

Rimini Street Application Management Services for PeopleSoft

An Integrated Combination of Application Management and Support Services

Business Challenge

Challenges in PeopleSoft staffing and operations are on the rise. Companies may not have enough skilled staff members or bandwidth to proactively manage their PeopleSoft systems. But applying bug fixes and necessary tax, legal, and regulatory updates are critical to maintain compliance.

Lower-skilled analysts may not understand how software and customizations are designed to work, and expensive AMS consultants push for more modern platforms. How can an organization efficiently complete critical PeopleSoft maintenance tasks and keep up with critical projects for the business?

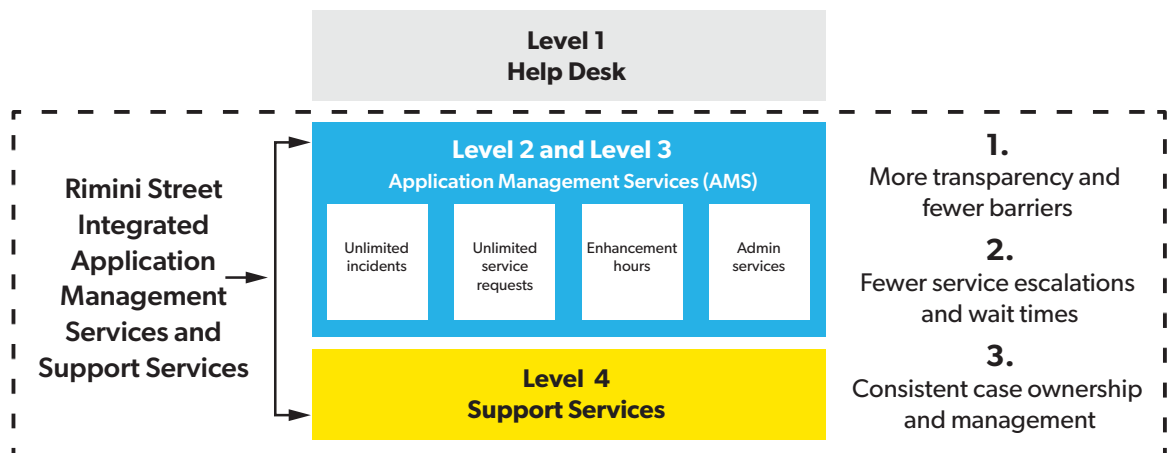
Solution Overview

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

These integrated support services are ideal for companies that need to:

- Lower interoperability costs by improving productivity and streamlining maintenance for an aging IT infrastructure
- Reduce operational delays and inefficiencies around tax, legal, and regulatory updates
- Free up budget and operational bandwidth
- Scale operations for applying new bug fixes

Rimini Street Application Management Services (AMS) + ERP Software Support Hierarchy (based on ITSM standards)



Supported Components

- PeopleTools
- Application Workflow Engine
- Crystal Reports
- Integration Broker/Application Messaging
- Process Scheduler
- SQR
- PeopleCode
- BI Publisher
- Digital Certificates/SSL
- PeopleSoft Directory Interface (PDI) and LDAP
- PS/nVision
- Tree Manager
- Application Engine
- Component Interface
- Fluid
- PeopleSoft Security Hierarchy
- PeopleSoft Update Manager (PUM)
- Realtime Event Notification (REN)

Benefits

By leveraging Rimini Street AMS, 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 AMS focused exclusively on support 	<ul style="list-style-type: none"> ■ Expert engineers delivering improved service levels, 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, lifespan, and value of existing systems ■ Unlock budget, resource, and time savings to fuel digital and cloud services

About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMINI) 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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