Rimini Street

Enterprise-Class Open Source Database Services



A Single Support Provider for the Expanding Enterprise Database Landscape

Key Benefits

- Leverage open source databases for business applications to reduce licensing and support costs and license compliance issues.
- Free IT resources and gain greater flexibility with IT investments to meet business objectives.
- Improve performance and resolve issues faster to meet service levels for growing production and non-production workloads.
- Enjoy 24x7x365, expert, ultra-responsive L4 support for PostgreSQL, MySQL, MariaDB, and MongoDB running internally deployed or in most clouds.
- Capitalize on available complementary services spanning security, management, and migration to protect environments, streamline operations, and lower costs even further.

Supported Open Source Databases

- PostgreSQL
- MySQL
- MariaDB
- MongoDB

Business Challenges

While the open source database market is increasing in popularity,[1] it is also creating new challenges for CIO's and their IT teams. Traditional open source support models rely on self-support, trial and error operational models, and community support. This model presents the following issues:

- self-support often means learning as you go through trial and error, as commercial DBA skills are not readily transferable
- community support lacks rapid, reliable, 24x7x365 response to resolve costly issues and to provide depth of experience with enterprise applications
- growth in users, size, and demand brings unchartered issues with performance, virtualization, system diagnostics, and high availability
- services to help assess, secure, scale, and manage open source databases — or migrate databases to open source — are limited
- adding open source to a mix of commercial databases increases software support complexity and can become overwhelming

Product Support Overview

Unified, vendor-independent database services from Rimini Street provide a turnkey service that simplifies operational management of increasingly diverse, complex, and growing database environments. Backed by hundreds of experienced, full-time database engineers, Rimini Street open source database support services deliver improved system performance, outcomes, and user satisfaction. In addition to comprehensive support, clients gain financial and resource efficiencies that free up IT resources – time, money, and personnel – to focus on more strategic business priorities. And unlike commercial vendors, open source communities, or other third-party support providers, Rimini Street offers complementary services spanning security, management, and migration to protect environments, streamline operations, and reduce costs.

The Rimini Street Solution

Rimini Support™ for Open Source Databases is personalized, led by a senior-level Primary Support Engineer (PSE) — direct access to an expert with the first call without inefficient, time-consuming escalations. L4 support is delivered 24x7x365, anywhere in the world through the Rimini Street follow-the-sun global support model, and with guaranteed response in 10 minutes for P1 critical issues. In addition to support for databases, Rimini Street provides third-party enterprise software support for Oracle E-Business Suite, Oracle Fusion Middleware, Oracle Retail, Siebel, PeopleSoft, JD Edwards, Hyperion, SAP Business Suite, SAP S/4HANA, Oracle ATG Web Commerce, and Agile Product Lifecycle Management.

Rimini Support™ for open source database support services span break/fix and root cause diagnostics, performance support including high availability clusters and replication, virtualization support, and interoperability issue resolution. Databases can be running internally deployed and in most clouds, such as AWS, Microsoft Azure, Oracle Cloud Infrastructure, and Google Cloud; using multiple clouds; and in hybrid clouds. In addition to included advisory services, Rimini Street also provides a range of available complementary services for general purpose to mission-critical applications, and throughout an enterprise's database journey.

Support Program Comparison

Database Support Features	Rimini Street	Open Source Community
Support Services		
Repository and documentation fixes	■	■
Operational and configuration support	■	■
Installation and upgrade support	■	■
Named, regional primary support engineers with an average of 20 years of experience	■	
24x7x365 support	■	
10-minute guaranteed response SLA for P1 critical cases with 2-hour update communications	■	
Performance support	■	
Interoperability and integration support	■	
Diagnostics	■	
Virtualization support	■	
Strategic Services		
Cloud advisory services	■	
Security advisory services	■	
Interoperability and integration advisory services	■	
License advisory services	■	
Technical, functional, and roadmap advisory services	■	
Monitor and Health Check advisory services	■	
Migration advisory services	■	
Additional Services[2]		
Database Assessment	■	
Advanced Database Security	■	
Database Monitoring	■	
Database Health Check	■	
Database Management	■	
Database Migration	■	
Global Professional Services	■	

[1] *DB-Engines, "Open Source Versus Commercial Ranking," retrieved 3 June 2021 from https://db-engines.com/en/ranking_osvsc.*

[2] *These services may include products or services that are anticipated, in a current or future pilot program, or may have limited geographic availability and are subject to change.*

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