DATASHEET

Revolutionary Support for Oracle PeopleSoft

BENEFITS

- Continuity of PeopleSoft support without unneeded upgrades
- Significant cost savings vs. returning to Oracle
- Complete PeopleSoft portfolio support back to 7.5
- Comprehensive security remediation
- Support for customisations
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers



Software Support Overview

As a major third-party support provider has elected to wind down its support for PeopleSoft support, Support Revolution stands ready to fill the gap with long-lasting and personalised support solutions. Our commitment to delivering tailored support ensures that organisations can maintain their PeopleSoft systems effectively without the constraints and costs of Oracle contracts. With a focus on customer satisfaction and expertise, Support Revolution empowers businesses to optimise their PeopleSoft operations while enjoying significant cost savings and dedicated service.

Challenges

PeopleSoft customers face significant challenges, including the decision by a third-party support provider to wind-down its support for PeopleSoft, forcing them back to costly Oracle contracts. This leads to unwanted system upgrades, high maintenance costs, and limited flexibility in support options. Additionally, slow response times for critical issues and a shortage of qualified personnel further complicate matters. Security concerns with older PeopleSoft versions and the complexity of integrating legacy systems with modern applications add to the difficulties, leaving organisations in a precarious position.

Support Revolution Solution

Support Revolution offers a lifeline to PeopleSoft customers that may no longer continue service with other third-party support providers, delivering scalable and personalised PeopleSoft support, including Tax, Legal and Regulatory (TLR) updates, without the need to return to costly Oracle contracts or undergo unwanted system upgrades. Our solution ensures continuity of support for existing PeopleSoft implementations while providing significant cost savings compared to Oracle. We tailor our services to meet specific client needs, extend support for legacy systems, and offer faster response times and binding resolution times! Additionally, we provide comprehensive security updates and compliance guidance, including older releases, enabling organisations to maintain their PeopleSoft systems effectively while redirecting resources towards innovation and growth initiatives. For Rimini Street PeopleSoft clients, we will conduct an analysis to ensure there is no unauthorised code lurking in Rimini patches, and remediate if necessary, prior to support for your protection.

> **From transition to go-live there has been only positive feedback on the service that was and is still provided**

– Service Delivery Manager at ATU

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Support Revolution

DATASHEET

	Support Revolution	Oracle
Maintenance and Support Services		
Support break/fix	✓	✓
Upgrade and migration assistance	✓	✓
Support for customisations	✓	✗
Up to 90% savings vs. Oracle costs	✓	✗
Ticket response times of 10 minutes or less for critical issues	✓	✗
Guaranteed resolution time of 2 hours for critical issues	✓	✗
Run existing software for as long as you want-no forced upgrades	✓	✗
Tax, Legal and Regulatory (TLR) updates without forced upgrades	✓	✗
Ask the Expert sessions included	✓	✗
DB Health Checks included	✓	✗
Personalised Support with assigned Primary Support Engineer and named Account Manager	✓	✗
Security solutions tailored to you and your systems (additional cost optional)	✓	✗

PeopleSoft Support Details

By partnering with Support Revolution, organisations can effectively maintain their PeopleSoft systems while redirecting resources towards innovation and growth initiatives by providing:

- **Continuity of PeopleSoft support** for existing installations without unwanted upgrades
- **Significant cost savings** up to 90% less than Oracle's annual maintenance costs
- **Tailored support services** addressing your specific needs
- **Fast response SLAs** of less than 10 minutes for critical issues
- **Binding resolution times** of less than 2 hours for critical issues
- **Assigned** Primary Support Engineers and Account Managers

SUPPORT REVOLUTION COVERS:

- Complete PeopleSoft portfolio (Enterprise, Financial Management, Human Capital Management, Supply Chain Management) back to 7.5
- Tax, Legal and Regulatory (TLR) updates including payroll
- Comprehensive security remediation
- Support for customisations

BENEFITS OF CHOOSING SUPPORT REVOLUTION:

- Extensive experience in PeopleSoft support
- Flexible service options
- Commitment to customer satisfaction
- Optimised IT operations
- Reduced costs
- Extended life of PeopleSoft investments

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