

Managed Services Optimization

Unlock hidden value by identifying patterns and eliminating recurring issues.

KEY BENEFITS

- › **Lower ticket volume and support costs:**
Reduce manual interventions and ticket volume through targeted automation.
- › **Improved system stability:**
Proactive monitoring and automated healing decrease downtime and disruptions.
- › **Faster resolution and reduced MTTR:**
Intelligent alert correlation and root-cause elimination accelerate incident response and shorten resolution times.
- › **Actionable insights:**
Root-cause analysis and ROI modeling drive informed decisions.
- › **Continuous improvement:**
Establish a scalable, modernized support model ready for Agentic AI adoption.

Are your managed services delivering real value, or just managing recurring problems?

IT leaders face mounting pressure to control support costs and drive operational efficiency. Manual interventions and repetitive tickets consume valuable resources, while noisy alerts and static thresholds flood support teams with unnecessary incidents. A lack of visibility into root causes delays resolution and risks business continuity. Opportunities for automation and proactive issue prevention are often missed, leaving routine tasks and health checks to be handled manually. As a result, managed services operations may struggle to align with broader business priorities, and system instability or downtime can threaten critical business processes.

Managed services should be more than a reactive support function — they should be a catalyst for operational excellence and innovation. By analyzing ticket data and operational practices, organizations can uncover root causes of recurring issues, reduce manual workload and cut costs.

Prioritizing automation and proactive monitoring improves stability, reduces resolution times and prepares your enterprise for the next wave of intelligent operations powered by agentic AI, unlocking new levels of efficiency, adaptability and business value.

The Rimini Street solution

The Managed Services Optimization offering is a targeted consulting engagement designed to help IT leaders transform their managed services from reactive to proactive. Through a detailed analysis of ticket data, monitoring configurations and support processes, we identify root causes of recurring incidents and automation opportunities such as intelligent alert correlation, auto-healing for common failures and proactive health checks. By modernizing your support operations, we also lay the foundation for agentic AI adoption, enabling your enterprise to unlock new levels of efficiency and innovation, whether delivered internally or through trusted partners like Rimini Street.

What you get



Current state analysis: A detailed review of your ticket data, monitoring configuration, job scheduling and health checks to pinpoint inefficiencies and recurring issues.



Root cause patterns and automation opportunities: Identification of systemic problems and prioritized recommendations for automation, including intelligent alert correlation, auto-healing agents and proactive monitoring.



ROI model: Quantified projections of ticket reductions, cost savings and operational improvements.



Implementation roadmap: A clear, actionable plan outlining tooling, quick-win initiatives and steps to modernize and prepare your managed services for agentic AI adoption.



Executive summary and recommendations: Concise findings and strategic guidance to help IT leaders make informed decisions and drive continuous improvement.



Our approach

Our Managed Services Optimization offering is delivered in structured phases to ensure clarity, actionable insights and measurable outcomes.

	Week 1	Week 2	Week 2 - 3	Week 4	Week 5
Phase 0: 30-minute Quick Check Validate scope, resources, deliverables, and expectations to confirm readiness to proceed.	Phase 1: Current-State Analysis Analyze ticket data, alerts, and job schedules to identify inefficiencies, recurring issues, and key pain points.	Phase 2: Root Cause and Trend Identification Use analytics to uncover systemic issues and patterns driving ticket volume and support costs.	Phase 3: Automation Opportunity Mapping Identify and prioritize high-impact automation and AI opportunities, including alert correlation and self-healing processes.	Phase 4: ROI Modeling Quantify potential reductions in tickets, costs, and risk to build a data-backed business case for automation.	Phase 5: Implementation Roadmap Deliver a detailed roadmap with tooling, quick wins, and next steps for agentic AI adoption and continuous improvement.

KEY FEATURES

- › **Automation-driven approach:**
 We prioritize automation opportunities such as intelligent alert correlation, auto-healing agents and proactive health checks to reduce manual workload and recurring incidents.
- › **Root-cause analysis expertise:**
 Our proven methodologies uncover systemic issues and inefficiencies that drive ticket volume and support costs.
- › **Actionable, ROI-focused recommendations:**
 Every assessment includes a quantified ROI model and a clear roadmap for implementation, ensuring measurable business impact.
- › **Proactive monitoring and self-healing:**
 We design solutions that move your managed services from reactive support to proactive, self-healing operations.
- › **Agentic AI readiness:**
 Our recommendations prepare your environment for the adoption of agentic AI, enabling future innovation and adaptability.

Why Rimini Street is the Smarter Choice

Rimini Street delivers more than support — we help IT leaders unlock lasting value from their managed services. Our automation-first approach, deep enterprise software expertise and agentic AI readiness enable smarter operations, reduced costs and improved system stability. Rimini Street identifies and eliminates root causes, freeing up your team to focus on innovation, not intervention.

In a recent project, Rimini Street analyzed a client's SAP AMS ticket data and uncovered key inefficiencies such as noisy monitoring alerts, interface errors and background job failures. By implementing targeted automation and smarter operational practices, the client achieved an estimated 30-40% ticket reduction, significantly lower costs, and greater stability. The roadmap also positioned their environment for future agentic AI adoption, enabling a shift from reactive support to proactive, self-healing operations.

Ready to unlock more value from your managed services?

Recurring issues and manual support tasks are holding your team back. Rimini Street's Managed Services Optimization offering gives you the insights, automation strategy and roadmap to eliminate inefficiencies, cut costs and prepare for agentic AI. It's not just about fixing tickets — it's about transforming how support works.

This offering also helps organizations evaluate whether their current support model is optimized for long-term efficiency. For those ready to streamline operations further, Rimini Manage™ offers a modern alternative, combining proactive support, automation and deep enterprise software expertise.

Let's fix what's broken and unlock what's possible.

Contact Rimini Street today to schedule your Managed Services Optimization and start turning support into a strategic advantage.