Rimini Street®

Global Tax, Legal And Regulatory Update Services

Global Tax, Legal and Regulatory (TLR) Update Services

Rimini Street Tax, Legal and Regulatory Update Services help organizations of all sizes keep their applications up to date and compliant. Rimini Street ensures that the latest updates are immediately identified, verified, scoped, coded, tested, custom-packaged and delivered to you.

To do this Rimini Street works with the world's local, state, provincial and national governments — as well as all major tax and regulatory services. Our unique methodology results in the highest-quality deliverables for your organization and the fastest Legislature-to-Live™ update delivery cycle in the industry.

Contents

hundreds of thousands

The number of mission-critical tax, legal and regulatory updates Rimini Street has delivered since 2005. We believe the Rimini Street team is the most experienced in the industry.

Introduction

Rimini Street Delivers

Development and delivery of country-specific mandatory tax, legal and regulatory updates is a standard component of the Rimini Street award-winning enterprise software support program. Key features of Rimini Street Tax, Legal and Regulatory Update Services include:

Stay informed with proactive, worldwide notifications about mandatory changes that may impact your system, your organization and operational jurisdictions

A highly experienced global tax, legal and regulatory team.
Rimini Street has a long history and proven track record of delivering accurate, mission-critical updates to enterprise software clients worldwide.

Personalized update packages.
Rimini Street Tax, Legal and Regulatory Updates are developed in your environment. With this approach, where the focus is on quality and personalized service, you receive only the updates you need for your unique system environment.

Timely delivery. With complex modules like Payroll, organizations often struggle to keep up with constant changes in short timeframes. Rimini Street delivers high-quality updates to clients with enough time for them to perform their user acceptance and quality assurance tests.

Value to Your Organization

Rimini Street delivers a better value for your annual support fees and offers significant benefits over software vendor support programs you may not be currently receiving. With Rimini Street you:

Maintain software compliance with constantly changing tax, legal and regulatory requirements.

Help avoid penalties and reporting delinquincies with timely software updates tested and delivered for your systems.

Rely on and trust in the proven accuracy, completeness and timeliness of your tax, legal and regulatory reporting, backed by our higher level of service, world-class tax research organization and ISO 9001:2015 certification for development and delivery of worldwide tax, legal and regulatory updates.

Save money. Up to 50% savings on annual support fees as compared to your ERP vendor's support. And the global tax, legal and regulatory updates are included.

Get maximum leverage on the substantial investment you've already made in your current stable ERP release, which Rimini Street will support for at least 15 years from the time you switch.

Comprehensive Breadth and Depth

Payroll, Human Resources, Benefits, Pension, Electronic Invoicing, Accounts Payable, Asset Management and other applications require high-quality and timely tax, legal and regulatory updates for local, state, provincial and national jurisdiction compliance. Rimini Street has built research, development and client service organizations that focus exclusively on the delivery of solutions to address these requirements.

Rimini Street provides mandatory tax, legal and regulatory software compliance updates for companies of all sizes — from small-to-midsize businesses to global enterprises with 100,000 employees on payroll.

Tax, Legal and Regulatory Update Categories Delivered by Rimini Street

Human Resources and Payroll Changes

- Human capital and reporting
- Time and labor
- Social Security
- Medical insurance
- Payroll*
- Benefits
- Pension administration
- Withholding rates
- Year-end reporting
- VETS and EEO reporting
- PPACA support
- Other

*Application- and country-specific

Transaction Tax Changes

- Goods and services taxes
- Value-added taxes
- Treaty set taxes
- Other

Financial Regulatory Changes

- Asset management
- Electronic invoicing
- Intrastat reporting
- VAT reporting
- 1099
- Other

160+

Worldwide Scope

Rimini Street provides global tax, legal and regulatory research and updates for 160+ countries, territories and administrative regions

Languages Spoken by Rimini Street

English, French, Hebrew, Japanese, Korean, Chinese (Mandarin), Portuguese (Brazilian), Spanish

Worldwide Scope

Every day, around the world, regulations, standards and legislation for payroll taxes, transaction taxes and financial accounting, reporting and compliance are constantly changing. Rimini Street helps you prepare for and respond to a variety of events — including recurring updates, ad-hoc regulation, policy changes and events such as the COVID pandemic — so you can maintain software compliance.

Systems Supported by Rimini Street

- JD Edwards EnterpriseOne (Oracle)
- JD Edwards World (Oracle)
- Oracle E-Business Suite
- SAP ECC/Business Suite
- SAP S/4HANA
- SAP Global Trade Services (GTS)

Updates Provided for These Applications

- Accounts Payable
- Accounts Receivable
- Asset Management
- Benefits
- Billing
- E-Commerce
- Financial Aid
- Human Resources
- Payroll*
- Pension

* Application - and country-specific

Proven Client Success

Rimini Street clients consider its global tax, legal and regulatory expertise an essential component of world-class enterprise software support.

"

I have noticed that we are getting more relevant, consistent tax and regulatory updates from Rimini Street before Oracle even releases theirs, so we have been very pleased with that."

— **Jim Williamson**
   VP, IT, ESCO Corporation

"

We are amazed by the immediate cost savings achieved by switching from vendor support to Rimini Street. In addition, we receive timely and often very complex updates delivered for tax and regulatory changes in Japan, China and Brazil. As a large global organization we expect to experience a number of additional significant advantages — all as a result of making the move to independent support."

— **Toshinari Kobayashi,**
   GM, System Development Department, Pioneer Corporation

Approach and Methodology

Every day, around the world, regulations, standards and legislation for payroll taxes, transaction taxes and financial accounting, reporting and compliance are constantly changing. Rimini Street helps you prepare for and respond to a variety of events — including recurring updates, ad-hoc regulation, policy changes and major transitions like new electronic invoicing legislation — so you can maintain

9001:2015

Confidence in Quality Processes

Our rigorous processes for research and delivery of worldwide tax, legal and regulatory updates comply with the ISO 9001:2015 standard.

Tax, Legal and Regulatory Research

Rimini Street monitors tens of thousands of tax, legal and regulatory jurisdictions around the world. In order to ensure that all global changes are identified for review and analysis, Rimini Street compares and verifies data from thousands of trusted sources.

No single source of tax, legal and regulatory data provides the information needed to assure a complete scope and full accuracy — it's imperative to compare multiple sources. Therefore, to ensure the veracity of its research and deliverables, Rimini Street utilizes a unique triple-check methodology that includes direct government verification, use of the leading regulatory research reporting services and tertiary sources that include top global accounting and legal firms.

Accounting and Legal Partners

Rimini Street triple-checks the veracity of its tax, legal and regulatory scope and analysis by working with international in-country experts.

These experts include:

- Two of the Big Four accounting firms
- Two top-tier global law firms
- Financial Executives International
- UK Chartered Institute of Payroll Professionals

In addition, Rimini Street is a member of numerous professional organizations and governing bodies around the world including the American Bar Association-Section on Taxation, Payroll.Org (U.S.), Australian Payroll Association, National Payroll Institute of Canada, Tax Council Policy Institute, Tax Executives Institute and The Association for Payroll Specialists, Chartered Institute of Payroll Professionals (UK), British Computer Society (UK), Registered Software Developer for the HMRC (UK), Payroll Software Developers Association (Ireland), Istituto Nazionale della Previdenza Sociale (Italy), L'Associazione Nazionale Consulenti del Lavoro (Italy) and Editions Législatives (France).

ISO 9001:2015 Certification

Rimini Street is ISO 9001:2015 certified for the global provision of enterprise software support services, including development and delivery of worldwide tax, legal and regulatory updates. ISO certification is important because it helps ensure quality and consistency of the delivered updates.

ISO certification is part of our commitment to developing and executing best-in-class processes to ensure that clients consistently receive high-quality, ultra-responsive service.

Rimini Street continuously researches and analyzes thousands of changing tax, legal and regulatory requirements — and then builds, packages and delivers updates based on those requirements.

This is highly specialized work, performed by a dedicated team of resources with a proven methodology.

Rimini Street uses Scrum Agile Framework in the development of tax, legal and regulatory updates.

1. Acquisition and Validation

Rimini Street dedicated Regulatory Research Analyst (RRAs) focus exclusively on identifying and verifying tax, legal and regulatory changes worldwide. RRAs use a three-tiered sourcing and validation process:

- Original sources: the original governmental or regulatory bodies enacting a law or regulation.
- Secondary sources: third-party information sources such as resource services and regulatory alert services and websites.
- Tertiary sources: in-country experts at top-tier global tax and accounting firms.

Every legitimate, validated change is noted in a Change Memo. From there, the RRA collaborates with the Product Owners for each product line and the Product Owners work with the Scrum Team to begin development of the updates.

2. Analysis, Development and Testing

A Scrum Team consisting of functional analysts, developers and quality assurance engineers scopes each regulatory and legislative change to determine what tax, legal and regulatory updates are required for the various applications in use by its clients —— for example, Payroll, Assets, Pension and Payables. This requires a complete understanding of how tax, legal and regulatory changes affect all calculation, tracking and reporting requirements.

If the Rimini Street Scrum Team determines that a change requires a software update to any of our supported vendor/application/release combinations, a specification is issued to Development.

Every Rimini Street development project is done with the Scrum Agile Framework.

Our application code development and QA testing draw on a deep understanding and knowledge of the complex code changes required to successfully incorporate each tax, legal and regulatory change.

Development stories complete once strict testing and quality assurance procedures are performed.

3. Delivery and Post-Delivery Support

Tax, legal and regulatory updates may include changes to tax tables, other data and/or other application code. Updates will also include any required base code application fixes necessary to support the new tax, legal and regulatory processing code changes.

Rimini Street bundles changed objects along with clear and detailed installation instructions, release notes and object guides to help expedite your local testing and migration to production.

With each update Rimini Street delivers, you get only what you need. That means less testing for our clients and less risk of unexpected impact.

Support does not end with delivery of your updates. With Rimini Street, you get ongoing 24/7/365 support with guaranteed 10-minutes-or-less response time for P1 critical issues and a senior, named Primary Support Engineer who can answer any questions you may have and help with your tax, legal and regulatory updates.

One of the Most Experienced Teams in the Industry

With Rimini Street, you are backed up by high caliber, highly experienced global tax compliance executives and regulatory and legislative compliance analysts and developers — so you can maintain software compliance.

Seasoned Executive Leadership

Rimini Street executive leadership includes some of the most experienced leaders in the industry at providing enterprise software development. Members of our management team have held senior executive roles at Oracle, SAP, JD Edwards and Siebel, with broad responsibilities including worldwide development, new product development and maintenance groups.

Global Tax Compliance Professionals

Rimini Street leadership includes veteran tax specialists, Certified Public Accountants (CPA), Chartered Accountants, Certified Payroll Professionals (CPPs), attorneys and executives who offer a blend of international tax, legal and regulatory expertise, with senior tenure at the world's most respected and prestigious financial services and major ERP vendors.

Up to
50%

savings on annual support fees as compared to your vendor's support. The Global Tax, Legal and Regulatory Update Services are included.

Rimini Street Advantages

Rimini Street is the premier third-party enterprise software support provider for companies worldwide, including Fortune 500, Global 100, midmarket and public sector organizations.

Benefits to you include:

Cost savings. Up to 50% savings on annual support fees as compared to your ERP vendor's support.

Help maximize your ROI on the substantial investment you've already made in your current stable ERP release.

Ultra-responsive service. Rimini Street offers hyper-responsive support with a named, regional Primary Support Engineer assigned to each client and 24/7 support with guaranteed 10-minute-or-less response for P1 critical issues.

Next-generation support program. Rimini Street support includes premium services not ordinarily delivered in standard vendor support programs — such as support for customizations, interoperability and performance support.

Personalized service model. Rimini Street offers client-focused service, not a one-size-fits-all approach. For example, with our tax, legal and regulatory updates, you receive only the updates you need for your specific implementation.

Worldwide coverage and scope. Rimini Street provides support for operations around the world and offers global tax, legal and regulatory research and updates for 160+ countries.

Compliance with constantly changing tax and legal requirements. You can rely on and trust in the proven accuracy, completeness and timeliness of your tax, legal and regulatory software compliance updates.

Deep executive management experience in enterprise software support programs as well as global taxation and software compliance standards.

billions

of dollars of transactions are successfully processed every month on enterprise systems serviced by Rimini Street Tax, Legal and Regulatory Update Services.

ABOUT RIMINI STREET

Rimini Street, Inc. (Nasdaq: RMNI) 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 abroad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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