

# Innovate faster, within your existing budget

Support. Optimize. Innovate.

## KEY DIFFERENTIATORS

- › Expert-level service and guidance
- › Vendor- and deployment-agnostic strategy
- › Unified support and services
- › Enterprise-wide transformation
- › One trusted partner

## A New Operating Model for Enterprise Software

Historically, organizations running ERP suites have been constrained to vendor-driven roadmaps by end-of-maintenance dates and mandates to upgrade versions to remain fully supported. However, a new operating model has emerged that puts IT leaders back in control of their roadmaps, giving them the freedom and flexibility to tailor their software applications and databases to the needs of the business. The model has been fueled by advances in technology for integrating data and applications to enable workflows that span software packages and departments. More recently, business demands for AI, hyperautomation, seamless user experiences and unified dashboards have inspired visionary IT leaders to break free from large vendor constraints, keep their options open, reduce operating costs and redeploy funds and staff to deliver prioritized transformative capabilities.



### COMPREHENSIVE SUPPORT FOR LESS COST

Ultra-responsive support for your existing systems for up to 15 years or more at up to 50-90% savings.



### INCREASED STABILITY

End-to-end solutions delivered by ERP experts help stabilize, optimize and future-proof core systems.



### ACCELERATED TRANSFORMATION

Self-fund innovation and deliver business transformation, including enterprise-wide AI with ServiceNow, Inc., in weeks or months, not years.



*We were looking for an agile solution that would deliver value quickly and avoid the costs, complexity and risks inherent in any large software migration project, and Rimini Street's innovative solution with ServiceNow was the fastest and surest path to achieving our transformation vision.*

—  
**Renan dos Santos**  
CIO, Apsen Farmacêutica

## Self-Fund and Accelerate Innovation on the Rimini Smart Path™

A proven, trusted provider of end-to-end enterprise software support, management and innovation solutions, Rimini Street developed the Rimini Smart Path™, a guided methodology to self-fund and accelerate innovation. With the Rimini Smart Path, IT leaders can innovate faster, within their existing budgets, while increasing returns on and protecting existing and future software investments.

The Rimini Smart Path embodies our mission to help clients achieve their strategic, operational and financial goals without delay, putting control and flexibility back in the hands of IT and finance leaders as they take their organization forward and into the future.

**It's as easy as 1-2-3!**

### Rimini Smart Path™

**INNOVATE FASTER, WITHIN YOUR EXISTING BUDGET**



**1**

#### **SUPPORT**

Free up funds and resources to meet immediate business needs including powering your transformation



**2**

#### **OPTIMIZE**

Continuously improve, secure, and future proof your existing enterprise software to maximize ROI



**3**

#### **INNOVATE**

Realize new capabilities faster by leveraging existing enterprise software with modern enterprise solutions

# Rimini Support™

Award-winning, mission-critical support for Oracle, SAP, VMware, proprietary and open-source databases, and technology software — delivered 24/7/365 with a guaranteed 10-minute response time SLA for critical (P1) cases.



*If we would have signed on with Rimini Street earlier, we could have accelerated our digital transformation projects. I recommend all business leaders connect with Rimini Street as soon as possible and learn how to partner together to achieve your business objectives.*

—  
**Ivan Widjaksana**  
Head of Digital Transformation at GRP

1

## START WITH EXTRAORDINARY SUPPORT

Rimini Street replaces software vendor annual support with Rimini Support™ to deliver comprehensive third-party support at substantial savings. Rimini Street's award-winning independent support delivers high-value, ultra-responsive service with a broader scope than software vendors or other third-party support providers typically offer, including support for customizations at no additional charge. With Rimini Support, you get guaranteed support availability for up to 15 or more years for existing software products and versions from the time you sign with Rimini Street.

Rimini Support has been proven to reduce total maintenance costs for enterprise software by up to 50-90%, relieving a significant portion of most clients' IT budgets. Those savings can be used to self-fund high-priority innovation and transformation projects.

2

## OPTIMIZE YOUR EXISTING SOFTWARE INVESTMENTS

Mission-critical systems are often stable, highly customized and integrated with other software packages, forming a digital foundation for the business. Implemented well and improved over time, existing enterprise systems can continue to serve an organization's needs beyond the maintenance expiration dates often imposed by software vendors. But they do require ongoing management and action to keep them secured, interoperable, performant and properly configured as business needs change. With Rimini Street, all of these bases are covered by one trusted source — without the need for upgrades, vendor patches or replatforming.

Rimini Street offers four solutions to optimize software operations:

### 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 predictable, fixed, optimized cost.

### Rimini Protect™

Exclusive and proprietary security managed services and products for applications, databases and technology infrastructure that are designed to proactively help protect against known and unknown threats and vulnerabilities and quickly deploy updates without any required code changes to the software being protected.

### Rimini Connect™

Patented and proprietary 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 Watch™

Exclusive observability solutions that include monitoring and system health checks designed to continuously monitor the performance and execution of hundreds and thousands of processes, 24/7/365, and identify potential issues before they become critical, avoiding system downtime and impacts.

Professional services to deliver clients' enterprise software transformation, customization, configuration, implementation, integration, interoperability, staff augmentation and other project needs.



***It is imperative that enterprises accelerate AI innovation, digital transformation and workflow automation without being slowed by the complexity and cost burden of upgrading or migrating existing enterprise software.***

—  
**Ray Wang**  
Principal Analyst at Constellation Research

## 3

### INNOVATE WHERE IT'S NEEDED MOST

With people, time and money freed up from the Support and Optimize steps, organizations can take on innovation initiatives in priority order without increasing overall IT spend. The Rimini Smart Path allows clients to deliver targeted transformation projects in weeks or months, not years — without disruption to the business.

Now IT leaders can say “yes” to business leaders' prioritized list of innovations that likely include AI, automation, modern user experiences and single-pane-of-glass dashboards that span enterprise activities.



### The Next-Generation Platform for IT Success

ERP systems are mission-critical, but they are not strategic. They are the core transactional systems of record and not where change is needed or where transformation must happen. That will occur in systems of engagement and systems of differentiation.

What's needed is an enterprise-wide platform to enable innovation at the edges, to drive exponential productivity gains and to orient processes around the work to be done and the people who do it. That platform is ServiceNow®, the AI platform for business.

### Strategic Partners for Transformation without Disruption™

Rimini Street formed a strategic partnership with ServiceNow, Inc. to bring industry-leading capabilities to transformation initiatives. Together, we enable organizations to transform their digital ecosystems without the costly and disruptive upgrades, migrations or replatforming typically associated with ERP modernization efforts.

With the AI-driven Now Platform® layered on top of your existing ERP and enterprise systems, you can benefit from AI, automation and modern UX capabilities in months, not years — all while minimizing disruption to your operation.





*Lack of modernization and an inability to add new AI innovations were often cited as the biggest industry critiques of moving and staying with third-party software support, but Rimini Street has just squashed that concern by partnering with ServiceNow, which is well known for its modern platform enabling workflows, automation, AI, and service management capabilities.*

—  
Akshara Naik Lopez  
Senior Analyst at Forrester

## The Path for Faster Time to Value

Where you are today is not where you need to be in the future. Your business needs to keep moving forward with modern user experiences, cross-application process automation, insightful analytics and enterprise-wide AI capabilities. These aren't just technologies; they are capabilities that can transform the way you do business. Our deep expertise in enterprise software, combined with our strategic partnership with ServiceNow, helps bring your vision to reality.

As a global leader of end-to-end enterprise software support, management and innovation solutions with thousands of clients that have self-funded meaningful initiatives and increased profitability by choosing the Rimini Smart Path, we proudly serve as a strategic IT partner for organizations like yours. Let us guide you on a path toward not only protecting and future-proofing your IT investment but also helping you achieve your growth and profitability goals by leveraging your existing, highly valuable systems.

Where you're going is your business. Getting you there is ours.

**We'll get you there.™**

## Rimini Smart Path™

Learn more about Rimini Smart Path™ [here](#) and connect with us to schedule a Rimini Smart Path workshop led by Rimini Street's expert regional CTOs in your time zone.

## Rimini Street®

[riministreet.com](https://riministreet.com) | [info@riministreet.com](mailto:info@riministreet.com) | [linkedin.com/company/rimini-street](https://linkedin.com/company/rimini-street) | [x.com/riministreet](https://x.com/riministreet)

©2025 Rimini Street, Inc. All rights reserved. "Rimini Street" is a registered trademark of Rimini Street, Inc. in the United States and other countries, and Rimini Street, the Rimini Street logo, and combinations thereof, and other marks marked by TM are trademarks of Rimini Street, Inc. All other trademarks remain the property of their respective owners, and unless otherwise specified, Rimini Street claims no affiliation, endorsement, or association with any such trademark holder, or other companies referenced herein. This document was created by Rimini Street, Inc. ("Rimini Street") and is not sponsored by, endorsed by, or affiliated with Oracle Corporation, SAP SE, or any other party. Except as otherwise expressly provided in writing, Rimini Street assumes no liability whatsoever and disclaims any express, implied, or statutory warranty relating to the information presented, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose. Rimini Street shall not be liable for any direct, indirect, consequential, punitive, special, or incidental damages arising out of the use or inability to use the information. Rimini Street makes no representations or warranties with respect to the accuracy or completeness of the information provided by third parties, and reserves the right to make changes to the information, services, or products, at any time. M\_5784 | LR0041863 | US-05092025