

Rimini Manage™

A fundamentally different way to run and continuously improve enterprise software for measurable business value over time

KEY BENEFITS

- › More predictable, secure and resilient enterprise software operations
- › Reduced operational drag, issue recurrence, cost and complexity
- › Stronger governance, operational visibility and accountability
- › Execution aligned to business priorities, risk, urgency and value
- › Faster access to the right enterprise software expertise when needed
- › Greater capacity for automation, modernization, AI and innovation



Rimini's proposal for AMS delighted us due to the differential of its model. In addition to the seniority of the engineers and extremely fast response time, today we don't waste any more time having to manage the tickets. It is a great optimization of resources to have a single service provider for support and AMS."

— Valdemar Castilho
IT Operations Manager, Iguatemi

Enterprise software environments are becoming harder to operate efficiently. Years of customization, integration, security requirements, governance demands and ongoing change increase operational effort and risk, stretching internal teams across more systems, vendors and service layers.

Traditional managed services tend to focus on staffing coverage, ticket queues, SLA metrics and escalation paths. That may keep work moving, but it doesn't always make the environment easier to run — let alone more valuable to the business over time.

Rimini Manage™ is built on a fundamentally different approach to managed services

Rimini Manage aligns Rimini Street's proven support capabilities to each client's desired outcomes through an accountable service delivery model led by named leadership and supported by global software experts, secure delivery infrastructure, operational governance and a continuous improvement mindset.

The result is enterprise software operations with improved performance, lower risk, greater efficiency, stronger accountability and more capacity for innovation.



Proactive, secure operations

Prevent disruption, reduce risk, strengthen governance and improve operational visibility before issues impact the business.



Continuous optimization that drives business outcomes

Connect work to business priorities, eliminate recurring issues, enhance efficiency and increase enterprise software value over time.



Accountable service delivery

Rely on a dedicated Service Delivery Manager to align governance, priorities, continuous improvement and execution to measurable business outcomes.

Why choose Rimini Street for managed services

Traditional Managed Services	Rimini Manage
Reactive operations	Prevention-first operations
Ticket-driven execution	Business outcome alignment
Fragmented ownership	Accountable service delivery partnership
Fixed staffing models	Right expertise at the right time
Activity & SLA-focused	Measurable business value
Environment maintenance	Continuous improvement

RESULTS CLIENTS HAVE ACHIEVED*

- › 80–100% reduction in recurring incidents
- › 97% fewer production defects and 50% faster incident resolution
- › 90–100 hours per week saved and 50% reduction in order-entry time
- › 33% faster AMS transition with zero disruption and zero escalations
- › Resources reallocated to Microsoft Dynamics 365 modernization

*Results shown are examples achieved by individual clients and are not representative of all clients.

WHY ORGANIZATIONS SWITCH TO RIMINI MANAGE

- › **Stability and predictability** after years of reactive, ticket-driven support
- › **Accountable ownership** instead of fragmented vendors, handoffs and escalation chains
- › **Better access to expertise** without rigid staffing models or skill gaps
- › **Governance, security and operational visibility** across incidents, changes, workflows and more
- › **Continuous optimization** that reduces complexity, improves performance and creates more capacity for innovation

Rimini Manage™ overview

Rimini Manage not only helps organizations keep their systems running but also improves software performance, reduces operational effort, aligns work to business priorities and creates capacity for what comes next.

It's designed for complex enterprise software environments spanning ERP systems, cloud and SaaS applications, custom applications, middleware, platforms, databases, security and supporting technologies.

How Rimini Manage works



Prevention-first operations

Transition, runbook development, monitoring, incident/problem/change processes, root-cause analysis, security oversight and governance help identify risks early to eliminate recurring issues and reduce operational disruption.



Accountable service delivery partnership

A named Service Delivery Manager serves as the primary point of accountability for priorities, governance, execution, service performance, improvement initiatives and value realization across the client and Rimini Street delivery teams.



Powered by secure delivery infrastructure

Secure systems, proven workflows, governance controls, automation, operational intelligence, global delivery capability and experienced enterprise software talent support consistent execution at scale.



Business outcome alignment

Business outcome management, trend reviews, backlog reduction, workflow optimization, automation, knowledge reuse and improvement planning align work to business impact, risk, urgency and value — not just ticket volume.



Right expertise at the right time

With a POD-based ownership model, Rimini Street global delivery resources and deep enterprise software expertise help match the work to the skills required without relying on rigid staffing models or repeated escalation cycles.



Continuous improvement mindset

Operational knowledge is captured and reused, recurring work is reduced and improvement opportunities are reviewed over time, so the environment becomes easier to run, less risky, more efficient and more valuable.

CASE STUDY



NIBCO, a leading manufacturer of plumbing and flow-control products, uses Rimini Manage to stabilize its highly customized SAP environment, reduce recurring operational work and redirect IT capacity toward growth initiatives.

Results:

- **86% average case-closure rate**, significantly reducing SAP support backlog
- **424 hours of manual processing eliminated per year** through process optimization
- **500+ hours of SAP enhancements delivered**, increasing productivity and scalability
- **Improved cash flow and material tracking** via expanded EDI automation (810/856)
- **SAP upgrades avoided**, freeing budget for acquisitions and new product development

Outcome: Simplified operational ownership, reduced manual effort and an SAP environment that supports growth instead of consuming IT resources

Ready to improve enterprise software operations? Learn how [Rimini Manage](#) can help reduce operational effort and improve outcomes, then schedule a deep dive or request an assessment to identify opportunities for greater efficiency and performance.

Rimini Street®

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