Rimini Support™

Rimini Support™ *Flex* for VMware

Exceptional support for VMware delivered in a consumption-based model

KEY BENEFITS

› Receive ultra-responsive technical support and security protection from the global leader in third-party VMware support

› Extend the useful life of essential VMware perpetual licenses for many years

› Reduce upfront costs by paying only for the support you need, when you need it

› Avoid software vendor cost increases and contract lock-in and gain time and optionality to evaluate next-generation virtualization technology and solutions

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The Rimini Street VMware support experience is the best we've ever had. We are impressed with both the quality of the support and the depth of services we receive from Rimini Street.

— **Jean-Pierre Roullin**
VP, Information Systems & Technology
Alcatel-Lucent Enterprise

Proven, Secure and Flexible VMware Support Model

Rimini Support™ *Flex* for VMware provides operators of smaller VMware landscapes of up to 200 hosts, a proven VMware support service right-sized for their budget in a pay-as-you-go consumption model.

Rimini Support *Flex* for VMware delivers the same exceptional, secure service and best-in-class SLAs as Rimini Street Support for VMware for larger enterprise deployments, without some of the premium included services such as Rimini Protect™ Advanced Hypervisor Security, powered by Vali Cyber®.

Rimini Support *Flex* for VMware includes global engineer coverage, direct access to a dedicated team of expert VMware engineers 24/7/365 with ten-minute SLAs for urgent cases.

Rimini Support *Flex* for VMware clients receive security and threat intelligence with Security Vulnerability and Analysis Reports (SVAR), Common Vulnerabilities and Exposures (CVE) notices and Common Weakness Enumeration (CWE) analysis.

Unmatched VMware and Infrastructure Expertise and Service

Rimini Street clients have access to more than over 1,000 full-time engineers and application architects in 23 countries, 24/7/365, specializing in VMware, other virtualization technology, infrastructure, applications and security. Vendor specialties include Oracle, SAP, IBM, Microsoft, ServiceNow, Salesforce and Workday and all major open-source databases and technology stacks.

With thousands of signed contracts globally to deliver mission-critical support to Fortune 500, Global 100, government and military organizations across 160+ countries, Rimini Street proudly delivers what may be the highest client satisfaction in the support industry with an average case client satisfaction rating of 4.9/5.0.

With Rimini Support *Flex* for VMware, clients receive the same trusted expertise and commitment to success as Rimini Street delivers to its entire client base.

Flexible, Affordable Consumption-Based Model

Rimini Support *Flex* for VMware is purpose-built to meet the unique technical and budgetary needs of smaller VMware landscapes of up to 200 hosts. Clients pay only for the support needed — avoiding overcommitment and lowering upfront costs. Additional support hours can be added at any time.

Easy and Smooth Transition from VMware Vendor Support

VMware license holders can extend the life and value of their existing VMware perpetual licenses securely with control, risk mitigation and confidence. Rimini Support *Flex* for VMware can be purchased easily and activated immediately.

Rimini Street

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Rimini Street delivers exceptional support for our current enterprise software platform. We are excited that we now have the option to extend the lifespan of our existing VMware products for years and get exceptional support for our VMware infrastructure through Rimini Street.

— **Kentaro Yamamoto**
  General Manager, IT Strategy Department
  JSR Corporation

Support Program Comparison

Rimini Support *Flex* for VMware offers a proven, secure and flexible support option in a cost-effective package. The below chart compares the *Flex* package to the premium Rimini Support™ offering:

FEATURES	Rimini Support™	Rimini Support™ *Flex* for VMware
Repository and Documentation Fixes	✓	✓
Named, Experienced Primary Support Engineer	✓	✓
Client Engagement Manager	✓	✓
10-Minute guaranteed response SLA for critical cases with 2-hour communication updates	✓	✓
Enhanced Support with no required upgrades	✓	✓
Performance Support	✓	✓
Onboarding, Archiving and Remote Access Services	✓	✓
Security and Threat Intelligence	✓	✓
Advanced Hypervisor Security	✓	$
Technical Support (Hourly)	Not Available	✓
Technical Support (Unlimited)	✓	Not Available
Installation and Upgrade Support	✓	$
Operational and Configuration Support	✓	$
Technical, Functional and Application Roadmap Advisory	✓	$
Cloud Advisory Services	✓	$
License Advisory Services	✓	$
Security Advisory Services	✓	$
Interoperability and Integration Advisory Services	✓	$
Health Check Services	✓	$

$ *Optional services available at an additional cost not included in Rimini Support Flex for VMware*

Whether your organization requires extensive, unlimited support across the entire VMware portfolio with Rimini Support or flexible, pay-as-you-go support with Rimini Support *Flex*, contact us. We will help you choose the best option for your needs.

Go to riministreet.com/vmware **to get started!**

Rimini Street®

riministreet.com | info@riministreet.com | linkedin.com/company/rimini-street | x.com/riministreet