

Rimini Support™ for Oracle E-Business Suite

SUPPORTED PRODUCT LINES

- › Customer Relationship Management
- › Service Management, Financial Management
- › Human Capital Management
- › Project Portfolio Management, Procurement
- › Supply Chain Management
- › Value Chain Execution
- › Value Chain Planning

SUPPORTED RELEASES

- › Oracle E-Business Suite 10.7 and subsequent releases

The Business Challenge

While Oracle E-Business Suite (EBS) releases are still meeting business needs, customers are frustrated with continuous software upgrades and high maintenance fees. Licensees realize little value from Oracle support, and customizations are not supported. Their annual contracts are essentially funding next-generation Oracle Cloud systems that they may or may not adopt. Those who want to keep their stable Oracle EBS intact and assess cloud options in their own time are considering the business case for independent support.

Solution

Rimini Street Support™ for Oracle EBS delivers significant costs savings over Oracle and guarantees a 10-minute response Service Level Agreement (SLA) for critical Priority 1 (P1) issues with the flexibility to upgrade on their timeline. With a seasoned team of experts that have a minimum of 10 years of experience, Rimini Street provides world-class support for Oracle EBS. Clients achieve up to 90% savings on total maintenance costs so they can pursue a roadmap that is aligned with their business priorities rather than follow a vendor-mandated roadmap.

SUPPORT DETAILS



Global tax, legal and regulatory updates

Rimini Street offers tax and regulatory updates that ensure Oracle EBS applications remain compliant and current with the latest tax and regulatory changes. These capabilities are delivered across 150 countries, territories and administrative regions and provide clients with thousands of tailored updates.



Interoperability support

[Rimini Street interoperability support](#) for Oracle includes strategic guidance to prepare clients for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.



Support for all Oracle applications and database under one roof

Gain the benefits and value of a single-source support provider. In addition to Oracle EBS, Rimini Street supports Oracle Database, Oracle Fusion Middleware, Oracle Retail, Siebel, JD Edwards, Hyperion and Agile Product Lifecycle Management.

KEY BENEFITS

- › Extend the life and reduce the total cost of ownership (TCO) of your investment
- › Receive ultra-responsive support for Oracle EBS software, including support for customizations at no extra charge
- › Eliminate forced upgrades to maintain support and preserve the flexibility to upgrade where there is clear ROI
- › Fund innovation and drive business growth with savings of up to 90% of total maintenance costs

Support features comparison

FEATURES	Rimini Support™	Oracle Premier & Extended	Oracle Sustaining
Operational and configuration support	■	■	■
Installation and upgrade support	■	■	■
Global tax, legal and regulatory update communications	■	■	■
Named, regional Primary Support Engineer with a team average of 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* time SLA for critical cases, including cases involving custom code.	■		
Full support with no required upgrades	■		
Full support for customizations for all case priority levels, regardless of 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 existing release for up to 15 years or more from contract date	■		
Advisory Services			
Technical, functional and application roadmap advisory services	■		
Vendor-agnostic cloud advisory services	■		
License advisory services	■		
Security advisory services	■		
Impact on Operations			
Significant reduction in operating costs (budget, people, time)	■		
Independence from vendor-dictated roadmap	■		

*Resolution can be a solution, work around or action plan

[Learn more about Rimini Support™ for Oracle E-Business Suite](https://riministreet.com/solutions/oracle/e-business-suite/)

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