



Rimini Manage[™] in Action: Real Client Stories, Real Business Impact

See how organizations of all sizes use Rimini Manage to improve performance, reduce operational noise, strengthen accountability and create capacity for innovation across critical enterprise software environments.

Rimini Street[®]

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Rimini Manage[™] streamlines enterprise software operations

Across industries, enterprise software teams are feeling the pressure to keep critical systems stable, reduce risk, improve efficiency and create capacity for innovation, all while enterprise software environments become more complex, customized, integrated and security-sensitive. Rimini Manage[™] helps organizations move beyond reactive managed services through proactive, secure operations, continuous optimization and an accountable service delivery partnership aligned to business goals.

From completely transforming business processes to improving data reliability to making dramatic productivity gains, the clients highlighted in this eBook show how organizations use Rimini Manage to reduce operational noise, eliminate recurring issues, improve business processes, strengthen governance, access the right expertise at the right time and free teams to focus on higher-value work.



Why traditional managed services are no longer enough

For many IT and business leaders, the challenge is no longer simply keeping enterprise systems operational. The bigger challenge is reducing the operational friction created by fragmented ownership, ticket-driven execution, recurring incidents, security and governance demands, manual work and limited internal capacity.

Rimini Manage addresses these challenges through an accountable service delivery model that provides clear ownership, global software expertise, secure delivery infrastructure, operational governance and a continuous improvement mindset.

Rimini Manage Client Outcomes

CLIENT CHALLENGE	RIMINI MANAGE OUTCOME
Fragmented ownership	Accountable service delivery partnership with clearer governance, ownership and execution
Reactive operations	Proactive, secure operations that identify risks early and reduce recurring issues
Ticket-driven prioritization	Work aligned to business impact, risk, urgency, value and desired outcomes
Skills gaps	Right expertise at the right time through Rimini delivery resources and enterprise software expertise
Security and governance demands	Stronger operational visibility, controls, auditability and resilience
Innovation delays	Greater capacity for automation, modernization, AI and higher-value business priorities



We use Rimini Manage™ and Rimini Support™ for our Siebel platform. The team is always available for operational support, but we also use them for robust engineering. If we need help on the back-end, we can log a case, explain the challenge and they help us solve the issue right away.”

— **Eric Kamara**

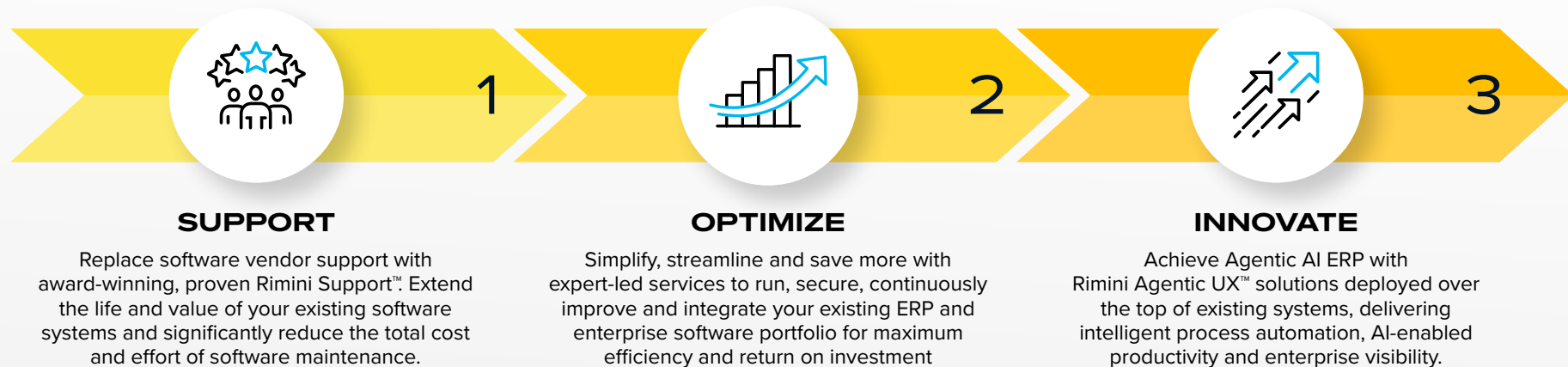
General Manager of Platform Services, MYOB

The Rimini Smart Path™ approach

The Rimini Smart Path™ helps organizations support, optimize and innovate across the enterprise software portfolio.

Rimini Manage sits in the Optimize step, helping clients run, secure, continuously improve and integrate existing enterprise software so they can increase value from current investments while creating capacity for AI-enabled innovation.

Rimini Smart Path™



Rimini Manage helps transform managed services from a reactive, ticket-driven function into a proactive service delivery model aligned to business outcomes, creating a source of measurable business value. Built on more than 20 years of supporting the world's most complex, highly customized technology stacks, Rimini Manage helps clients simplify operations, streamline work and save more by reducing recurring issues, eliminating manual effort and freeing skilled teams to focus on higher-value priorities.

Unlike traditional managed services models that often focus on staffing coverage, SLA reporting or ticket resolution, Rimini Manage is designed to connect day-to-day operational support with longer-term improvement. It can also be paired with Rimini Support or L4 Support services under the appropriate contract.

Rimini ManageTM: An accountable service delivery model aligned to outcomes

At its core, Rimini Manage provides a coordinated service delivery model for enterprise software operations across day-to-day work, issue resolution, governance, performance improvement and ongoing optimization. The model is designed to reduce handoffs, improve visibility, prioritize work based on business impact and connect delivery activity to measurable outcomes.

Core service capabilities include:



Application management and support

Continuous management of enterprise applications, including incident resolution, service requests and operational support, delivered through a unified model that eliminates fragmentation and improves responsiveness.



Integrated right expertise at the right time

Direct access to deep application and technical expertise across the full support stack, enabling faster resolution of complex issues and reducing reliance on multiple vendors.



Service delivery management and accountability

A single Service Delivery Manager provides centralized ownership of performance, delivery and outcomes, ensuring alignment to business priorities and consistent execution over time.



Continuous improvement and optimization

Ongoing identification and resolution of recurring issues, process inefficiencies and performance constraints — embedding optimization into everyday service delivery rather than treating it as a separate initiative.



Performance monitoring and proactive management

Regular system health checks and monitoring help maintain stability, improve performance and identify potential issues early, before they impact critical business processes.



Automation and process efficiency

Application-level automation and workflow improvements reduce manual effort, streamline processes and improve consistency across day-to-day operations.



Flexible access to specialized expertise

A hybrid delivery model combining dedicated resources with on-demand access to specialized experts ensures the right skills are available when needed, without overcommitting fixed resources.

Client spotlight: Real-world results from Rimini Manage[™]

These client examples demonstrate how Rimini Manage helps organizations achieve outcomes across ERP, HR, CRM, ITSM, infrastructure and multi-application environments. The stories show the model in action: proactive, secure operations; continuous optimization aligned to business outcomes; accountable service delivery leadership; and right expertise at the right time.





Accelerating Financial Close Through Smarter Application Managed Services

INDUSTRY

Home Furnishings Manufacturer

SIZE

Mid-size

GEOGRAPHY

United Kingdom

SOFTWARE IN SCOPE

Oracle finance and close-process applications

Opportunity: Month-end close had become overly manual and time-intensive, requiring finance teams to complete 44 separate steps and clicks for key close activities. That complexity slowed the close cycle, consumed team capacity and made it harder to scale the process efficiently.

Approach: Through Rimini Manage, the client receives ongoing managed services for its finance

applications, combining application expertise, process knowledge and continuous service improvement. The Rimini Street team supported day-to-day operations, redesigned the close workflow, automated manual steps and applied application-level improvements to simplify critical monthly finance processes.

Impact:

- Month-end close reduced from 8 days to 4 days
- 44 checks and clicks were reduced to 1 streamlined action
- 60-70 hours per month saved
- More repeatable and dependable close process
- Less manual effort
- Better use of finance resources

Takeaway: Rimini Manage turned a manual, high-friction finance process into a streamlined managed application service that improved speed, consistency and business productivity.

Improving Cost Accuracy and Margin Visibility Across Global Operations

Opportunity: The client needed more confidence in product costing and margin visibility across a complex global operating environment. Inaccurate or inflated costing made it harder for business and finance leaders to trust the data behind critical pricing and profitability decisions.

Approach: Rimini Manage provided ongoing managed services for the client's finance and costing applications, going beyond issue response to improve how those applications performed for the business. Rimini Street analyzed the costing logic, corrected application-level inconsistencies and continuously supported the environment so the underlying data and calculations better reflected operational reality.

Impact:

- Inflated costing issues eliminated
- Clearer margin visibility across global operations
- Stronger confidence in the financial outputs produced by its applications
- Improved decision-making around pricing, profitability and business planning

Takeaway: Rimini Manage helped the client keep finance systems running and improve business insights.

INDUSTRY

Food & Ingredients Manufacturer

SIZE

Global Enterprise

GEOGRAPHY

Israel

SOFTWARE IN SCOPE

Oracle costing, margin management and related finance applications





Driving Greater Stability, Efficiency and Operational Capacity

INDUSTRY

Consumer Goods Manufacturer

SIZE

Mid-size

GEOGRAPHY

United Kingdom

SOFTWARE IN SCOPE

Oracle ERP and operational business applications

Opportunity: Recurring issues in core applications and the manual effort required to address them were pulling the IT team's time away from more valuable work. The organization needed a managed services approach to improve stability and eliminate the repetitive operational drag on day-to-day processes.

Approach: Rimini Manage delivered ongoing accountable managed services focused on both operational support and continuous improvement. Rimini Street supported the client's core business applications, identified repeat issue patterns, resolved root causes and simplified the surrounding processes so teams were no longer forced to compensate for application inefficiencies with manual work.

Impact:

- 50% reduction in system incidents
- 60 hours of manual work per month eliminated
- Day-to-day operational consistency established
- More capacity for internal teams to focus on higher-value priorities

Takeaway: Rimini Manage improved reliability and reduced effort by treating managed services as an ongoing application improvement model, not just a ticket-handling function.

Transforming Order Processing and Billing Efficiency at Scale

Opportunity: High transaction volumes across order entry, billing and receivables were creating operational friction and slowing key revenue processes. The business needed accountable managed services to improve throughput in these systems without disrupting critical day-to-day operations.

Approach: Working with Rimini Manage, the client gained managed services for order-to-cash applications to continuously support the environment while improving how those applications handled core workflows. The Rimini Street team optimized process execution across order entry, billing and receivables to remove bottlenecks, improve flow and better align application performance to business demand.

Impact:

- 90-100 hours per week saved
- 50% reduction in order entry time
- Billing and receivables processes accelerated
- More efficient, faster transaction processing
- Stronger cash-flow support for the business

Takeaway: Rimini Manage helped the client turn its business applications into a more efficient revenue operations engine through managed services focused on throughput, responsiveness and continuous improvement.

INDUSTRY
Industrial Services

SIZE
Enterprise

GEOGRAPHY
North America

SOFTWARE IN SCOPE
Oracle ERP order management, billing, receivables and order-to-cash applications





Eliminating Reporting Bottlenecks to Accelerate Business Insights

INDUSTRY

Medical Devices

SIZE

Global Enterprise

GEOGRAPHY

Australia

SOFTWARE IN SCOPE

Oracle ERP reporting, data processing and related operational applications

Opportunity: Reporting bottlenecks were slowing access to business information and creating downstream constraints in production and operations. The client needed a managed services partner that could improve application performance and deliver immediate business impact.

Approach: Rimini Manage provided ongoing managed services for reporting and its underlying business applications, combining

operational support with targeted performance improvement. Rimini Street tuned the reporting environment, optimized application behavior and continuously supported the system so reporting could run faster and with less impact on production workloads.

Impact:

- Reporting runtimes reduced from 8 hours to minutes
- Production bottlenecks removed
- Faster access to operational information
- Improved application responsiveness

Takeaway: Rimini Street's accountable managed services helped the client enhance both system performance and business decision velocity by removing constraints in the reporting.

Restoring Payment Reliability and Accelerating System Performance

Opportunity: Payment failures and slow system performance were affecting business operations and undermining confidence in critical transaction-processing applications. The organization needed a managed services model that would improve reliability and performance together.

Approach: Through Rimini Manage, the client received ongoing managed services for its payment-related applications and supporting environment. The Rimini Street team stabilized the transaction flow, improved application and database performance and continuously managed the environment, enabling critical payment processes to run with greater speed and consistency.

Impact:

- 5-6x improvement in database performance
- Payment failures eliminated
- Runtime delays reduced
- Strengthened operational reliability
- More stable, higher-performing transaction environment

Takeaway: Rimini Manage combined application support with proactive performance improvement to help the client run a faster, more dependable payment operation.

INDUSTRY

Financial Services

SIZE

Enterprise

GEOGRAPHY

Europe

SOFTWARE IN SCOPE

Oracle payment processing applications and database environment



Improving Reporting Performance and Streamlining UAT Executions

INDUSTRY

Utilities Software Provider

SIZE

Mid-size

GEOGRAPHY

Europe

SOFTWARE IN SCOPE

Oracle reporting applications and UAT environment

Opportunity: Reporting inefficiencies and time-consuming user acceptance testing (UAT) were slowing delivery cycles and placing an added burden on the organization. The client needed managed services support that would improve operational efficiency across both reporting and downstream validation activities.

Approach: Rimini Manage delivered managed services for the client's reporting and supporting application environment, with a focus on improving day-to-day execution and reducing avoidable effort. Rimini Street optimized reporting performance, streamlined how the application environment supported testing and continuously managed the systems supporting these workflows.

Impact:

- 30% improvement in reporting performance
- 90% reduction in UAT effort
- Operational load on internal teams decreased

Takeaway: Rimini Manage helped the client get more from its application environment by improving business-facing performance and the efficiency of supporting delivery processes.



Ensuring Financial Stability and On-Time Close Across Operations

Opportunity: Recurring issues in financial applications were creating risk around reporting timeliness and monthly close execution. The organization needed more than reactive support. It needed managed services that would keep applications stable and help finance operate with confidence every month.

Approach: Rimini Manage provided ongoing managed services for the client's finance applications, combining operational support, proactive monitoring and continuous issue prevention. Rather than simply resolving tickets, Rimini Street supported the application environment to reduce recurring disruptions and improve reliability for finance operations.

Impact:

- 100% reduction in financial incidents
- On-time month-end close process
- More stable finance application environment and reporting rhythm

Takeaway: Rimini Manage helped transform finance application support into a more proactive managed services model that improved stability, trust and on-time execution.

INDUSTRY

Construction, Healthcare, Hospitality, Real Estate, Retail

SIZE

Enterprise

GEOGRAPHY

Asia Pacific

SOFTWARE IN SCOPE

Oracle ERP financial applications





Strengthening Infrastructure Stability and Security Posture

INDUSTRY

Consumer Goods

SIZE

Global Enterprise

GEOGRAPHY

North America

SOFTWARE IN SCOPE

Oracle Infrastructure, security and supporting enterprise application environment

Opportunity: High volumes of infrastructure tickets and security incidents were consuming time and creating operational noise across the environment supporting enterprise applications. The client needed managed services that could improve resilience and reduce the burden on internal IT teams.

Approach: Through Rimini Manage, Rimini Street supported the broader application environment

with managed services focused on stability, prevention and operational efficiency. The Rimini Street team continuously managed the environment, refined operational controls and improved supporting processes so infrastructure and security issues became less frequent and less disruptive to the business applications running on top of them.

Impact:

- 65% reduction in infrastructure tickets
- 95% fewer security incidents in the environment
- Operational noise decreased
- More room for internal teams to focus on high-value priorities

Takeaway: Rimini Manage demonstrated that managing services effectively for enterprise applications also requires disciplined support for the surrounding environment that those applications depend on every day.

Reducing Infrastructure Noise and Improving Security Signal Clarity

Opportunity: Excessive infrastructure tickets and security alerts were making it difficult to distinguish critical issues from routine activity, reducing teams' ability to focus on the events that mattered most. The client needed a managed services partner to improve the efficiency and performance of its application environment.

Approach: Rimini Manage delivered ongoing managed services for the environment supporting the client's applications, with emphasis on refining monitoring practices and improving how issues were surfaced and handled. Rimini Street reduced unnecessary noise, improved signal quality and supported the environment in a way that made daily operations more focused and effective.

Impact:

- 45% reduction in infrastructure tickets
- 55% decrease in security alerts
- Improved focus on business initiatives
- Faster response for critical issues

Takeaway: Rimini Manage improved operational clarity by making the environment around critical applications easier to manage, monitor and trust.

INDUSTRY
Transportation Services

SIZE
Enterprise

GEOGRAPHY
Australia

SOFTWARE IN SCOPE
Oracle ERP, infrastructure monitoring and security operations environment





Improving Data Accuracy and Achieving Zero-Incident Operations in Key Workflows

INDUSTRY

Automotive Services

SIZE

Enterprise

GEOGRAPHY

Europe

SOFTWARE IN SCOPE

Oracle ERP data, workflow and process execution applications

Opportunity: Data quality issues and workflow incidents were undermining operational consistency in important business processes. The client needed a managed services approach to improve how applications handled these workflows while minimizing disruption to users.

Approach: Through Rimini Manage, the client received managed services for its workflow and data-

driven applications, supporting day-to-day operations and continuously improving data handling and process execution. The team strengthened controls, stabilized the application flow and helped ensure the systems produced more accurate and dependable outcomes.

Impact:

- 100% reduction in incidents across key workflows
- Improved data accuracy
- More reliable day-to-day operations
- Stronger confidence in the systems supporting those processes

Takeaway: Rimini Manage helped the client improve both application quality and business execution by embedding continuous improvement into everyday managed services.

Automating Service Requests for Zero-Error Execution

Opportunity: Manual service request processes were creating avoidable effort and introducing errors into day-to-day operations. The organization wanted managed services that would not only support the application but also improve how the request process worked for the business.

Approach: Rimini Manage provided ongoing managed services for the client's service management application environment, combining application support with process automation. The Rimini Street team helped the client improve how requests were generated and handled within the application, removing manual intervention points and increasing consistency in execution.

Impact:

- 100% error-free execution rate for service request creation
- Manual effort eliminated
- Improved processes and a more reliable service experience for users

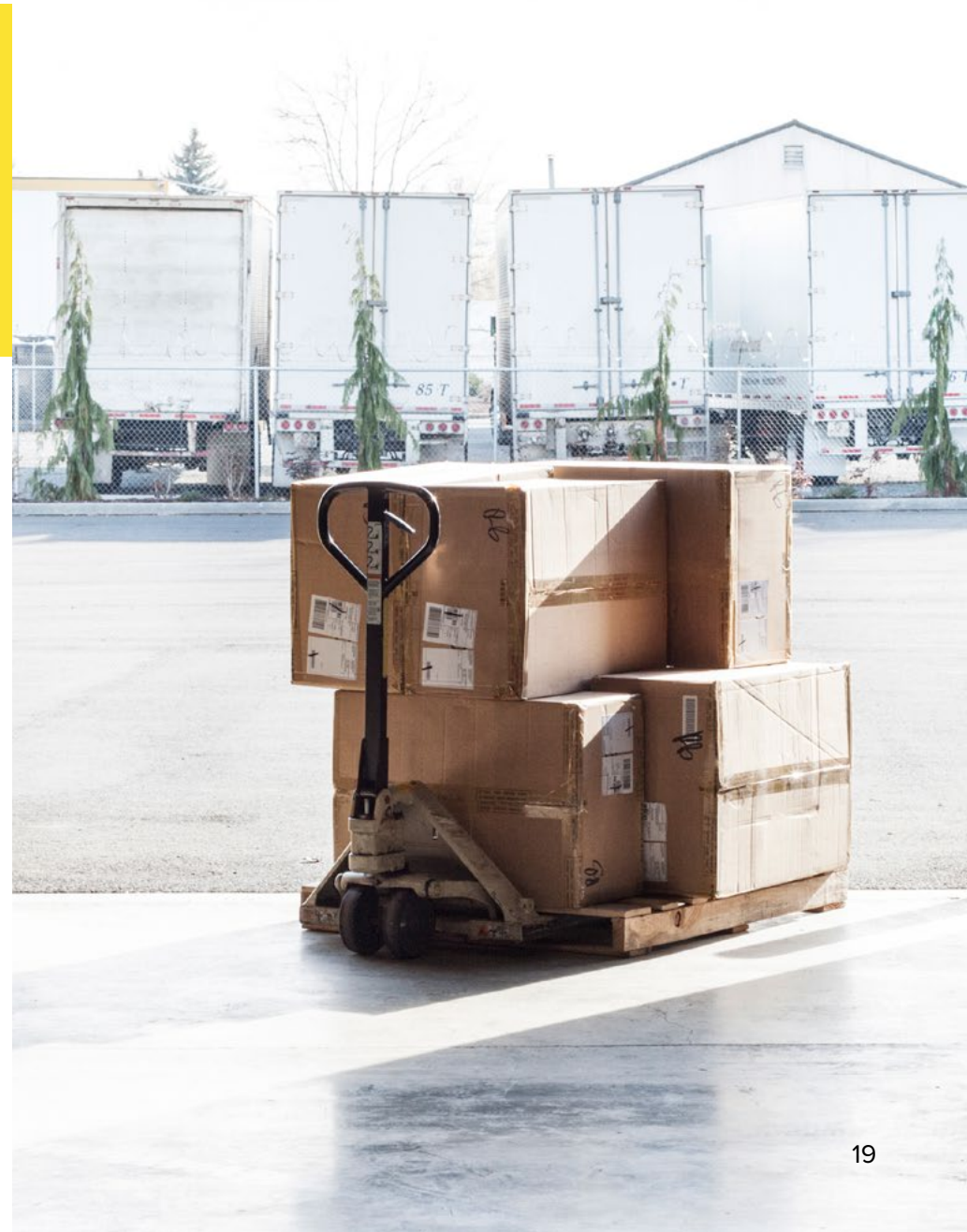
Takeaway: Rimini Manage showed how managed services can improve application-supported business processes by making them simpler, more consistent and more dependable.

INDUSTRY
IT services

SIZE
Mid-size

GEOGRAPHY
Europe

SOFTWARE IN SCOPE
Oracle service management and request-processing applications





Improving Pricing Accuracy and Reducing Manual Monitoring

INDUSTRY

Aviation Industry Association

SIZE

Global Enterprise

GEOGRAPHY

North America

SOFTWARE IN SCOPE

SAP pricing, discounting and fulfillment applications

Opportunity: Pricing and discounting issues were necessitating manual oversight and introducing risk into fulfillment processes. The organization needed accountable managed services to improve quality, reduce intervention and support more reliable transaction processing.

Approach: The client engaged Rimini Manage to support its pricing and fulfillment applications

while continuously improving application logic and controls. The Rimini Street team helped the client reduce the need for manual monitoring, improve data accuracy and create a more stable and consistent operating environment.

Impact:

- 140 hours of manual monitoring saved
- Eliminated discount errors
- Boosted fulfillment reliability
- Reduced operational burden
- Improved confidence in application outputs

Takeaway: Rimini Manage helped the client improve application quality and operational efficiency simultaneously, turning managed services into a source of measurable business value.

Scaling Global HR Platform Operations and Change Delivery

Opportunity: The client relied on a lean internal team, an external consultant and several positions still under recruitment to support its Workday platform. As demand increased, the organization faced a growing backlog and pressure to implement new modules. To achieve business-led transformation across its global HR platform, the client needed a managed services model to stabilize operations and increase capacity.

INDUSTRY

Workplace Products and Services

SIZE

Global Enterprise

GEOGRAPHY

France

SOFTWARE IN SCOPE

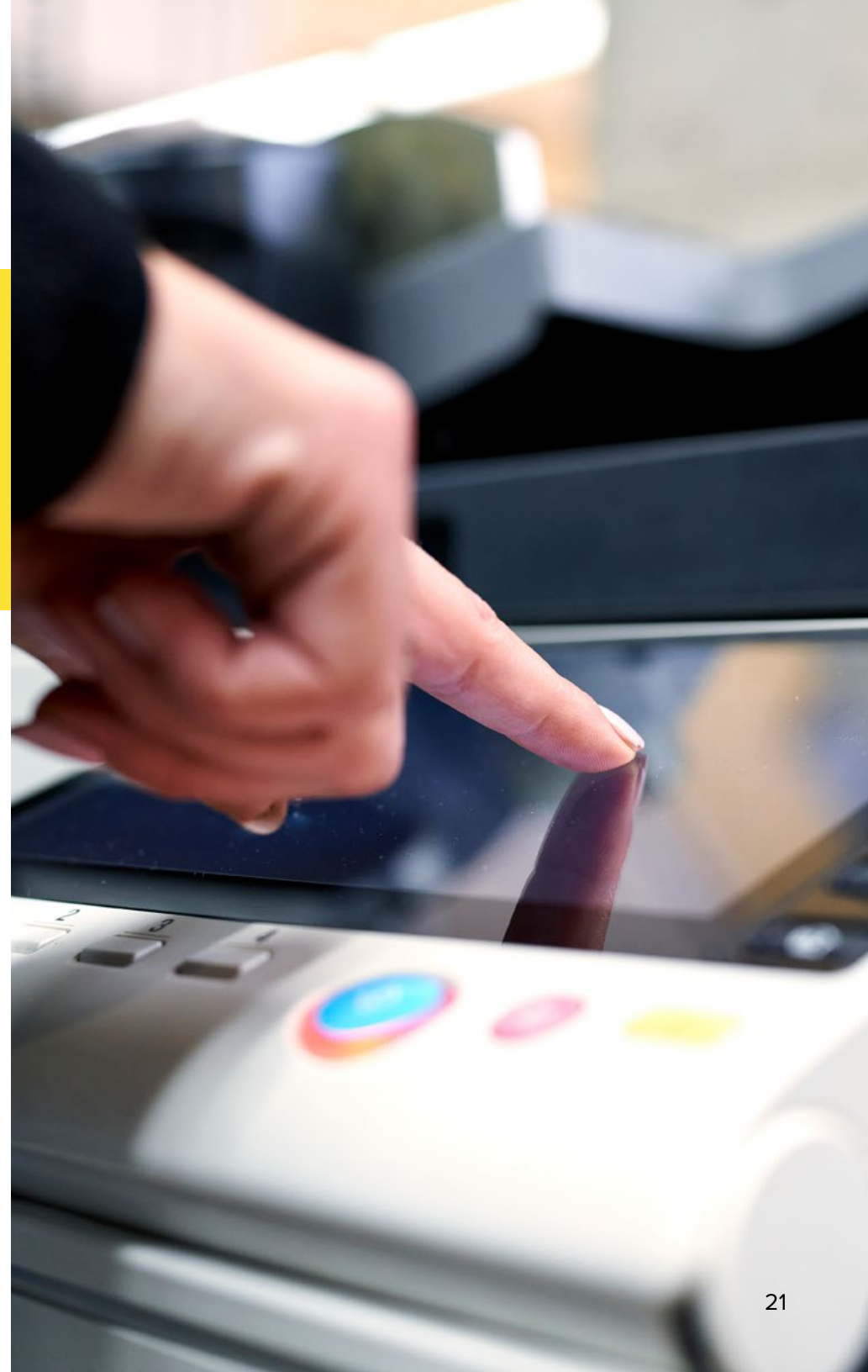
Workday Core HR, Recruiting, Absence, Time Tracking, Performance & Talent and Journey

Approach: Rimini Manage delivered a Workday accountable managed services model that supported both day-to-day operations and strategic transformation objectives. The engagement included 1,000 enhancement hours dedicated to project work, including the deployment of benefits and compensation modules across 26 countries. Dedicated configuration teams for benefits and compensation were deployed immediately, while the broader support model provided ongoing maintenance, major change requests and long-term optimization of the Workday environment.

Impact:

- Stronger operating model for a global HR platform
- Streamlined HR processes with greater agility and more reliable support
- More capacity to manage ongoing operations and new business needs
- Improved system integration and the ability to manage change more effectively
- Managed services framework absorbs Workday operational burdens to support expansion across the business

Takeaway: Rimini Manage combined operational continuity, enhancement capacity and faster execution into one accountable managed services model to give this client the scale and structure needed to support a global HR platform more effectively.





Driving Platform Reliability, Governance and Continuous Improvement in ServiceNow®

INDUSTRY

Enterprise Services Organization

SIZE

Enterprise

GEOGRAPHY

India

SOFTWARE IN SCOPE

ServiceNow ITSM, ITOM, SPM, CMDB, integrations and platform governance

Opportunity: The client relied on ServiceNow as a mission-critical platform but faced increasing technical debt, inconsistent governance, operational inefficiencies and limited internal capacity to sustain enhancements and integrations. The business needed a managed services model that would keep the platform stable and responsive while also driving stronger governance, reducing risk and improving value realization across multiple business units.

Approach: Rimini Manage delivered end-to-end ServiceNow accountable managed services across L1, L2 and L3 support, enhancements, platform governance, release management, health checks and roadmap advisory. The Rimini Street team supported a centralized ServiceNow environment with scoped applications, custom workflows and integrations with identity, HR, finance, ERP and collaboration systems. A structured transition and knowledge-transfer program ensured continuity while establishing a foundation for ongoing support and optimization.

Impact:

- 50% reduction in incident resolution time
- 94% improvement in SLA compliance
- 97% reduction in production defects
- Stronger platform reliability, better release predictability and improved upgrade outcomes

Takeaway: Rimini Manage helped turn ServiceNow into a more stable, better-governed and continuously improving platform by combining end-to-end managed services with proactive operational and architectural discipline.

Extending SAP Value While Eliminating Manual Work and Upgrade Pressure

Opportunity: The client operates a mature, heavily customized SAP ECC environment that supports finance, HR, supply chain, reporting and EDI-driven processes across global operations. Over time, recurring vendor-driven upgrades and maintenance obligations created budget pressure and consumed internal resources without delivering proportional business value. The client needed a way to reduce SAP-related support burdens while preserving stability, compliance and room for business-led improvement.

Approach: Through Rimini Manage, the client combined SAP accountable managed services and SAP support under a single provider, creating a unified model for both day-to-day operations and continuous improvement. The engagement was built to support extensive customizations beyond standard vendor coverage, assist with tax, legal and regulatory compliance and prioritize automation opportunities and enhancements based on business value. Structured onboarding, close collaboration with internal teams, flexible scaling to meet peak demand and disciplined governance established a steady-state AMS model that keeps SAP running reliably while creating capacity for ongoing modernization.

Impact:

- 86% average case closure rate
- 424 hours of work per year eliminated through automation and workflow improvements
- 500+ hours of SAP enhancement work delivered
- Expanded EDI usage and improved cash flow, material tracking and customer service processes
- Savings from unneeded upgrades redirected toward Industry 4.0 initiatives, acquisitions and innovation

Takeaway: Rimini Manage turned SAP from a cost and upgrade burden into a more stable, flexible and business-aligned platform by offering unified support, enhancement capacity and continuous operational improvement.

INDUSTRY
Manufacturing

SIZE
Enterprise

GEOGRAPHY
North America

SOFTWARE IN SCOPE
SAP ECC / SAP Business Suite,
SAP HANA Database, SAP
BusinessObjects, Finance, HR,
EDI and custom enhancements



Start where you are. Improve what matters.

With Rimini Manage, organizations can move from reactive, ticket-driven managed services to an accountable service delivery model that improves performance, reduces complexity, lowers risk, strengthens accountability and creates greater capacity for innovation and business value realization.

Rimini Manage[™]

Start your path to better outcomes today:

Learn more about [Rimini Manage](#)[™]

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