

Rimini Manage™

Run, manage and optimize enterprise software confidently with a new level of managed services

KEY BENEFITS

- › **Maximize Value**
Unlock greater ROI from existing enterprise investments by reducing overhead and extending system life.
- › **Accelerate Issue Resolution**
24/7/365 global P1 support and streamlined L2–L4 handling with rapid access to L4 experts.
- › **Increase Agility & Innovation**
Free internal teams to focus on strategic initiatives while Rimini Manage handles routine tasks.
- › **Enhance Security and Compliance**
Secure remote access with audit tracking and standards-based compliance.
- › **Receive Transparent, Predictable Service**
Fixed subscription model with unlimited support options and regular reporting.
- › **Stay Agentic Era Ready**
Built to support autonomous AI agents, orchestration, and continuous improvement.



Rimini Street's application management services for SAP delighted us due to the difference in the support model versus conventional consultancies. We no longer waste time having to manage the tickets – with a single service provider for software support and AMS, the work is more efficient."

— **Valdemar Castilho**
IT Operations Manager, Iguatemi

Unlocking Greater Value: Managing Enterprise Software for the Age of Agentic AI

Organizations striving to unlock greater value from their enterprise software face mounting challenges, including a shortage of skilled talent for mature applications, operational bottlenecks from redundant tasks and fragmented support models, high incident volumes due to unstable systems and slow resolution times that impact business outcomes. As digital transformation accelerates, many companies are held back by unclear ownership between managed services providers and software vendors, unpredictable costs and increasing compliance and security demands — making it more urgent than ever to optimize performance, proactively prevent issues and free up internal resources for strategic initiatives.

Rimini Street believes every organization can unlock far greater value from their existing investments by shifting focus from routine maintenance to strategic optimization. As business needs evolve, the next wave of value will come from embracing modular, composable architectures and deploying intelligent automation — principles at the heart of the Agentic Era. When teams have the right expertise, automation and actionable insights, they can simplify operations, reduce risk and accelerate their transformation journey.

The Rimini Street Solution

Rimini Manage™ delivers managed services for all enterprise software — on-premises, SaaS and custom — ensuring seamless operations and optimization across the entire landscape. By bridging IT skills gaps and streamlining operations through proactive monitoring, rapid incident response and continuous improvement, Rimini Manage™ helps clients preserve the value of their existing investments while preparing for the future Agentic Era.

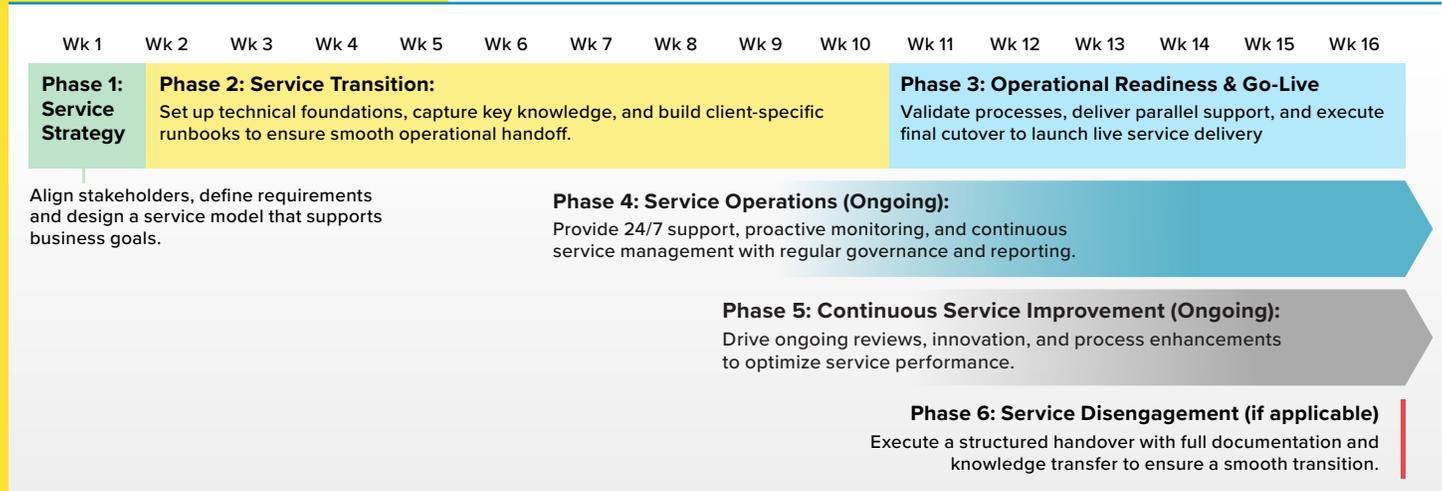
What You Get with Rimini Manage

Rimini Manage provides a comprehensive, flexible managed services model for enterprise software. Clients benefit from:

- › Incidents, service requests and routine tasks — all covered under a predictable subscription model, with contract options including unlimited support tiers
- › 24/7/365 global P1 support and streamlined L2-L4 ticket handling, with rapid access to L4 experts (10-minute guaranteed response time for critical issues) for faster, more accountable outcomes, plus proactive system health monitoring to help prevent issues before they impact operations
- › Assigned Service Delivery Manager for executive alignment, governance and continuous improvement
- › Secure remote access and compliance with leading standards (SOX, GDPR, PCI, FIPS, SOC2/3)
- › Regular service reporting and governance meetings for transparency and alignment
- › Comprehensive service transition management using ITIL-based frameworks

Our Approach

Rimini Manage applies a structured, ITIL-based methodology to deliver seamless transition, reliable operations and continuous improvement for enterprise software. Our process is organized into distinct phases, each with clear deliverables and outcomes:



KEY BENEFITS

- › **Incidents & Service Requests**
Support tickets and routine tasks under a predictable subscription, with unlimited support tier options.
- › **24/7/365 Global Support**
Follow-the-sun coverage with rapid SLAs and guaranteed 10-minute access to L4 experts.
- › **Proactive System Health Monitoring**
Rimini Watch™ and observability tools for early issue detection.
- › **Assigned Service Delivery Manager**
Single contact for executive updates, governance, and improvement.
- › **Secure Remote Access**
Privileged access with audit tracking and compliance.
- › **Flexible Resource Models**
Shared or dedicated resources, scalable to business needs.

Why Rimini Street Is the Smarter Choice

Rimini Street stands apart as a trusted partner for enterprise application managed services, delivering unmatched expertise, accountability and innovation. Our unified model combines deep enterprise application experience, advanced AI automation and a relentless focus on client outcomes — helping organizations break free from legacy constraints and accelerate their transformation journey.

- › **Industry-leading expertise:** Global team of senior engineers with 15+ years' average experience across legacy and modern enterprise software
- › **Unified service delivery:** Single point of accountability and integrated ticket management across L2, L3 and L4 support — eliminating handoffs for faster, more reliable outcomes
- › **AI-powered operations:** Intelligent automation and proactive monitoring to prevent issues and optimize performance
- › **Flexible, predictable service:** Unlimited support under a fixed subscription model, with options to scale resources as business needs evolve
- › **Security & compliance leadership:** Secure remote access, robust audit tracking and compliance with leading standards
- › **Continuous improvement:** Ongoing reviews, innovation tracking and process optimization to maximize value

Ready to unlock more value from your enterprise software?
Discover how [Rimini Manage](#) can help you unlock greater value, agility and resilience from your enterprise investments.