

## Retail Enterprise Software Unified Support Services

**Rimini Street (NASDAQ: RMNI) is the global leader in independent, third-party enterprise software support services, having served 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 retail 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.

#### **How Rimini Street Supports Retailers**

*Independent, third-party support from Rimini Street helps retailers deliver on innovation priorities by enabling up to 90% total savings gained through operational efficiencies and maximizing the value of current ERP systems and databases. Savings can be used to both address near- and long-term budget challenges and to invest in the digital transformation programs that drive competitive advantage and growth.*

### **At a glance**

Leading provider of independent, third-party support

Global retailers supported:

**200+**

Founded:

**2005**

Revenue:

**\$326M** (2020)

Global employees:

**1500+**

Offices worldwide:

**27**

Clients served:

**4000+**

Fortune 500 clients signed to date:

**168**

More than

**\$5B** in client savings delivered to date

Average 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 9001:2015  
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 retail 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 Unified Support Services for Enterprise Software

### Retail 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.

[Explore Rimini Street enterprise software support solutions for retailers.](#)

### Additional Services Available to Rimini Street Retail Enterprise Software Support Clients

#### Application management

Integrated L2-L4 support for responsive operation and management of retail 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

# Rimini Street®

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