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Rimini Support™

Rimini Support™ for Oracle Commerce Platform

PRODUCT LINES SUPPORTED

» Oracle Commerce Platform 11

» Oracle ATG Web Commerce 9, 10

SELECT COMPONENTS SUPPORTED

» Campaign Optimizer

» Outreach

» MDEX Engine 6.5

The Business Challenge

Oracle Commerce Platform products are very robust and widely recognized in the B2B commerce solutions industry. However, Oracle has continued to shift focus to its cloud commerce solutions, leading to longer-term questions about its commitment to supporting and enhancing Oracle Commerce Platform for existing customers. And the very nature of Oracle's customer-facing commerce platform requires a significant investment of support resources because it is typically heavily customized, requiring a level of support the software vendor does not provide as part of its standard support program.

The Rimini Street Solution

Rimini Support™ for Oracle Commerce Platform replaces Oracle annual support for Oracle Commerce Platform (formarly ATG Web Commerce). We can support your commerce framework by itself, or in combination with our support for your other enterprise applications such as Oracle Retail, Siebel, and Oracle Database. Rimini Support™ delivers higher value, premium support services, and 50% savings on your current annual vendor support fees.

Rimini Street is focused on maximizing the lifespan and ROI of your existing software releases, guaranteeing support for at least 15 years from the contract date with no required upgrades or migrations. You will receive personalized service from a senior-level Primary Support Engineer (PSE) and a team of experts who focus on interoperability challenges, roadmap planning, and proactive security. Rimini Support™ is available 24/7/365, anywhere in the world, with an average response time under 2 minutes for critical P1 and P2 issues.

Rimini Street®

KEY BENEFITS

» Extend the life and reduce the TCO of your investment

» Receive ultra-responsive support 24/7/365

» Eliminate unnecessary upgrades yet preserve the flexibility to upgrade when you see clear ROI

» Fund innovation and drive business growth with savings of up to 90% on your total maintenance costs

Support Details

Interoperability Support

We offer interoperability support services as part of our standard support program, at no extra charge. We provide strategic guidance to prepare you for potential infrastructure changes, help resolving interoperability conflicts, and assistance verifying certification on new platforms.

Security Advisory Services

Our team of security architects works with you to assess current controls and provide vendor-neutral guidance to reduce security risks by implementing relevant, current, and business-aligned strategies to address the myriad of threats to IT systems. Our security experts are available to discuss both broad and specific security concerns and, as needed, will provide you with an actionable threat mitigation strategy.

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Support Program Comparison

Support Features	Rimini Support™	Oracle Premier and Extended	Oracle Sustaining
Support Services			
Repository and documentation fixes	■	■	No new fixes
Operational and configuration support	■	■	
Installation and upgrade support	■	■	No new upgrade scripts
Named, regional Primary Support Engineer from a team 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	■		
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	■		
Observability and monitoring services	■		
Health check advisory services	■		
Impact on Resources			
Significant reduction in operating costs (budget, people, time)	■		
Independence from vendor-dictated roadmap	■		

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