

Unified Support Services for Enterprise Software

Rimini Street (NASDAQ: RMNI) is the global leader in independent, third-party enterprise software support services, serving more than 4,000 clients to date and driving \$5 billion+ in client savings on total support costs.

Rimini Street Support Services for enterprise software replace traditional vendor support and enable licensees of Oracle, SAP, IBM, Microsoft, and other enterprise software to save on total software support costs and extract more value from their enterprise software investments so they can invest in innovation to create competitive advantage and growth.

Reach short- and long-term business objectives with the help of Rimini Street third-party unified support services

IT leaders worldwide are focused on transforming operations from a reactive, technology-driven cost center to a strategic IT organization.

But many are still at the mercy of their software vendor and vendor-dictated roadmaps: mandatory upgrade cycles to maintain full support, lock-in to immature technologies, and recurring costs associated with maintaining existing systems — all while the business has different needs.

A move to Rimini Street enables IT teams to immediately break away from vendor cycles and redirect resources to more strategic initiatives. Organizations that choose Rimini Street as their trusted support partner are able to optimize IT resources, maximize existing investments, achieve strategic flexibility, fund innovation that supports growth, and more.



We needed to look at ways to be more efficient and effective with our costs and technology in the current economic environment. The transition to Rimini Street has enabled us to reallocate investment in accelerating business value and innovate around the edges of our SAP platform."

— Alisa Cooper
IT Director, Ampol

At a glance

Leading provider of independent, third-party support

Founded:

2005

Revenue:

\$326M (2020)

Global employees:

1500+

Offices worldwide:

27

Support for client operations in:

149 countries

Clients served:

4000+

Fortune 500 clients signed to date:

168

More than

\$5B in client savings delivered to date

Client satisfaction rating

4.9/5.0

Products supported

Oracle

E-Business Suite
JD Edwards
PeopleSoft
Agile PLM
Siebel
ATG Web Commerce
Oracle Retail
Fusion Middleware
Hyperion

SAP

Business Suite
BusinessObjects
S/4HANA

Salesforce®

Sales Cloud
Service Cloud
Experience Cloud
Revenue Cloud
Salesforce Platform
AppExchange

Databases Supported

Oracle Database
SAP HANA, Sybase
IBM Db2
Microsoft SQL Server
Open Source

Certifications

ISO 27001:2013
ISO 9005:2015
Cyber Essentials

Ultra-Responsive and Comprehensive Support Services, Tailored for Enterprise Systems and Business Goals

Many clients initially come to Rimini Street for enterprise software support because they are looking for a new solution to traditional support that enables them to gain more control over their IT budget and roadmap, plus achieve more flexibility for their business.

Rimini Street offerings then scale to include application and database services beyond enterprise software support to drive greater optimization and better business outcomes. Because Rimini Street is an independent support provider, clients receive services aligned to their best interest, not a software vendor's.

Rimini Street Support Services

Enterprise software support

Comprehensive support for ERP and database software, including support for customizations of applications, performance optimization, and much more. All clients have a named, primary support engineer and are guaranteed ≤ 10-minute response times on critical P1 issues.

[Download the Rimini Street Unified Support Services Program Features Brochure.](#)

Additional Services Available to Rimini Street Enterprise Software Support Clients

Application management

Integrated L2-L4 support for responsive operation and management of enterprise software and systems

Global security

Layered security services and solutions, tailored to fit client security profiles for ERP applications and databases

Database management

Integrated database maintenance and management focused on delivering consistent incident and root cause resolution

Tax, Legal, and Regulatory

Dedicated service to keep ERP software compliant and up to date with global rate, rule, policy, and reporting changes

License services

Proactive management of license compliance risks and cost optimization through asset management and advisory services

Integration and interoperability

Support and advisory services to help future-proof enterprise software releases in a changing, hybrid IT environment

Monitoring and health check

Active monitoring of application and database platforms to ensure viability, performance, and availability

Cloud advisory

Vendor-agnostic advisory services to assist clients in evaluating cloud strategy options, ERP choices in the cloud, all focused on long-term needs

Professional services

Project-based engagements delivered by ERP experts and directly aligned with supported products

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