

Rimini Support™

Rimini Support for SAP Business Suite

**ALL SAP BUSINESS SUITE
PRODUCT LINES ARE
SUPPORTED**

SUPPORTED SYSTEM COMPONENTS

- » BASIS/ABAP Workbench
- » NetWeaver (ABAP and J2EE Stacks)
- » APO – Advanced Planning and Optimization
- » EWM – Extended Warehouse Management
- » TM – Transportation Management
- » PI – Process Integration
- » EP – Enterprise Portal
- » BW – Business Warehouse
- » BOBJ – BusinessObjects
- » BPC – Business Planning and Consolidation
- » MII – Manufacturing Intelligence and Integration

Gain Control of Your SAP Roadmap and Your IT Budget

Product Support Overview

Rimini Street replaces SAP support for SAP® Business Suite products delivering significant annual cost savings and the flexibility to upgrade or move to the cloud when there's clear business value. With a seasoned team of experts, Rimini Street provides world-class support for SAP enterprise applications, including SAP ERP Central Component (ECC), Customer Relationship Management (CRM), Supply Chain Management (SCM), Supplier Relationship Management (SRM), and Product Lifecycle Management (PLM).

Business Challenges

SAP has shifted its development focus from ECC to S/4HANA. It announced the termination of mainstream support for ECC at the end of 2027 and is encouraging SAP customers to move from perpetual licenses to subscription and from on-premises deployment to cloud. These are big decisions that should be weighed carefully from both a business and IT perspective.

As IT leaders look to evolve and grow their own businesses, they are often confronted with IT budgets dominated by maintenance. Licensees who are happy with their systems can continue to use their current SAP products by switching to independent support. They will also enjoy a minimum of 50% savings on their annual vendor maintenance fee, enabling a reinvestment of those funds into new IT programs.

The Rimini Street Solution

Turning the multi-tiered vendor support model upside down, Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE), with direct access to an expert with their first call. PSEs are available 24 hours a day, 7 days a week, 365 days a year anywhere in the world with an average response time of less than 2 minutes for critical P1 issues. You benefit from software fixes and updates, support for customized code, and a team of experts who focus on your interoperability challenges, roadmap planning, and proactive security.

KEY BENEFITS

- » Extend the life and reduce the TCO of your investment
- » Receive ultra-responsive support, including support for customizations at no extra charge
- » Eliminate forced upgrades yet preserve the flexibility to upgrade when you see clear ROI
- » Fund innovation and drive business growth with savings of up to 90% of your total maintenance costs

“From the start of working with Rimini Street, we saw immediate improvements in our SAP application support and management. The onboarding process was quick and seamless, and we now have a much better view of our tickets and dashboards. Our in-house SAP team is constantly providing positive feedback on the quality of the support from Rimini Street. We do not regret our outsourcing choice, quite the contrary, and feel we can deliver even more value to internal stakeholders than before.”

Pascal Buchner
CIO and IT Director, IATA

Support Program Comparison

	Rimini Support™	SAP
Named, regional Primary Support Engineer (PSE) for each client	■	
Client success management services	■	
24/7/365 support with 10-minute guaranteed response time for priority 1 issues	■	
Software enhancements delivered under maintenance agreement		■
Custom code support	■	
Installation and upgrade support	■	■
Application, repository, and documentation fixes	■	■
Global tax, legal, and regulatory updates	■	■
Configuration support	■	
Full support with no forced upgrades	■	
Full support of current release for a minimum of 15 years	■	
Performance support	■	
Integration support	■	
Interoperability support	■	
Strategic application planning, functionality mapping, and enhancement analysis	■	
Security advisory services (vendor-neutral)	■	
50% off vendor support fees and up to 90% total cost savings	■	

Support Details

GLOBAL TAX, LEGAL, AND REGULATORY (TLR) UPDATES

You need assurance that your SAP Business Suite applications will remain compliant and up-to-date with the latest tax, legal, and regulatory changes. Rimini Street offers TLR update services across 145 countries and can deliver thousands of customized updates, often ahead of the vendor's update schedule.

INTEROPERABILITY SUPPORT

Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, and available Rimini Connect™ solutions for ongoing compatibility and integration among applications, databases, and technology stack components.

SECURITY SUPPORT

Your existing applications, middleware, and databases can remain secure with our security advisory services and available Rimini Protect™ solutions that enhance existing security strategies to protect against known and unknown security vulnerabilities.

[Learn More About Rimini Support for SAP Business Suite](#)

Rimini Street

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