Rimini Support™

Rimini Support™ for Oracle Database

Maximize the Value of Your Oracle Database Investment

SUPPORTED RELEASES

- 7.x, 8i, 9i, 10g, 11g, 12c, 18c, 19c, 21c, 23ai and 26ai

SELECT SUPPORTED SYSTEM COMPONENTS

- Active Data Guard
- Advanced Compression
- Advanced Security
- Application Express
- Data Masking
- Database Diagnostics and Configuration
- Database Vault
- Enterprise Manager
- GoldenGate
- In-Memory Database Cache
- OLAP
- Partitioning
- Performance Support
- Provisioning and Patch Automation Pack
- Real Application Clusters (RAC)
- RMAN, DBCA, DUA, NetCA, OUI
- SQL*Plus, SQL*Loader, Developer
- Warehouse Builder

> *Rimini Street has personnel who are experienced and knowledgeable, and the support engineers have an average of 15+ years of Oracle Database experience. When a P1 (Priority 1) case occurred, Rimini Street provided fast, proactive support to quickly solve our problem.*
>
> ***— Kenji Tomooka***
> *Managing Executive Officer and CIO Fujitec Co.*

Product Support Overview

Rimini Street provides support for Oracle Database, delivering significant cost savings, a higher-value service mix, and the ability to avoid costly product upgrades. Rimini Street supports Oracle Database clients around the world in implementations ranging from a single server to large, complex environments with thousands of global database servers, .from small data stores to hundreds of terabytes.

Business Challenges

Oracle Database customers are looking to receive more value from their database maintenance fees including more responsive support, lower cost, and added-value support services like performance and interoperability support.

Organizations are also seeking opportunities to innovate by pursuing open source and cloud database or other stategic initiatives. In fact, according to a survey, 46% of respondents are adding open source and non-Oracle cloud options to their database strategy for greater agility and lower TCO.

The Rimini Street Solution

Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). In this way, clients have direct access to an expert with their first call. PSEs are available 24/7 /365 anywhere in the world with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes as well as a team of experts that focuses on interoperability challenges, roadmap planning, and proactive security.

All of this adds up to flexibility and lowerTCO, freeing funds and resources that can be reallocated to more strategic projects to make a difference for your business.

Support Details



Ultra-responsive Database Support and Maintenance Features
Rimini Street provides configuration support tailored to your specific deployment; performance tuning support for maximum throughput; database security advisory services; upgrade advice and support; and support for Oracle Database virtualization reducing time to resolution. Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.



Performance Support
Rimini Street provides database performance support to streamline response and ensure your Oracle Database continues operating at a high level.



Security
Rimini Support™ includes security services designed to reduce risk, including Security Vulnerability Analysis Reports (SVARs), zero-day advisories, case-based security guidance, level 1 security assessments and hardening guidance.

Additionally, Rimini Street offers the Rimini Protect™ Advanced Database Security Suite, an exclusive, purpose-built solution to improve security postures and reduce security risk exposure without modifying vendor code and when vendor-provided security patches are not available – helping protect against active exploits.

KEY BENEFITS

- Extend the life and reduce the total cost of ownership (TCO) of your investment.
- Receive ultra-responsive support for Oracle Database software.
- Eliminate forced upgrades to maintain support and preserve the flexibility to upgrade where there is clear return on investment (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
Product break/fix support	■	■	No new fixes
Operational and configuration support	■	■	■
Installation and upgrade support	■	■	■
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	■		
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	■		
Interoperability 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 Database](www.riministreet.com/solutions/oracle/database/)

www.riministreet.com/solutions/oracle/database/

Rimini Street®

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

©2026 Rimini Street, Inc. All rights reserved. "Rimini Street" is a registered trademark of Rimini Street, Inc. in the United States and other countries, and Rimini Street, the Rimini Street logo, and combinations thereof, and other marks marked by TM are trademarks of Rimini Street, Inc. All other trademarks remain the property of their respective owners, and unless otherwise specified, Rimini Street claims no affiliation, endorsement, or association with any such trademark holder, or other companies referenced herein. This document was created by Rimini Street, Inc. ("Rimini Street") and is not sponsored by, endorsed by, or affiliated with Oracle Corporation, SAP SE, or any other party. Except as otherwise expressly provided in writing, Rimini Street assumes no liability whatsoever and disclaims any express, implied, or statutory warranty relating to the information presented, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose. Rimini Street shall not be liable for any direct, indirect, consequential, punitive, special, or incidental damages arising out of the use or inability to use the information. Rimini Street makes no representations or warranties with respect to the accuracy or completeness of the information provided by third parties, and reserves the right to make changes to the information, services, or products, at any time. US-10192026 | M_09304 | LR0060565