

Rimini Support™

Rimini Support™ for Oracle

COMPARE THE VALUE

Beyond guaranteed value, Rimini Street delivers an end-to-end, comprehensive support experience for IT teams including:

- Industry-leading global tax, legal, and regulatory updates
- Custom code support at no extra charge
- Full support of your current Oracle release for at least 15 years from the contract date with no required upgrades or updates
- Highly skilled, expert Primary Support Engineers (PSEs) who average 20 years of experience
- Guaranteed response time of under 10 minutes for P1 critical issues, 24/7/365, globally

Our strategic services help you plan and execute your Oracle roadmap strategy of choice, free from end-of-support deadlines. We can also provide guidance on software and technology roadmaps, licensing, security, and cloud strategies.

[Learn more about Rimini Support™ for Oracle](#)

Support Features

	Rimini Street	Oracle Premier and Extended	Oracle Sustaining
Rimini Support Services			
Application and documentation fixes	■	■	No new fixes
Operational and configuration support	■	■	
Installation and upgrade support	■	■	No new upgrade scripts
Global tax, legal, and regulatory updates	■	■	No new updates
Named, regional Primary Support Engineer with an average of 20 years of experience	■		
Account management services	■		
10-minute guaranteed response SLA for P1 critical cases with 2-hour update communications	■		
Full support with no required upgrades	■		
Customization support	■		
Performance support	■		
Interoperability and integration support	■		
Full support of current release for at least 15 years from contract date	■		
Strategic Services			
Technical, functional, and application roadmap advisory services	■		
Cloud advisory services	■		
License advisory services	■		
Security advisory services	■		
Interoperability and integration advisory services	■		
Impact on Resources			
Significant reduction in operating costs (budget, people, time)	■		
Independence from vendor-dictated roadmap	■		