

Rimini Street

END-TO-END ENTERPRISE SOFTWARE SUPPORT AND SERVICES

At Rimini Street, we see enterprise IT differently. We believe that you — not software vendors or resource constraints — should control your IT strategy.

Rimini Street's end-to-end support, products, and services for Oracle, SAP, Salesforce®, IBM, Microsoft, VMware and other technologies put you in control of your mission-critical transaction systems so you can invest resources in strategic systems that drive innovation, profitability, and growth — giving you a competitive advantage.

END-TO-END IT SOLUTIONS FROM ONE TRUSTED PARTNER

We believe that a unified production support and services model for enterprise software provides freedom to choose strategies that are compatible with your existing ecosystem and technology roadmap. By consolidating IT services once transaction systems are built and implemented, and reducing the complexity that can accompany a multi-vendor landscape, integrated production support offers a cohesive enterprise software services experience. This allows you to be more strategic and agile as technology evolves.

Expertise at the ready

The heart of our comprehensive enterprise software support and services lies in the hundreds of experienced professionals all over the world who are focused on your technology pain points:

- support for customizations that your vendor typically won't cover
- slow vendor support and difficulty getting access to experts
- avoiding unnecessary and costly upgrades
- filling critical skills gaps

For hundreds of software products, no matter when you call or where in the world you're calling from, we have experts ready to help. Our stringent recruiting and continuous learning practices mean that you get world-class service. Every time you engage with us, you'll work with assigned, dedicated engineers familiar with your systems.

“Rimini Street gives me independence — freedom to make my own decisions about what is optimal for ACM.”

— Erik Looi, CIO
Alliance Contract Manufacturing
Malaysia

Rimini ONE™

Rimini ONE™ is the end-to-end outsourcing solution for enterprise applications, databases, and technology software, all at a competitive, predictable cost and delivered by ONE trusted partner. Simple, guaranteed, strategic.

Rimini Support™

Award-winning, mission-critical support for Oracle, SAP, proprietary and open-source databases, and technology software — delivered 24/7/365 with a guaranteed 10-minute response time SLA for critical (P1) cases

Rimini Protect™

Security managed services and products for applications, databases, and technology infrastructure that are designed to protect against known and unknown threats and vulnerabilities and quickly deploy Rimini Protect updates without any required code changes to the software being protected

Rimini Manage™

Managed services for application and database software delivered by highly skilled engineers, featuring unlimited service ticket requests from an extensive catalog, and industry-leading SLAs that can resolve IT staffing/skill shortages and provide smoother system operations at predictable, fixed, optimized cost

Rimini Connect™

Managed interoperability solutions for browsers, operating systems, and email systems that can enable continued utilization of and integration with existing software and infrastructure without the need for expensive system and software upgrades and migrations

Rimini Consult™

Professional services available for your enterprise software customization, configuration, implementation, integration, interoperability, migration, staff augmentation, and other project needs

Rimini Watch™

Observability solutions that include monitoring and system health check solutions designed to monitor the performance and execution of thousands of processes continuously 24/7/365 and identify potential issues before they happen, so system downtime and impacts can be avoided

Rimini Custom™

Rimini Custom™ expands Rimini Street's unmatched support and services to a broader portfolio of enterprise software.

The Rimini Smart Path™

We guide each client on a smart path forward.

- ▶ Support your existing software for 15+ years from the contract date
- ▶ 71-second average P1 and P2 response time
- ▶ 23% reduction in resolution times with our proprietary AI support intelligence and human-first engagement
- ▶ Case update comms 99.99% on-time delivery rate
- ▶ Legislature-to-Live™: with patent-pending technology, we gather, analyze, develop, test, and deliver tax, legal, and regulatory updates tailored to your products and operational countries

INDUSTRY-LEADING SLAs:

- ▶ response time of 10 minutes for critical (P1) cases
- ▶ case update communications every 2 elapsed hours for critical (P1) cases

\$8B SAVINGS TO DATE

100s OF SOFTWARE PRODUCTS SUPPORTED

5,600+ CLIENTS TO DATE

2,100+ EMPLOYEES

200+ F500 AND G100 CLIENTS SERVED ACROSS 150+ COUNTRIES AND TERRITORIES

4.9/5.0 CLIENT SATISFACTION

1,200+ FULL-TIME STAFF ENGINEERS, DEVELOPERS, AND SERVICE DELIVERY PROFESSIONALS



Rimini Street was so consistently responsive and proactive, we no longer worried about skills gaps. They have all the bench strength that we need.”

— **Theresa Szoke**
VP of Information Technology
GE/Savant Systems, Inc.
USA

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About Rimini Street

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.

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