

Rimini Support™ for MicroStrategy Enterprise Platform (MEP)

Premium, ultra-responsive support for mission-critical business intelligence platforms

KEY BENEFITS

- > Ability to secure and extend the life of existing software investment for 15+ years while maintaining compliance
- > Ultra-responsive support, including support for customizations at no extra charge
- > No pressured upgrades or disruptive migrations to subscription-based cloud products

SOFTWARE SUPPORTED

- > MicroStrategy On Prem MEP

Product support overview

MicroStrategy Enterprise Platform (MEP) is a legacy on-premises business intelligence (BI) and analytics platform used by organizations worldwide to deliver reporting, dashboards and operational analytics across the enterprise. As a full-stack analytics environment, MEP supports complex data integration, high-performance analytics and insight generation for various business areas.

Because MEP often underpins critical decision-making — including financial reporting, supply chain analytics and regulatory dashboards — maintaining its security, stability and performance is essential to sustaining strategic and operational business strategies. Disruptions, performance degradation or forced upgrades can introduce risk and strain IT resources.

Rimini Support™ for MicroStrategy delivers a high-touch, ultra-responsive support experience to extend the stability, performance and value of your existing implementation — without pressured upgrades or operational disruption.

Business challenges

MicroStrategy has announced that mainstream support for MEP will continue through December 31, 2026. After that, extended support will only be available until the end of 2028. As the software vendor reduces or eliminates support for older versions or encourages cloud-only adoption, organizations face risks of unsupported products, escalating support costs, pressure to upgrade, interoperability issues, skills gaps and challenges with maintaining customizations. Under these pressures, many organizations find they are running critical MicroStrategy functions with **decreasing vendor support quality** and **increasing operational risk and burden**.

The Rimini Street solution

Rimini Support™ for MicroStrategy includes break/fix support, defect analysis, configuration guidance and operational continuity for production environments. It redefines enterprise application support by providing:

- **A named Primary Support Engineer (PSE)**
with deep experience, backed by a global engineering team available 24/7/365
- **10-minute guaranteed response time**
for critical issues, delivered on average in less than 2 minutes
- **Guaranteed 4-hour resolution**
of priority tickets with 2-hour update communications
- **Full support for customizations,**
which often account for the majority of issue volume in complex systems
- **Guaranteed support**
for your current release for the length of your contract
- **Interoperability support**
across OS, browsers, email and other technology layers to keep your software versions working in evolving environments — without unnecessary upgrades — and availability of the Rimini Connect™ solution for additional future-proofing
- **Security advisory services,**
proactive risk mitigation guidance and availability of the Rimini Protect™ solution for advanced security posture improvement
- **Roadmap, architecture and optimization guidance**
to help you plan an innovation path aligned to your business, not a vendor-dictated upgrade cycle

Rimini Support for MicroStrategy transforms the traditional support model, eliminating tiered escalation and queues with direct access to an expert who manages each issue through to resolution while helping you stay in control of your IT budget and roadmap.



KEY DIFFERENTIATORS

- > Industry-leading SLAs for responsiveness and frequent case update communications
- > Direct access to a team of highly experienced engineers with deep domain expertise
- > Included advisory services for licensing, technical and functional roadmaps, cloud, security and interoperability



4.9/5.0

Client satisfaction



< 2 Minutes

Average response time for critical (P1) and serious (P2) issues



99.991%

On-time delivery of case update communications

SUPPORT FEATURES	Rimini Street	Typical Vendor Support
Support Services		
Product break/fix support	■	■
Operational and configuration support	■	■
Installation and upgrade support	■	■
Named, regional Primary Support Engineer from a team averaging 20+ years' experience	■	
Vendor-agnostic account management services	■	
10-minute guaranteed response SLA for critical cases with 2-hour update communications	■	
4-hour target resolution ¹ time SLA for critical cases	■	
Full support with no required upgrades	■	
Full support for customizations for all case priority levels, regardless of the development tools used	■	
Personalized performance tuning support	■	
Compatibility and integration support for diversified vendor products and tech stack components in client-tested environments	■	
Full support of current release for at least 15 years from contract date	■	
Advisory Services		
Technical, Functional & Application Roadmap Advisory Services	■	
Vendor-agnostic cloud advisory services	■	
License advisory services	■	
Security advisory services	■	
Interoperability advisory services	■	
Impact on Operations		
Significant improvement and efficiencies in software operations	■	
Independence from vendor-dictated roadmap	■	

1. Resolution can be a solution, work around or action plan

Get ultra-responsive, comprehensive software support from Rimini Street for MicroStrategy.

Request a proposal at

riministreet.com/solutions/support-services/rimini-custom/

Rimini Street

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