

RIMINI STREET MANAGED SERVICES FOR ORACLE

PRODUCTS SUPPORTED

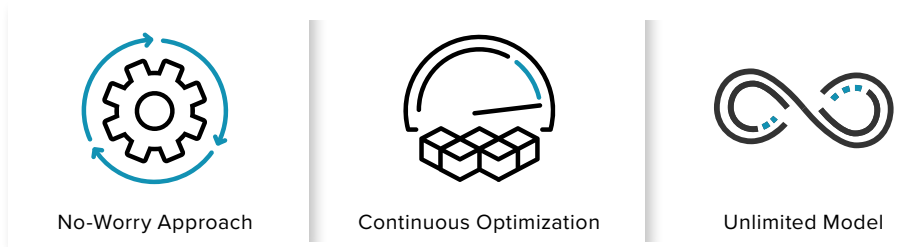
- » Oracle E-Business Suite
- » Oracle Database
- » PeopleSoft
- » JD Edwards
- » Siebel
- » Hyperion



The Business Challenge

The pressure on IT departments is real. They are tasked with managing IT costs, improving operational performance, and delivering more responsive service levels — while still advancing IT innovation that keeps pace with rapidly evolving business needs. However, internal staffing challenges and turnover force IT teams to spend too much time trying to find and retain the right skills and talent — especially related to mature applications such as Oracle E-Business Suite, Oracle Database, PeopleSoft, JD Edwards, Siebel, and Hyperion.

While IT leaders would like to focus limited internal staffing on innovation and cloud-related projects, they can't ignore the necessary resource balance of managing and improving existing environments. These leaders have a strong need for experienced software engineering talent who can understand legacy IT environments, take over management tasks, and help IT teams become more efficient and cost-effective in the process. The solution is Rimini Street Managed Services.



The Rimini Street Solution

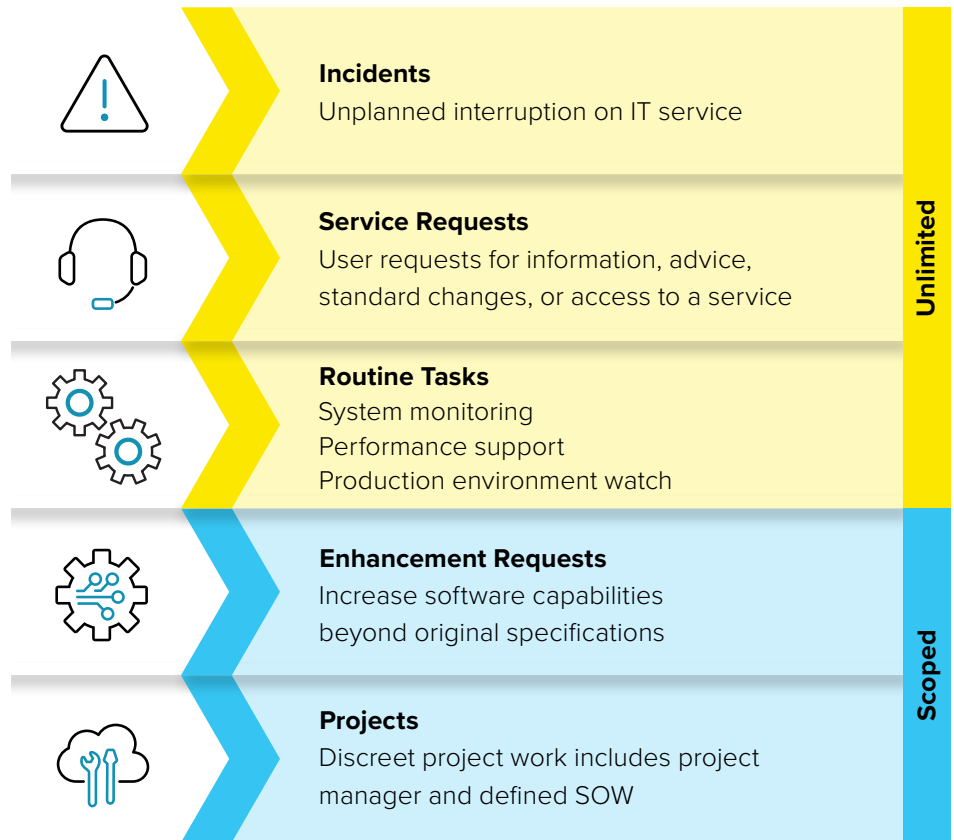
At the heart of the Rimini Street Managed Services offering is the concept of **Unified Software Services** that include Managed Services and Software Support delivered by a global network of expert engineers with deep ERP and application experience. This model integrates and automates L2, L3, and L4 case monitoring, which means fewer handoffs, escalations, and rework. And Rimini Street engineers go beyond daily monitoring and maintenance, analyzing root causes to help prevent future issues, streamline business processes, and improve service levels. It's a unique 360° approach designed to give you peace of mind.

In addition, with our Managed Services **unlimited** ticket model,* you benefit from predictable billing as you manage IT application requests and needs. This approach gives internal IT team members the confidence to address issues and improve processes without the worry of escalating subscription costs or variable service levels. Figure 1 shows our unlimited ticket model.

KEY BENEFITS

- » Fixed fee, unlimited subscription model from a catalog of services
- » Streamlined L2-L4 support from a single partner
- » Root cause analysis and preventative maintenance
- » Extend the lifespan of existing systems
- » Access to specialists with hard-to-find Oracle EBS, PeopleSoft, Siebel, and JD Edwards expertise including systems support and integrations
- » Faster, transparent reduction of ticket backlogs
- » Free up the IT team for strategic projects and innovation

Figure 1
RIMINI STREET MANAGED SERVICES UNLIMITED TICKET MODEL



*for incidents and service requests from a catalog of services

Rimini Street Managed Services Reduce the Burden on Your IT Team

Nothing matters more than proven performance. Rimini Street has the experience and track record to back up our Managed Services offerings with real data. Below are some sample results from a \$10B+ energy company that outsourced Managed Services to Rimini Street. By working closely with each production manager and line of business to identify root cause analysis and process improvements, Rimini Street engineers achieved the results shown in Figure 2 in less than one year through Managed Services + L4 Support:

Figure 2
RIMINI STREET MANAGED SERVICES RESULTS FOR \$10B+ ENERGY COMPANY



Experience the Rimini Street Difference

Unlike traditional Managed Services Providers (MSPs) that emphasize staff augmentation and internal billable hours growth targets, Rimini Street’s client-first focus aligns your business goals and results with our Managed Services delivery. Figure 3 shows the value of Rimini Street Managed Services compared to those of traditional MSPs.

Figure 3
THE VALUE OF RIMINI STREET MANAGED SERVICES VERSUS TRADITIONAL MSPs

Traditional MSPs	MSP Key Attributes	Rimini Street 360° Managed Services Value
Land and expand, revenue generation	Overall Focus	Unlimited subscription model is our advantage
Contract-focused and tactical	Management Approach	Business-driven and strategic
Multi-vendor and inefficient	Case Resolution	Single vendor and streamlined (L2-L4)
Transform and/or replace	Systems Approach	Extend the lifespan
Maximize revenue	Cost Model	Fixed fee and unlimited cases
Case volumes and speed to closure	Case Management	Root cause and client satisfaction
Often SAP/Oracle and project-focused	Advice and Guidance	Agnostic and client-focused
SLAs can be hidden behind product support agreements	SLA Management	Transparent, driving the right behaviors

Accelerate Your Oracle Success with Rimini Street

As an independent partner with an overall average 4.9/5.0 global client satisfaction rating, we can help you defer an expensive migration, avoid vendor lock-in, and free up funds for near-term, high-impact projects by delivering software services that help you achieve your optimal business outcomes.

[Learn more about Rimini Street Managed Services for Oracle](#)

[Learn about all of Rimini Street’s Managed Services](#)