



Kien Phung is responsible for advancing and managing the delivery of all Siebel support services for Rimini Street clients. He leads a global team of technical and cross-functional experts who provide customer-centric solutions for Siebel Customer Relationship Management (CRM), Oracle Business Intelligence Enterprise Edition, and Siebel Universal Customer Master. Rimini Street Support for Siebel, which Mr. Phung relentlessly focuses on total client success and satisfaction, is the recipient of the prestigious Stevie Award for Outstanding Customer Service.

Mr. Phung's career spans 19 years in the information technology industry and more than 14 years of hands-on experience with the Siebel application. Prior to joining Rimini Street, he worked as a Siebel Administrator, an independent Siebel contractor, and a senior member of the Professionals Services organization at Siebel Systems. Mr. Phung has developed and architected Siebel applications on numerous releases from Siebel 6 to Siebel 8. In addition, he has played a leadership role in a number of full life cycle implementations in the manufacturing, financial services and communication services industries. Mr. Phung has fulfilled key roles for Fortune 500 companies including project manager, tactical business analyst and strategic CRM consultant for executives.

Mr. Phung holds a Bachelor of Science in Physics from Harvey Mudd College, Claremont, California.

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ABOUT RIMINI STREET, INC.

Rimini Street is the leading independent provider of enterprise software support services. The company is redefining enterprise support services with an innovative, award-winning program that enables Oracle and SAP licensees to save up to 90 percent on total support costs over a decade, including saving 50 percent on their annual support fees. Clients can remain on their current software release without any required upgrades or migrations for at least 15 years after switching to Rimini Street. Hundreds of clients, including global, Fortune 500, midmarket, and public sector organizations from across a broad range of industries have selected Rimini Street as their trusted, independent support provider.

