Rimini ONE™

Unify Enterprise Software Support and Services into ONE End-to-End, Outsourcing Solution

RIMINI ONE SOLUTIONS

» **Rimini Support**™
» **Rimini Manage**™
» **Rimini Consult**™
» **Rimini Protect**™
» **Rimini Connect**™
» **Rimini Watch**™

ONE trusted partner
ONE integrated program
ONE fixed price

GET MORE VALUE

❯ Simple
❯ Guaranteed
❯ Strategic

The Business Challenges

IT leaders face a number of complex business challenges that are impacting their ability to deliver high-quality services and drive innovation. One of the biggest challenges is how to address the complexities of a hybrid IT environment including hybrid application environments. For example, multiple service arrangements that span cloud vendors and partners can mean longer service times, varying service-level agreements (SLAs), and a confusing array of processes and experiences.

Another challenge is the talent and ERP skills shortage, with many organizations struggling to find skilled resources for mission-critical ERP applications (e.g. SAP, Oracle E-Business Suite, PeopleSoft, JD Edwards, and Siebel) and databases. This shortage is further compounded by significant incident backlogs, which can impact the quality of managed services.

Many IT leaders also struggle with staff bandwidth issues: their teams are buried in daily administrative tasks and small project development activities that prevent them from focusing on strategic priorities.

Finally, having too many IT vendors to manage and too many vendor-driven roadmaps can be overwhelming for IT leaders when service providers push for organizations to follow their roadmaps. Addressing these challenges to deliver value and drive profitability and growth requires a comprehensive approach that incorporates innovative solutions, strategic planning, and effective vendor management.

The Rimini ONE Solution

Rimini Street developed Rimini ONE™ in response to requests from clients that wanted to consolidate a wide variety of enterprise software services from multiple vendors and internal departments under one single proven provider.

Rimini ONE is our outsourcing service program that offers a comprehensive set of unified, integrated services to run, manage, support, customize, configure, connect, protect, monitor, and optimize enterprise applications, databases, and technology software.

Have it All: Worry-Free, Turnkey Services from ONE Trusted Partner

Rimini ONE provides clients with a comprehensive, unified, "turnkey" service solution that can completely outsource their entire application, database, and technology — all at a competitive, predictable cost and delivered by ONE trusted partner.

With Rimini ONE end-to-end software solutions, organizations can achieve greater stability in their IT environments while reducing risk by using a single-source partner and eliminating multi-vendor handoffs and coordination. Rimini ONE delivers ultra-responsive enterprise software support and services through a global network of expert support engineers with deep, hard-to-find enterprise software and security skills that are becoming even more scarce as companies migrate to new solutions.

Rimini Street®

EXCLUSIVE RIMINI ONE BENEFITS

» Simple: reallocate operational and support tasks away from staff and multiple vendors to ONE trusted partner

» Guaranteed: no-worry service availability for up to 15 additional years from contracting, with 100s of expert engineers, industry-leading SLAs, and 24/7/365 service

» Strategic: with roadmapping and strategy assistance to help you free up IT resources to accelerate innovation and business value

» Preferred pricing: Rimini ONE participants receive special pricing on additional services

KEY BENEFITS OF PARTNERING WITH RIMINI STREET

» Tap into the global expertise of more than 1,000 engineers, developers, and other service delivery professionals, including Primary Support Engineers with an average 20+ years of experience

» Extend the life and value of existing, customized ERP systems

» Avoid the cost, disruption, and risk of core enterprise software upgrades

» Get ultra-responsive support and incident resolution

» Get comprehensive, proactive enterprise security

» Save up to 90% on your total cost of maintenance and support

AVAILABLE SUITES OF SERVICES

Rimini Support™

Award-winning, mission-critical support for Oracle, SAP, proprietary and open-source databases, and technology software — delivered 24/7/365 with a guaranteed 10-minute response time SLA for critical cases

Rimini Protect™

Innovative managed security solutions for applications, databases, and technology infrastructure designed to proactively block unidentified threats and protect against newly identified threats faster than other security options — usually within minutes — without any required code changes to the software being protected

Rimini Manage™

Managed services for application and database software delivered by highly skilled engineers, featuring unlimited service ticket requests from an extensive catalog and industry-leading SLAs that can resolve IT staffing/skill shortages and provide smoother system operations at a fixed and optimized cost

Rimini Connect™

Managed interoperability solutions for browsers, operating systems, and email systems that can enable continued utilization of and integration with existing software and infrastructure without the need for expensive system and software upgrades and migrations

Rimini Consult™

Professional services available for clients' enterprise software customization, configuration, implementation, integration, interoperability, migration, staff augmentation, and other project needs, delivered by experienced professionals

Rimini Watch™

Observability solutions that include monitoring and system health check solutions designed to monitor the performance and execution of thousands of processes continuously 24/7/365 and identify potential issues before they happen, avoiding potential system downtime and impact

Build Your Smart Path to the Future with Rimini Street

You may utilize all Rimini ONE services now — or expand over time as needed.

With Rimini ONE, you can choose select services or a comprehensive, end-to-end, turnkey service solution for your entire ERP, database, and technology infrastructure at a competitive price.

Rimini ONE can help you streamline operations, reduce total cost of ownership, and extend the life and value of your systems — with no vendor-required upgrades or migrations — so you can shift your limited IT budget, resources, and time to strategic projects.

❭ **Solve your most critical IT support and service challenges with Rimini ONE™.**

Learn more

Rimini Street®

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