More than 1,500 employees (verifiable on LinkedIn) dedicated to providing unparalleled support experiences	☐
Proprietary, patent-pending AI applications to: 1) pinpoint optimal engineer(s) in seconds for faster issue resolution, 2) accelerate knowledge sharing and collaboration among engineers on open cases, and 3) proactively escalate cases based on multiple conditions and sentiment analysis	☐
Initial response time SLA of ≤10 minutes for P1 issues and ≤15-minutes for P2 issues (averaged 1.72 minutes in 2020)	☐
Assigned Primary Support Engineer (PSE) with 15+ years of experience, backed by a team of experts who are familiar with the client's systems	☐
SLA for frequent cadence of case update communications (e.g., every 2 elapsed hours for P1 issues)	☐
Average client satisfaction score of 4.9 out of 5.0 based on thousands of support experience responses	☐
Commitment to support current applications and databases for at least 15 years from contract date	☐
Team of engineers dedicated solely to interoperability solutions and support	☐
Team of engineers dedicated solely to security solutions and support	☐

Tax, Legal, and Regulatory (TLR) Updates	
Patent-pending solution for gathering and vetting TLR changes for nearly 200 countries	☐
Team of almost 200 TLR full-time employees proactively helping to ensure compliance	☐
Proactive, vetted analysis of upcoming TLR changes distributed in communications tailored to each client's applications, versions, and operational jurisdictions	☐

Solutions	
Browser interoperability solution for ongoing compatibility with a wide range of browsers, applications, and versions	☐
Advanced security solutions with zero-day protection for applications, databases, and middleware	☐

Trust, Transparency, and Compassion	
Will provide audited financial statements (income statement and balance sheet) for preceding three years	☐
Public company, accountable to higher standards for reporting and operations	☐
Runs an active, charitable foundation supporting 300+ charities on six continents	☐

Proven Results	
Has served 4,000+ clients to date, including over 1,300 database clients	☐
Has saved clients a combined total of more than $5 billion in total software maintenance costs to date	☐

Only one provider meets all these criteria: Rimini Street.

To learn more, visit the Rimini Street website or contact us.