Rimini Street®

Rimini Street Independent, Third-Party Support for Enterprise Software Products

- **Your Rimini Street Team**

- **Ultra-Responsive Support and Communications**

- **Your Support Coverage**

- **Included Services**

- **Continuous Improvement**

- **Liberate Funds and Resources for Innovation**

Support Services Program Features

Rimini Street independent, third-party enterprise software support is different than the support you get from the software vendor. It's better. It's more comprehensive, more personal, more responsive. Full support is available on your current version of software for far longer than offered by the vendor so you can take control of when you want to upgrade.

Rimini Street founded a whole new category of software support services built on these differences. We witnessed companies paying too much for too little. They were being forced to take upgrades that outpaced the business value of those upgrades — keeping them on the vendor's support timetable.

We changed all that. We designed a support model that recognizes the proven and ongoing value of running these great, mature, and stable software applications and the criticality of customizations to those applications that are essential to running your business the way you need to run it. So, we equally support the vendor's baseline applications and databases and your customizations.

But we didn't stop there. By building and maintaining a global team of expert engineers with a minimum of 10+ years of real experience and making them available to you in minutes, we changed the way that clients experience support entirely. Our passion for supporting your business systems drove us to develop a comprehensive portfolio of support features and services that will keep your systems humming so your staff can focus on innovation. Whether it's security; interoperability across your tech stack; integrations; fixing bugs; performance; upgrades; tax, legal, and regulatory compliance; and much more, we've got you covered.

Your Rimini Street Team

Assigned Primary Support Engineer (PSE)

Rimini Street emphasizes full service over self-service. You will be assigned a named and local Primary Support Engineer (PSE). The PSE is your ongoing primary contact for support. They average 15+ years of experience and are backed by a team of functional and technical experts to work on any issue you face with your enterprise software.

- Enjoy direct access to expert-level engineering support.
- Work with local support engineers who have a detailed understanding of your environments and operational needs.
- Get support from highly experienced engineers who work directly with you to understand your business processes, not just the software.

Expert Engineers

Rimini Street support engineers, with a minimum of 10+ years of experience in your applications and technologies, work in orchestrated teams alongside your PSE to provide fast, accurate responses to your issues and rock-solid resolutions.

- Experience the power of experienced engineers who focus on resolving your issues.
- Rest assured that your requests are in good hands.
- Benefit from access to top global engineering talent 24 hours a day, seven days a week, including all holidays.

Account Management

As part of Rimini Street's annual support agreement, every client has access to a team of experienced Account Managers. Rimini Street Account Managers engage during the onboarding process and throughout the life of the relationship to ensure a smooth transition to Rimini Street and to help you maximize your return on existing software investments.

Rimini Street Account Managers focus on client satisfaction and are accountable for client retention and introduction to new client services as they come online.

- Enjoy a single point of contact into Rimini Street for non-technical issues including strategy-, business-, contract-, or escalation-related matters.
- Receive expert guidance to help you successfully navigate complex system strategies and extend the life of your mature technology platform.
- Take advantage of personalized services complemented by an understanding of your strategic goals.

Ultra-Responsive Support and Communications

Guaranteed 10-Minute Response Time for Critical Issues

Rimini Street support guarantees a response from an experienced engineer within 10 minutes from the time a critical, Priority 1 (P1) issue is submitted. Actual average response time to client Priority 1 (P1) issues is less than three minutes and for Priority 2 (P2) issues less than five minutes.

Additionally, the responding engineer often already has remote connectivity to your non-production environment, which can help to reduce wasted time at the start of a case.

- Decrease time to resolution with faster response time.
- Benefit from immediate response from highly experienced engineers.
- Reduce system and human resource downtime with faster response levels.

Frequent Cadence of Update Communications

Our Service Level Agreements (SLAs) include a commitment to frequent, proactive communications that keep you informed every step of the way. Our processes mandate that we send you an update on your issue every 2 elapsed hours on P1 cases, every 4 business hours on P2 cases, and every 5 business days on P3 cases.

- Stay informed of the status of your open issues at all times.
- Get on with your day; we'll keep you in the loop on our progress toward issue resolution.
- Eliminate the effort and time required for you to follow up on issues.

Your Support Coverage

Issue Resolution and Bug Fixes for Enterprise Applications and Databases

The vendor typically bundles patches and updates with hundreds of unrelated fixes, forcing you to implement and test all the included patches just to deploy the one fix you need. Rimini Street Support Services eliminate this overhead cost and risk. Experienced engineers develop fixes that directly address your specific issues, enabling you to quickly deploy just the fixes you need.

- Reduce your time to production by not having to regression test bundled patches and updates.
- Reduce the likelihood of bundled patches and updates introducing new issues.
- Reduce the amount of extraneous testing caused by bundled patches and fixes.

Issue Resolution and Bug Fixes for Your Customizations

Rimini Street offers customization support at no extra charge. Software vendors, in contrast, do not include customization support in their standard support programs. This forces you to hire external consultants or add internal resources to support mission-critical customized code. In contrast, Rimini Street engineers resolve issues and develop fixes even where that requires a fix to custom code.

- Get the support for customizations you need but never received from the vendor.
- Reduce your time to resolution for custom code issues.
- Save time and allow unit testing by our experienced Engineering and QA teams before releasing to production with Rimini Street fixes that are built and tested in your non-production environment.

24/7/365 Support Availability

The Rimini Street global support team is staffed and ready 24 hours a day, 7 days a week, 365 days a year.

Priority 1 (critical) support cases utilize a "follow-the-sun" approach where cases are seamlessly handed to the next shift of engineers at the end of the day.

Priority 2 cases can utilize "follow-the-sun" as well but can also be worked in your desired time zone or alternative time zone to meet your business needs.

- Urgent issues don't always appear at convenient times; we are always ready to help.
- Get assistance whenever you need it from experienced resources who are ready to work the issue when it arises.

Global Support Coverage

Rimini Street independent, third-party enterprise software support services are provided worldwide. Rimini Street currently provides support to customers with operations in 119 countries.

We have full-time senior support engineers in the U.S., Brazil, Mexico, Canada, the U.K., France, Germany, Israel, India, South Korea, Singapore, Malaysia, Taiwan, Japan, Australia, and New Zealand.

Support is offered 24x7 in English, Brazilian Portuguese, French, German, Mandarin, Korean, and Japanese.

- Get assistance wherever you need it.
- Gain efficiency by interacting in a familiar language.

Global Tax, Legal, and Regulatory Updates

Rates and government regulations related to software applications for global payroll, accounting, fixed assets, and supply chain management are changing constantly. Rimini Street Support Services keep your applications updated with the latest global tax, legal, and regulatory changes that are critical to ensuring your business operations are always accurate and compliant.

- Maintain reporting compliance.
- Know that you're covered with updates for nearly 200 countries for regulatory changes.
- Get updates regardless of the age and version of your software.
- Meet compliance deadlines in each country and jurisdiction.

Localization Support

Multiple country-specific localizations can make implementing and managing a global system challenging. Rimini Street support engineers provide country-level support for software configuration, process, language, and compliance issues.

- Operate effectively and efficiently in all of your business locales.
- Meet local requirements wherever you do business.

Configuration, Setup, and Process Assistance

Organizations need to quickly and effectively adapt to constantly changing business practices. Rimini Street engineers, with an average of 15 years of software and business process experience, offer best practices and software configuration advice.

- Completely understand the full range of options your software applications give you. Gain knowledge from support engineers who have "been there, done that."
- Implement best practices developed by configuring thousands of software applications and environments.

Upgrade and Migration Support

When you are ready to upgrade, Rimini Street engineers provide resolutions to issues that may arise during an upgrade, tools release, or migration.

- Expand the scope and value of your initial software investment by turning on new features when the business needs them.
- Upgrade on your timetable, not your software vendor's.
- Implement the upgrades that are important to your business and increase your revenues or save you money.

Operational Support

Rimini Street's engineers provide support for the full range of build and deployment issues as well as configuration, security, infrastructure, platform, database, and change management issues. In addition, Rimini Street engineers provide operational best practices advice to keep your systems up and your operational costs down.

- Access support from an award-winning global support team so you can proceed with confidence to build and maintain your system and infrastructure.
- Keep your applications and technology running at peak performance.
- Reduce downtime.
- Optimize your operational costs.

Interoperability Analysis and Support

Interoperability support includes strategic guidance to prepare for potential infrastructure changes, assistance with verifying certification on new platforms, and the ability to resolve interoperability conflicts. Rimini Street support engineers diagnose interoperability problems and recommend solutions.

- Attain maximum return on your investment in your enterprise software.
- Facilitate collaboration with other software and hardware vendors.
- Eliminate finger-pointing among vendors.
- Don't let one application's compatibility matrix hold you back from advancing other applications across your enterprise.

Performance Support

Rimini Street's experts understand the nuances in the technology stack that can affect application and database performance, and provide the tuning and guidance to keep applications humming.

- Maximize the performance of your enterprise applications without spending more money on hardware.
- Get help with database tuning.

Device and User Interface Support

Changes involving web browsers and mobile devices often lead to usability issues for ERP applications. Rimini Street experts know how to deep dive into difficult usability issues to keep your business processes running smoothly — even with a dynamic technology stack.

Comprehensive support is provided even when issues involve devices such as shop floor equipment, including barcode scanners and printers as well as tablets and phones.

- Keep your entire operation running across all locations and devices.
- Optimize throughput and outcomes by keeping every part of your systems online and productive.

At Least 15 Years of Support for Your Existing Application Release

With Rimini Street independent, third-party enterprise software support services, you can run your highly functional, stable release for 15 years or more, even if customized to meet your unique needs.

- Eliminate costly forced upgrades; upgrade only if and when you feel there is positive value.
- Enjoy enhanced ROI for your enterprise applications; independent support adds value to your initial software investment.
- Continue to receive tax, legal, and regulatory compliance updates even after the vendor has ended support for your application release.

■ Included Services

Software Archiving Services

Your vendor license and maintenance agreement entitle you to access and archive software releases up to the conclusion of your maintenance agreement. Rimini Street provides archiving guidance and an ISO-certified process to help you preserve your investment. We'll scope your archive to contain appropriate upgrades, updates, patches, and documentation. Archiving the releases you've licensed, while not required, will allow you to upgrade or change hardware platforms in the future based on your evolving business needs.

- Protect your original investment and right to upgrade with software archiving.
- Upgrade on your schedule, not the vendor's.
- Get full value for your maintenance investment.
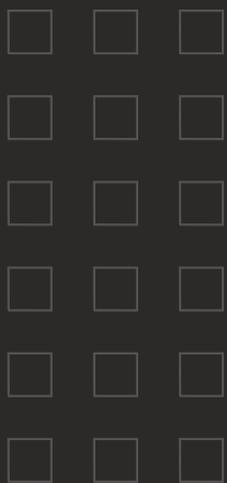
Advisory Services

Rimini Street Advisory Services provide focused, valuable opportunities to participate in interactive webinars and discussions with experts and colleagues across a wide range of topics.

- Learn about new products, solutions, and strategies to help maximize and extend the value of your existing enterprise software investments.
- Connect with peers and industry experts to share best practices.

■ Continuous Improvement

Client Satisfaction Programs

Rimini Street systematically collects your feedback to measure quality of service, drive process improvements, and monitor your satisfaction to ensure innovative programs achieve extraordinary results.

Feedback from your team to our global support team at the conclusion of every case is extremely helpful — 30-40% of all cases receive feedback.

your input directly drives:

- Continuous improvements to service experience.
- New services and features.
- Improved processes to drive even faster responsiveness and issue resolution.

Support Performance Team

Rimini Street has a dedicated team that monitors the performance of our people and processes and develops automation and process improvements to make our support delivery and client experience better and better, day after day, month after month.

Making an award-winning global support service better every year is tough. The Support Performance Team does just that — all day, every day.

- Your support experience starts at superior and keeps getting better from there.

Artificial Intelligence (AI) Support Platform

The Rimini Street AI Support Platform includes applications that are always "learning" to accelerate information into actionable insights. The patent-pending platform and applications represent the first artificial intelligence architecture of its kind in the third-party enterprise software support industry. It is built to drive excellence, a better support experience, and better outcomes.

- Connects the best-suited engineers to each case, considering many variables from language and experience to time zone and more.
- Enhances the human connection that is so valuable with Rimini Street, unlike vendor-driven automation such as chatbots that are designed to manage support inquiries and replace human interaction.
- Provides an average of 23% faster issue resolution based on analysis of thousands of cases.

Liberate Funds and Resources for Innovation

Up to 90% Savings on Annual Maintenance Costs

Rimini Street Support Services let you reduce annual maintenance fees now and gain a predictable, low-cost support model for the future. Rimini Street's ultra-responsive independent support starts with a 50% annual fee savings compared to your software vendor.

Additional savings (up to a total of 75-90%) accrue from eliminating forced upgrades and reducing or eliminating the costs of customization support and self-support.

- Avoid the vendor's intermittent 10-20% increases on extended and sustaining support.
- Avoid costly upgrades based on a vendor's support timetable.
- Get support for your customizations included with your support services.
- Reduce your self-support burden by relying on Rimini Street experts around the world and around the clock.
- Understand and easily predict your true support expenditures.
- Redirect your cost savings to execute your Business-Driven Roadmap of innovation and value-enhancing projects rather than being constrained by a vendor-dictated roadmap.

There isn't another company out there that can fully match the support services that Rimini Street provides. That's by design. We're Engineered for Support™. We've built a world-class service with the best-of-the-best people, backed by service-driven data science and artificial intelligence, to deliver the best outcomes for your business.

With Rimini Street's comprehensive support services watching over your systems, you can stop spending so much time and money just keeping the lights on and focus your budget and your team's talents on those game-changing innovations that your business needs to grow and compete.

Rimini Street®

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Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.