**Rimini** Support™

# Rimini Support™ for SAP ERP Applications

Gain control of your SAP roadmap and your IT budget

## KEY BENEFITS

› **Extend the life** of your SAP investment and reduce total cost of ownership (TCO)

› **Receive ultra-responsive support**, including full support for customizations at no additional charge

› **Eliminate forced upgrades and migrations** while preserving the flexibility to upgrade when you see clear ROI

› **Fund innovation and drive business growth** with annual support fee savings of up to 50%, plus additional significant savings from avoided RISE migration

## Product Support Overview

Security remains a top priority for every organization, regardless of size, region, Rimini Street is the global leader of third-party support for SAP, delivering award-winning, proven support for SAP ECC, Business Suite and S/4HANA. Rimini Support™ for SAP provides comprehensive, enterprise-grade coverage for mission-critical SAP systems, including customizations, giving clients full control of their ERP roadmap while reducing annual support fees by up to 50%.

Whether deployed on-premises or on cloud infrastructure, Rimini Street's expert-led support model empowers organizations with faster response times, broader coverage and unmatched expertise. The result: peace of mind and greater confidence in your system uptime, reduced operational risk and freedom to modernize and accelerate innovation on your timeline — not SAP's.

## Business Challenges

Many organizations running SAP ECC or S/4HANA have built extensive customizations to fit unique business processes, and find their systems stable, reliable and well aligned with business needs. Yet SAP annual maintenance fees continue to consume a disproportionate share of IT budgets, often without commensurate value.

At the same time, pressure to migrate to SAP Cloud ERP via RISE can introduce significant risk. These initiatives frequently require multi-year projects, substantial capital lock-up and organizational disruption with uncertain ROI. As a result, many organizations are seeking a smarter alternative.

By switching to independent support, organizations can continue running their existing ECC or S/4HANA environments without costly, disruptive upgrades or forced migrations — maximizing the value of their current investments while buying time to evaluate future options.

Clients can reduce annual SAP support costs by up to 50% and unlock substantial additional savings by avoiding reimplementation projects. Those savings can be redirected toward modernization, integration, automation or AI initiatives — on their own terms and timeline.

## Know the Upcoming SAP Mainstream Maintenance Deadlines

While SAP continues shifting its development focus toward subscription-based cloud offerings, you can get ahead by taking ownership of your SAP roadmap with support that effectively extends the useful life of your SAP investments for up to 15+ years or more.

| SAP ECC and Business Suite | Deadline | SAP S/4HANA | Deadline |
|---|---|---|---|
| SAP ECC 6 EHP 6-8 | Dec. 31, 2027 | SAP S/4HANA 2021 | Dec. 31, 2026 |
| SAP CRM 7 | Dec. 31, 2027 | SAP S/4HANA 2022 | Dec. 31, 2027 |
| SAP SCM 7 | Dec. 31, 2027 | SAP S/4HANA 2023 | Dec. 31, 2030 |
| SAP SRM 7 | Dec. 31, 2027 | | |

## The Rimini Street solution

Rimini Street advances beyond the traditional vendor support model with highly personalized, expert-led service model built for complex SAP environments. Every client is assigned a dedicated Primary Support Engineer (PSE)  from a team averaging 20+ years of experience who develops deep, working knowledge of your ECC or S/4HANA environment, and provides direct access to senior-level expertise from day one.

**Rimini Street**®

## ALL SAP ERP PRODUCT LINES ARE SUPPORTED

### Supported products

› SAP ECC and Business Suite

› SAP S/4HANA

› SAP R/3

### Supported system components

› BASIS/ABAP Workbench

› NetWeaver (ABAP and J2EE Stacks)

› APO – Advanced Planning and Optimization

› EWM – Extended Warehouse Management

› TM – Transportation Management

› PI – Process Integration

› EP – Enterprise Portal

› BW – Business Warehouse

› BOBJ – BusinessObjects

› BPC – Business Planning and Consolidation

› MII – Manufacturing Intelligence and Integration

### Rimini Street delivers:

› 24/7/365 global support with industry-leading response times of less than 2 minutes on average

› Comprehensive support for custom code and integrations

› Interoperability assistance across on-premises, cloud and hybrid landscapes

› Proactive security and operational guidance to reduce risk and improve stability

› Long-term support availability for ECC and S/4HANA through 2040 and beyond, with no required upgrades

› Optional lift-and-shift hosting of existing ECC or S/4HANA systems on cloud infrastructure — without migrating to SAP Cloud ERP or entering subscription models

With Rimini Street, clients keep control of their SAP roadmap. Avoid disruptive migrations, reduce operational costs, extend the life of your existing SAP investments and redirect savings toward the innovation that will make the greatest impact — on your timeline.

| SUPPORT FEATURES | Rimini Support™ | SAP Support |
|---|---|---|
| **Support Services** | | |
| Repository and documentation fixes | ✓ | ✓ |
| Operational and configuration support | ✓ | ✓ |
| Installation and upgrade support | ✓ | ✓ |
| Named, regional Primary Support Engineer from team averaging 20+ years of experience | ✓ | |
| Account management services | ✓ | |
| 10-minute guaranteed response SLA for P1 critical cases with 2-hour update communications | ✓ | |
| Full support with no required upgrades | ✓ | |
| Performance support | ✓ | |
| Interoperability and integration support | ✓ | |
| Full support of current release for at least 15 years from contract date | ✓ | |
| **Strategic Services** | | |
| Technical, functional and application roadmap advisory services | ✓ | |
| Cloud advisory services | ✓ | |
| License advisory services | ✓ | |
| Security advisory services | ✓ | |
| Interoperability and integration advisory services | ✓ | |
| Monitor and health check advisory services | ✓ | |
| **Impact on Resources** | | |
| Significant reduction in operating costs (budget, people, time) | ✓ | |
| Independence from vendor-dictated roadmap | ✓ | |

**View all supported SAP products and their maintenance deadlines** — **and learn how Rimini Street helps you take control of your SAP roadmap while maximizing existing investments.**

# Rimini Street®

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