



What Government Leaders Should Expect from Enterprise Software Support

*A mission-focused guide to control,
resilience, security, service and
modernization*

Rimini Street[®]



An operating model built around the mission

Government technology leaders are expected to sustain essential services, protect sensitive information, meet changing regulatory requirements and improve constituent and employee experiences, often while managing complex, highly customized enterprise systems and constrained resources.

The support model behind those systems matters. Traditional software support can tie continued service to vendor-prescribed upgrades and migrations, even when an existing release remains stable and fit for purpose. That can redirect funding, talent and attention from higher-priority mission outcomes. Rimini Street takes a different approach: support the software portfolio you rely on today, help protect and optimize it and give your organization the time and flexibility to shape a roadmap based on mission value, risk, readiness and return on investment.

This government edition reframes the support experience around the outcomes public-sector leaders care about most. It is designed for CIOs, CTOs, CISOs, application owners, procurement and finance leaders, program executives and operational stakeholders evaluating how to sustain mission-critical enterprise software while preparing for what comes next.

HOW TO USE THIS GUIDE

Use the eleven expectations as evaluation criteria for your support strategy, acquisition planning, modernization roadmap and executive conversations. Each section connects a service capability to a government outcome.

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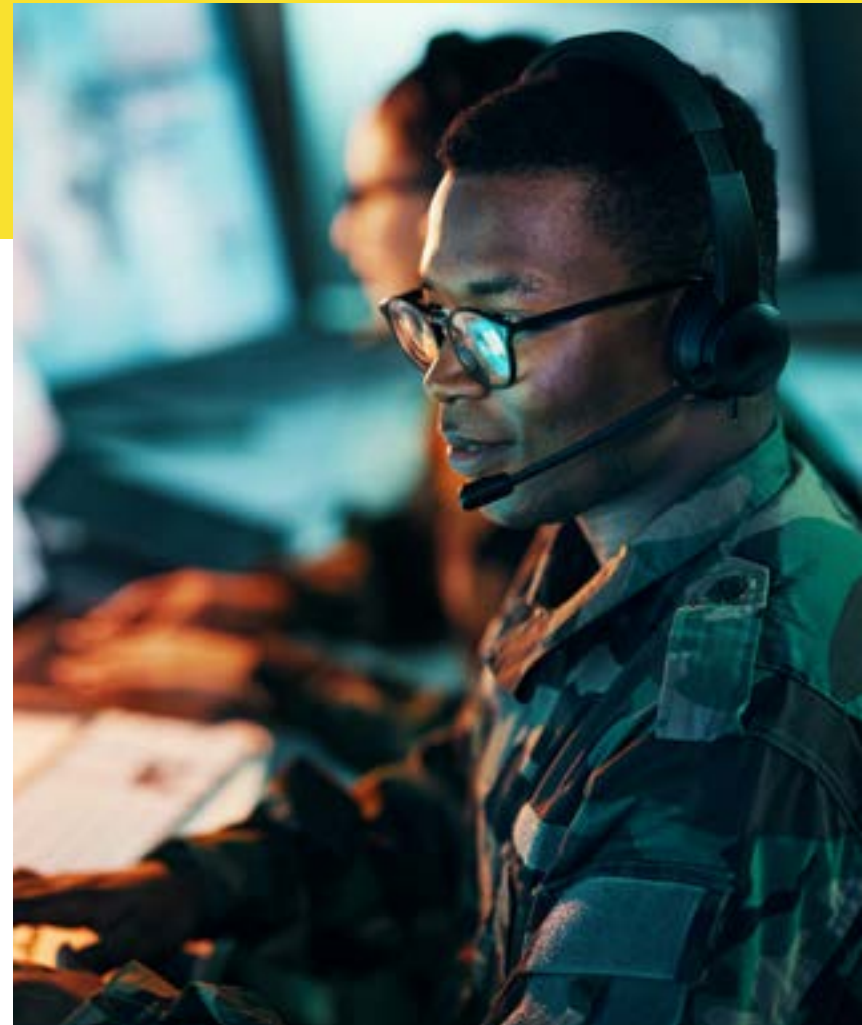
Modernize when the mission case is clear

Your enterprise software roadmap should be governed by mission priorities, operational risk, funding realities and measurable value. It shouldn't be driven solely by a vendor support deadline.

Traditional enterprise software support is expensive, and full support for major and minor releases can be deprecated within a few years of general availability. Yet the useful life of a stable, customized system may extend well beyond the vendor's published support date. For government organizations, a forced upgrade can introduce significant cost, program risk, retraining, testing, integration work and operational disruption, even when the existing release continues to meet agency needs.

Rimini Street's position is straightforward: an upgrade to a newer release or a migration to a different product should proceed when it has a sound mission or business justification and a positive return. Until then, Rimini Street supports an existing release for at least 15 years from the time a client moves to Rimini Street, including applicable tax, legal and regulatory updates.

- Preserve stable systems while the agency develops a funded, sequenced modernization plan.
- Avoid treating a vendor deadline as the sole justification for a major transformation.
- Prioritize scarce technical talent toward public outcomes, cybersecurity, data, automation and service improvement.
- Create the time needed for stakeholder alignment, acquisition planning, change management and risk mitigation.



MISSION LENS

Ask: does this upgrade materially improve service delivery, security, compliance or operational performance? If the answer is not yet clear, the roadmap should remain yours to control.



02 | PREPARED FOR ANYTHING

Build resilience into the service model

Government operations don't pause when a complex software issue appears. A support model should be prepared for urgent incidents, difficult customizations, cross-platform dependencies and the everyday questions that keep agency teams productive.

Rimini Street is built around a high-value, expert-led service experience. Clients receive a named Primary Support Engineer and access to experienced engineers across time zones and technologies. The model emphasizes direct engagement, person-to-person handoffs, support for customizations, preservation of case priority and frequent progress updates.

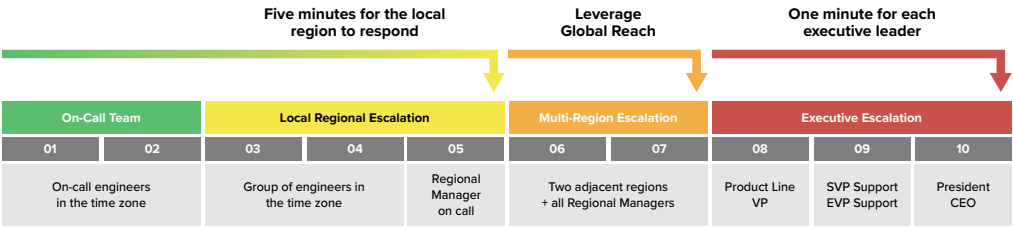
- Around-the-clock access to a deep bench of experienced support engineers
- Live engineer-to-engineer handoffs rather than reliance on case notes alone
- Support for customized environments that reflect agency-specific processes and requirements
- Consistent case priority and regular updates as work progresses
- Support for existing software versions for at least 15 years, including tax, legal and regulatory updates
- Integrated support and managed services from a provider familiar with the broader environment

Rimini Street reports a 4.9 out of 5 client satisfaction rating, where 5 is excellent, based on thousands of case-resolution surveys. This demonstrates that public-sector teams should be able to expect responsive, informed service whether the issue affects a mission-critical process or a routine workflow.

Respond quickly when essential systems are at risk

When essential systems are unavailable or degraded, the impact can extend beyond productivity. It can interrupt public services, delay program operations, affect reporting and increase pressure on already-stretched agency teams.

Rimini Street offers a guaranteed 10-minute response for Priority 1 critical cases. Its escalation model is designed to mobilize on-call, regional, multi-region and executive resources as the critical case progresses. The goal is immediate ownership and coordinated action, not a prolonged search for the right support queue.



In 2023, Rimini Street reported an average response time of under 2 minutes for Priority 1 and Priority 2 cases, based on Global Support Metrics 2023. Response time isn't the same as resolution time, but rapid expert engagement is an important first step in stabilizing an incident, defining the workstream and keeping agency stakeholders informed.



GOVERNMENT EVALUATION QUESTION

Does your current support agreement define how quickly qualified expertise engages, how escalation occurs and how leadership is informed during a critical event?



04 | HUMAN-FIRST SUPPORT FOR COMPLEX ENVIRONMENTS

Connect agency teams directly with experienced engineers

No two government enterprise environments are alike. Years of configuration, integrations, policy requirements, custom code and operating practices create a system landscape that cannot always be understood through a generic knowledge article.

Instead of requiring clients to begin with portals, community forums or self-service research, Rimini Street puts experienced engineers on the front line. Agency application teams can work collaboratively with an expert who understands the technology and can investigate the specifics of the environment.

Rimini Street provides support 24 hours a day, 7 days a week, 365 days a year. For Federal agencies, support is delivered through a U.S.-based support model, providing direct access to experienced engineers who understand the agency's technology environment, configurations, integrations and customizations.

- Direct access to experienced engineers from the beginning of the case
- U.S.-based support for Federal agency requirements
- Collaboration around the agency's actual configurations, integrations and customizations
- Continuity and accountability throughout the support experience

Expand access to specialized skills without expanding payroll

Specialized enterprise software knowledge is difficult to recruit, retain and keep continuously available. Government organizations also need coverage across functional, technical, database, integration and customization issues, not simply the core product.

Rimini Street attracts experienced talent across Oracle, SAP, Salesforce, IBM and other enterprise software. Clients gain access to a broad pool of specialists without needing to maintain every skill internally. In one cited example, a client running 53 Oracle modules and related databases opened 309 cases in one year; 177 engineers contributed to resolving those cases. The example illustrates the depth that can be brought to a varied support workload.

- Supplement internal teams where legacy or specialized expertise is scarce.
- Reduce dependence on a small number of key personnel for complex systems.
- Access the same expert bench for critical incidents and Priority 4 how-to questions.
- Help agency employees solve recurring issues and improve day-to-day productivity.



WORKFORCE VALUE

Independent support can complement, not replace, the agency team. Internal experts retain mission context and decision authority while the external bench provides specialized capacity and technical depth.



06 | KEEPING LEADERS AND TEAMS INFORMED

Create visibility and accountability during every case

During a critical issue, silence creates risk. Technical teams need current information to coordinate work, while program and executive stakeholders need a predictable cadence for operational decisions and communications.

Rimini Street provides a case update communication commitment based on severity. Priority 1 critical cases receive updates every two hours around the clock. Priority 2 serious cases receive updates every four business hours. This cadence is supported by systems, training and accountability within service delivery teams.

In 2025, Rimini Street reported 408,541 case update communications with 99.99% on-time performance, based on Global Support Metrics 2025.

- Create a dependable rhythm for incident command and stakeholder briefings.
- Reduce time spent chasing status across providers and internal teams.
- Document progress, ownership and next steps throughout the life of the case.
- Support more confident decisions about operational workarounds, escalation and restoration.

Strengthen security posture with layered, risk-based controls

Protecting sensitive information and sustaining the availability of essential applications are central government responsibilities. Security strategy should therefore focus on reducing risk across the full environment, including older releases, custom code and software for which new vendor patches are not available.

Many organizations already operate older software versions without access to new vendor security patches. Thousands of Rimini Street clients, including government agencies, national defense programs and healthcare services, operate without new vendor patches and use other defensive strategies to support their security posture.

Rimini Protect™ solutions are tailored to the client ecosystem and are designed to complement existing security strategies. The approach focuses on known and unknown threats and vulnerabilities without requiring vendor-provided security patches or modification of vendor code. Security experts select and configure capabilities from the portfolio to align with the organization's risk-based vulnerability management strategy.

- Assess security in the context of the actual application and technology stack.
- Complement existing agency controls with targeted protection for enterprise software.
- Address risk where patching is unavailable, impractical or operationally disruptive.
- Coordinate security decisions with mission availability and change-control requirements.



GOVERNANCE POINT

Independent support doesn't remove the need for agency security governance. Controls, testing, authorization, monitoring and risk acceptance remain part of the organization's established security and compliance processes.

A stable enterprise application can continue to perform its core function for years, even as operating systems, middleware, browsers, email platforms, integrations and regulatory requirements change around it.

Rimini Connect™ solutions are designed to help organizations update selected surrounding technologies, such as operating systems, browsers and email integrations, without upgrading the underlying enterprise application. This can help agencies sequence modernization, address a specific interoperability need and avoid bundling every dependency into a single high-risk transformation.

Choose a practical path across cloud, on-premises and hybrid

Government modernization is rarely a simple choice between staying on-premises or moving everything to one cloud. Most agencies manage a portfolio of legacy, custom, commercial, cloud and shared-service technologies with different mission, data, integration and acquisition requirements.

As an independent third-party service provider, Rimini Street offers a vendor- and technology-agnostic perspective. The stated approach begins with the client's objectives and considers different vendors, technologies, deployment models and licensing preferences. That includes cloud, on-premises and hybrid deployment, as well as perpetual, subscription and open-source licensing alternatives.

Rimini Street calls this the Rimini Smart Path™. The concept is to extend the lifetime value of core systems of record where appropriate, then modernize around them with systems of innovation, integration and process orchestration. For government leaders, the value of this approach is optionality: align each investment to the mission need rather than assuming every workload must follow the same path.

- Separate mission outcomes from a single vendor's product roadmap.
- Evaluate modernization choices by value, risk, readiness and total resource demand.
- Use composable approaches where they reduce disruption and preserve useful investments.
- Sequence transformation so the agency can sustain operations while change is underway.



Turning to Rimini Street has bought us the luxury of time and saved us significant resources that we can apply to support essential services while knowing we have expert support enabling us to properly plan our transformation strategy to meet the needs of our organization.

– Vincent Godfrey, Strategic Commissioner, Kent County Council



10 | A COMPREHENSIVE AND UNIFIED SERVICE EXPERIENCE

Reduce provider handoffs across support and services

Complex government environments often involve several providers, each responsible for a portion of the stack. When an issue crosses boundaries, the agency can become the coordinator while providers debate ownership.

Rimini Street offers support and services across hundreds of applications and databases from Oracle, SAP, Salesforce, VMware, IBM, Microsoft, open source and others. The broader portfolio includes support, managed services, security, interoperability and professional services. The goal is to evaluate the software landscape as a whole and reduce delays caused by fragmented ownership.

ORACLE

SAP

salesforce

IBM

Microsoft

Informatica

opentext™

Click

PostgreSQL

MariaDB

mongoDB.

MySQL

Rimini Street also supports client customizations. During onboarding, the service team learns the system configuration, business processes, integrations and custom code that make the environment unique. Managed services can cover ITIL® Levels 2 and 3 activities such as running, managing and optimizing, while product support covers ITIL® Level 4 activities such as fixing issues and answering questions. Professional services can address project-based needs.

- Use one service relationship across a broader enterprise software portfolio.
- Reduce handoffs and finger-pointing when issues cross applications or service towers.
- Support the customizations and integrations that enable agency-specific processes.
- Connect ongoing operations with optimization and project-based services.

Use AI to enhance expert-led service delivery

Artificial intelligence should strengthen expert service, not create another barrier between agency teams and the people accountable for resolving an issue.

Rimini Street began developing proprietary AI applications in 2018 to assist engineers and service leaders. Case Assignment Advisor reviews more than 35 vectors of information about a case and the engineering team, then recommends engineers for assignment. A task that previously took a manager 20 minutes is reported to take less than four seconds. C-Signal uses natural language processing and other indicators to evaluate cases in progress.

Rimini Street reports that Case Assignment Advisor helped reduce case resolution times by 23%, while C-Signal reduced the number of cases that develop urgency by 29%. These applications support, rather than replace, the human-first model by helping the service organization match expertise, detect risk and coordinate action.

- Apply AI to route cases to relevant expertise more quickly.
- Use case signals to identify developing urgency and support proactive intervention.
- Preserve direct access to accountable engineers and service leaders.
- Combine technology, process and human judgment to improve consistency at scale.



RESPONSIBLE USE CONSIDERATION

Government buyers should evaluate any AI-enabled service in the context of applicable data-handling, security, privacy, records and acquisition requirements. The service model should make clear where AI assists and where accountable people decide and act.



CONCLUSION

A Better Support Model for Federal Government

The decision is bigger than a support contract. It's a choice about how your organization will sustain essential operations, allocate limited resources and create room for modernization.

Government technology leaders should expect a support partner to understand the realities of complex, customized environments; respond rapidly when critical services are at risk; communicate with discipline; help strengthen security posture; and provide objective guidance across the full portfolio. They should also expect the freedom to decide when an upgrade, migration or transformation is justified by mission value.

Rimini Street's model is designed to provide that flexibility through long-term support for existing releases, expert-led service, defined response and communication commitments, integrated support and managed services, proactive protection, interoperability solutions and vendor-agnostic roadmap guidance.

The result is an opportunity to shift the conversation from "What does the vendor require next?" to "What does the mission require next?"

YOUR NEXT CONVERSATION

Evaluate your current support model against five questions: Do we control the roadmap? Can we sustain mission continuity? Are our security and compliance needs addressed? Do we have access to the right expertise? Is the model helping us fund and sequence modernization?



Get on a better path

Schedule a government enterprise software strategy session.

riministreet.com/solutions/industry/government/

About Rimini Street

Rimini Street provides enterprise software support and related services designed to help clients run, manage, support, customize, configure, connect, protect, monitor and optimize their enterprise software portfolios. Its mission is to deliver extraordinary technology solutions powered by extraordinary people that achieve each client's strategic, operational and financial goals.

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riministreet.com
info@riministreet.com
x.com/riministreet
linkedin.com/company/rimini-street

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