

Rimini Support™ for IBM Maximo

Premium, ultra-responsive support for mission-critical Enterprise Asset Management Solution (EAMS)

KEY BENEFITS

- > Quick responsiveness and fast resolutions reduce downtime
- > At-the-ready expertise reduces self-support burden
- > Root-cause analysis and remediation prevent issue recurrence

SOFTWARE SUPPORTED

IBM Maximo

- > Application Suite Version 7.6.1

Product support overview

IBM Maximo Application Suite is an Enterprise Asset Management Solution (EAMS) used for managing physical assets and labor for mobile fleets. Maximo is particularly strong in asset-heavy sectors, including utilities, oil and gas, energy and power generation, manufacturing, transportation, telecommunications, government and public sector and healthcare facilities.

These environments are highly customized and often difficult to upgrade to a later version or migrate to a new platform. IBM is replacing Maximo with the subscription-based Maximo Application Suite (MAS).

Keeping these products secure, stable and performant is critical for managing large real estate footprints.

Rimini Support™ for IBM Maximo 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

IBM has announced the end of standard support for suite 7.6.1.x. Extended Support will be available for four years after that announcement and includes a reduced scope of support services. 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 challenges, skills gaps and challenges with maintaining customizations. Under these pressures, many organizations find they are running critical IBM Maximo applications with decreasing vendor support quality and increasing operational risk and burden.

The Rimini Support™ difference

Rimini Support™ for IBM Maximo 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 IBM Maximo 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 IBM Maximo.

Request a proposal at

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

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