

Rimini Street Application Management Services for SAP

Solution Overview

Consolidate and simplify SAP application management operations and software vendor annual support. Rimini Street Application Management Services (AMS) for SAP, combined with Rimini Street Support for SAP, provides direct access to expert engineers through an efficient, streamlined support model. The result? Improved service levels, reduced incident backlogs, and faster resolution times for increased productivity.

Capabilities

Rimini Street AMS for SAP complement existing Rimini Street Support for SAP, providing a wider variety of services for running mission-critical SAP systems. Rimini Street delivers client-specific business outcomes, not just closed tickets.

Rimini Street integrated AMS plus ERP software support services are ideal for companies that need:

- Expert engineers reducing escalations
- One streamlined management and support model, eliminating inefficiencies
- Root-cause analysis with expert guidance, improving delivery for critical projects
- Industry-leading SLA, with shortened guaranteed response times

Benefits

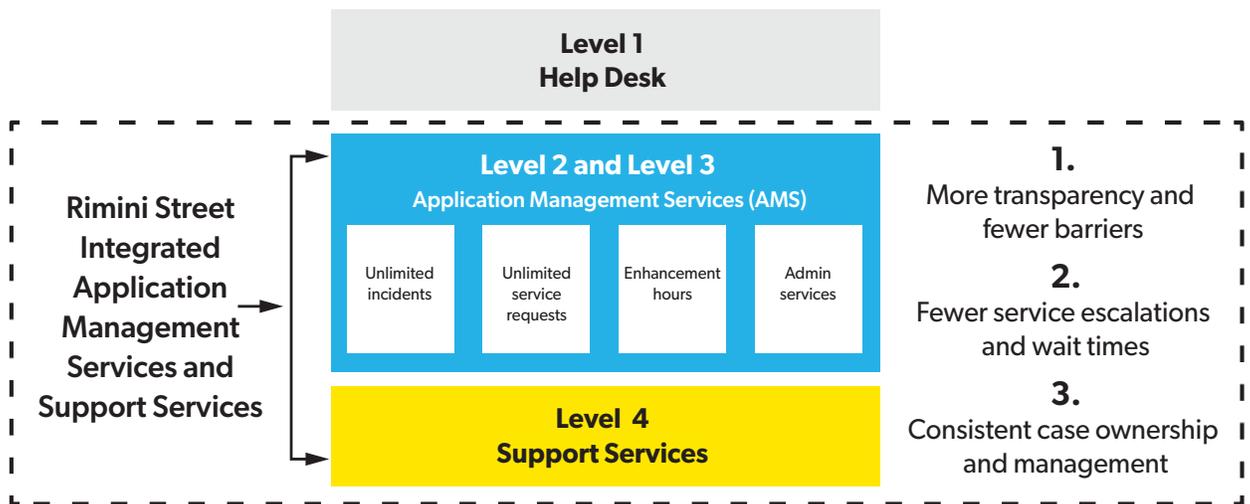
Better Model	Better People	Better Outcomes
<ul style="list-style-type: none"> ▪ Simplified operating model with integrated AMS and ERP maintenance, focused exclusively on support ▪ Combined 2-4 support levels, reducing complexity 	<ul style="list-style-type: none"> ▪ Expert engineers delivering improved service levels, necessary enhancements for the business ▪ Improved case resolution ownership and accountability ▪ More consistent service delivery with fewer escalations 	<ul style="list-style-type: none"> ▪ Improved service levels with faster resolution times ▪ Reduced backlogs, keeping resources focused on critical project milestones

Service At-A-Glance

Rimini Street supports and runs systems with integrated Level 2 through Level 4 support for improved operational productivity for SAP Business Suite – including Basis.

Clients get deep engineering expertise with consistent ticket ownership. Rimini Street AMS for SAP includes unlimited Service Requests and Incidents, with quarterly blocks of enhancement hours – all at a simple, annual subscription price.

Maximize the value of SAP systems with integrated Application Management and Support Services. Deliver IT services faster, provide a smoother SAP system operation, and accelerate projects with streamlined management that gives greater agility and less multi-vendor coordination and risk in service delivery.



About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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