DATASHEET

Rimini Support™

Rimini Support™ for IBM Db2 Database

RELEASES SUPPORTED

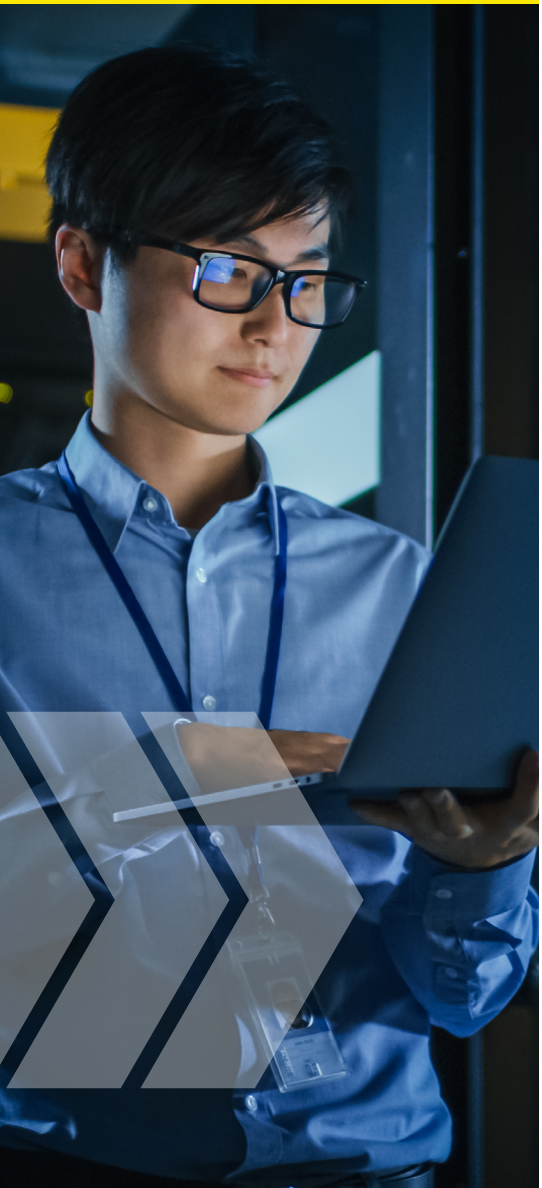
» Version 8.0 and later

» All platforms and editions supported

COMPONENTS SUPPORTED

» Db2 Tools for Linux, UNIX, and Windows

» Db2 Connect



The Business Challenge

Db2 database users are frustrated with rising annual maintenance fees and costly forced upgrades to remain fully supported. They experience disappointing customer service and are skeptical that the high cost of vendor annual support is a good value.

Additional concerns include improving database performance, availability, and security. Many Db2 database users are looking for a support provider who can offer all the benefits of a single-provider, integrated support solution for their enterprise applications and database.

The Rimini Street Solution

Rimini Support™ for IBM Db2 database helps you reduce your total cost of Db2 ownership and receive ultra-responsive support. You can remain on your current, stable release without any required upgrade, while retaining the right to upgrade on a timeline that suits your business needs and budget. We support Db2 in conjunction with enterprise applications or on its own.

In addition to standard break/fix support for IBM Db2 database, Rimini Street also provides, at no extra cost, configuration support tailored to a specific deployment; performance support for maximum throughput; and advisory services around security, interoperability, and upgrade issues. Our support package provides resolution of issues.

These value-added services ensure that your Db2 database will operate smoothly for years to come. Savings from switching to Rimini Support™ for IBM Db2 Database make it possible to invest in other strategic initiatives or augment a hybrid IT strategy for increased flexibility and reduced Total Cost of Ownership (TCO).

KEY BENEFITS

- Maximize the value of your Db2 investment
- Minimize business disruption with rapid support response and no forced upgrades
- Fund innovation and drive business growth with savings up to 90% on your total maintenance costs

Support Details

Security: The Rimini Street Global Security Services Team can help you proactively identify and mitigate vulnerabilities to maintain a secure database environment. Specifically, Rimini Street Advanced Database Security is a next-generation database security solution enhanced with technology that protects databases from known and unknown vulnerabilities by monitoring and analyzing database memory.

It protects against attempted attacks using virtual patching before they reach the database, providing organizations a fast time to protection against vulnerabilities with a cost-effective solution, without any need to impact production systems.

Interoperability: Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying interoperability on new platforms and resolving conflicts.

Support for all applications and databases under one roof: Gain the benefits and value of Rimini Street end-to-end solutions for enterprise software. In addition to supporting IBM Db2 database, we support all Oracle and SAP enterprise applications.

IBM Db2 licensees who switch to Rimini Support™ receive the same 50% savings on annual software support fees as organizations that use Rimini Support™ for their enterprise software applications. And those who use Rimini Support™ for both IBM Db2 database and Oracle or SAP enterprise applications also benefit from an integrated service offering with deeper interoperability and configuration support between the database and applications through a single-source partner.

Support Program Comparison

Support Features	RImIni Support™	IBM Support
Support Services		
Repository and documentation fixes	■	■
Operational and configuration support	■	■
Installation and upgrade support	■	■
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	■	

Rimini Street

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