## **Rimini** Support<sup>™</sup>

## **Rimini Support**<sup>™</sup> for Oracle

## **COMPARE THE VALUE**

Beyond guaranteed value, Rimini Street delivers an end-toend, 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			

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