DATASHEET

Rimini Custom™

More software supported. More value delivered.

UNIFIED SOLUTIONS TAILORED TO YOUR NEEDS

Rimini Support™

Rimini Manage™

Rimini Consult™

Rimini Protect™

Rimini Connect™

Rimini Watch™

» **Long-term value**
» **Elevated experiences**
» **Broad portfolio**



The Business Challenges

Enterprise software is the digital heartbeat for every organization. Many applications, databases, and related technologies are mission critical. Disruption and downtime can be costly. Non-compliance is unacceptable.

IT leaders know that when something goes wrong with software, having access to at-the-ready expertise is paramount. With critical cases, it can make the difference between uptime and downtime, profit and loss, and success and failure.

In most organizations, the software that runs the business is a portfolio of solutions from multiple vendors, often augmented with customizations, integrations, and business processes designed for competitive advantage, productivity, and growth.

But vendor-provided software support is not always optimal. In some cases, it might even be reduced, limited, or unavailable for some versions that you depend on for your operations. Vendor support might also be slow and ineffective, requiring additional resources on your IT staff to mitigate risk by providing a level of self-support.

Supporting and managing software from multiple providers typically means managing multiple vendor contracts and wrestling with different support and service processes and potentially some finger-pointing.

The Rimini Custom™ Solution

Rimini Street is a pioneer and leader in global, independent, and unified support and services for Oracle, SAP, and other leading software products. Rimini Custom™ is a program that expands our unmatched support and services to more enterprise software.

Rimini Custom™ clients will receive ultra-responsive and comprehensive support that Rimini Street is known for and have a single, trusted partner to call for more of their enterprise software support and services needs. Extend the life and value of your existing software.

We can tailor a Rimini Custom™ proposal to meet your budget and unique needs for support, managed services, projects, and staffing.

> **"Rimini Street delivers exceptional support for our Oracle ecosystem. We are excited to explore what Rimini Custom can offer."**
>
> – **Sudhakar Parakala**
> Vice President Information Technology, Synaptics

Rimini Street®

SERVICE FEATURES

- Up to 15 years of worry-free support
- Typically, no requirement to upgrade your existing software or migrate to other solutions
- Industry-leading SLAs for response times and case update communications
- Direct engagement with highly experienced software engineers
- Single trusted partner for unified support and services across a broad portfolio of enterprise software

BENEFITS

- Extend the life and value of existing software
- Improved operations, performance, system stability
- Better IT service delivery for end users
- Fewer contracts and relationships to manage
- Consistent support and service processes and experiences across more software assets

Learn more about Rimini Custom™

Rimini Custom™ Program Steps

1 YOUR NEEDS
Let us know what software you'd like covered and what services you need

2 OUR ASSESSMENT
Verification that Rimini Street can provide the requested services for the software and can secure the expert resources needed to deliver exceptional experiences

3 PROPOSAL
We provide a proposal tailored to your business needs and budget

4 AGREEMENT
Together, we sign an agreement for a new way forward

5 ONBOARDING
Let's get started – comprehensive support and services await

Exceptional Experiences and Better Outcomes Across Your Software Landscape

Rimini Street clients know what a difference it makes to have experienced engineers available 24/7 to run, manage, support, and protect their enterprise software. Expanding those ultra-responsive services across your software landscape makes perfect sense.

> "For nearly two decades, Rimini Street has provided Oracle and SAP customers with best-in-class support-centric processes, expert resources, and a focus on customer value. With Rimini Custom, the expansion of its services to more software areas is a natural evolution of its business."
>
> – **Rebecca Wettemann**
> CEO and Principal Analyst, Valoir

Rimini Street

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