DATASHEET

Rimini Support™

Rimini Support™ for Siebel

SUPPORTED PRODUCT LINES

Supported Releases

- 6.0.x
- 6.3.x
- 7.0.x
- 7.5.x
- 7.7.x
- 7.8.x
- 8.0.x
- Siebel 15
- Siebel IP 2016
- Siebel IP 2017
- Siebel IP 2018
- Siebel IP 2019
- Siebel IP 2020
- Siebel IP 2021
- Siebel IP 2022

SELECT SUPPORTED SYSTEM COMPONENTS

- Business Process Automation/ Workflow/State Models
- EIM
- Load Balancing (Round Robin, Resonate, Third-Party)
- Object Manager Optimization
- Security — Single Sign-on, LDAP
- Siebel EAI/Component Interfaces
- Siebel Tools Configuration, Scripting
- System Administration
- Product Configuration
- Reports BIP / Actuate
- Communications Inbound / Outbound
- Application Deployment Manager
- OBIEE/Informatica
- Search Administration
- Open UI/Mobile



The Business Challenge

Siebel applications are stable and reliable, requiring much less support than earlier generations of enterprise software. Many organizations are realizing that the high cost of vendor-provided annual support is no longer a good value for their mature applications. The ability to add new features and capabilities including digital marketing, e-commerce, and customer experience around a core, Siebel application platform will be the key to continued growth and innovation.

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). This gives clients direct access to an expert with their first call. Engineers are available 24 hours a day, seven days a week, 365 days a year anywhere in the world with an average response time of less than five minutes for critical issues. Clients benefit from software fixes and updates, support for customizations, and a team of experts who focus on interoperability challenges, roadmap planning, and proactive security.

Solution Overview

Delivering significant cost savings, a higher-value service mix, and the ability to enable adding new capabilities and features to build next-generation customer experience solutions, Rimini Street replaces Oracle support for Siebel. With a seasoned team of experts, Rimini Street offers support services for a wide range of Oracle® products and releases, from older Siebel 5.x to more recent 8.x releases, across all product lines including Siebel Mobile, Cloud, OnDemand, and Telecommunications.

KEY BENEFITS

- Extend the life and reduce the total cost of ownership (TCO) of your investment
- Receive ultra-responsive support, including support for customizations at no extra charge
- Eliminate unnecessary upgrades to maintain support and preserve the flexibility to upgrade where there is clear return on investment (ROI).
- Fund innovation and drive business growth with savings up to 90% of your total maintenance costs
- Rimini ONE™ — Unify IT support and services with ONE trusted partner. Rimini ONE™ is an outsourcing service program that offers a comprehensive set of unified, integrated services to run, manage, support, customize, configure, connect, protect, monitor, and optimize enterprise applications, databases, and technology software.
- Enjoy targeted fixes that address specific issues and respond to changing business needs enabling clients to stay competitive — especially for clients who cannot afford extended downtime.

SUPPORT DETAILS

Customized Support

Offers support that is tailored to the specific needs of the client. Clients receive a dedicated support engineer who is familiar with the clients system and can provide expert advice and assistance.

Flexible Contract Terms

Provides flexible contract terms that allow clients to customize support plans based on their specific needs. This enables clients to only pay for the support they need, without being locked into long-term contracts.

Support for Customizations

Many organizations running Siebel have heavily customized their applications. Rimini Street recognizes that you have made a significant time and dollar investment to develop your current modifications, and we will support all customizations in place at the time you begin receiving our support. Additionally, we will support new customizations you write, test, and implement in your production environment after becoming a Rimini Street client.

Interoperability Support

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

Learn more about Rimini Support™ for Siebel

Support Program Comparison

Support Features	Rimini Support™	Siebel and Extended	Siebel Sustaining
Support Services			
Application 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 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 advisory services	■		
Cloud advisory services	■		
License advisory services	■		
Security advisory services	■		
Interoperability and integration advisory services	■		
Monitor and 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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