Rimini Street

Rimini Street Support for Agile Product Lifecycle Management

Supported Product Lines

Agile PLM, Agile PLM for Process

Supported Releases

ALL components and release versions

Support Coverage

- Agile Product Collaboration
- Agile Product Quality Management
- Agile Product Portfolio Management
- Agile Product Governance & Compliance
- Agile Engineering Collaboration
- AutoVue Enterprise Visualization for Agile
- Oracle Product Lifecycle Analytics

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 up to 90 percent of your total maintenance costs

Achieve Significant Savings and Extend the Life of Your Agile PLM System

Product Support Overview

Rimini Street replaces Oracle support for Agile Product Lifecycle Management (PLM) and ensures your current software will continue to run with your database, middleware and other applications as designed. Rimini Street delivers significant annual cost savings, premium support capabilities and the flexibility to choose whether or not to upgrade your Oracle® software.

Business Challenges

Today's Agile PLM systems are stable and reliable, requiring much less support than earlier generations of enterprise software. Many Agile PLM licensees achieve little value from the costly product and platform upgrades required by Oracle and question the benefits received from their vendor's annual support fee. Many organizations prefer to extend the life of their current Agile PLM release and are significantly reducing costs by choosing premium independent support from Rimini Street.

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). In this way, clients have 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 5 minutes for critical issues. Clients benefit from software fixes and support for customizations including process extensions as well as a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

Support Program Comparison

Support Features	Rimini Street	Oracle Premier and Extended	Oracle 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 with an average of 15 years of experience	■		
Account management services	■		
10-minute guaranteed response SLA for P1 critical cases with 2-hour update communications	■		
Full support with no required upgrades	■		
Customization support	■		
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 roadmap 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	■		

> *"Selecting Rimini Street to support our Oracle EBS, Agile and Database environments was an easy decision. Oracle applications are full-featured and stable and can support our business operations for many years to come. We are pleased with the benefits we are receiving from Rimini Street support, including significant savings, a premium level of service and strategic value to our business."*
>
> *Director of IT*
> *Clean Energy Company*

Support Details

Support for All Your Oracle Applications and Database Under One Roof

Our award-winning, ISO-certified premium support and maintenance program will take care of the nuts and bolts of maintaining your market-leading Agile PLM family of software products. We'll support the application and its integrations with your Oracle, PeopleSoft, Siebel, JD Edwards and Enterprise systems, taking advantage of the prebuilt data and metadata integration and drill-through to transaction details. Rimini Street support gives you a single point of contact for all your enterprise software support and maintenance needs, proven expertise, premium support features and personalized, ultra-responsive service.

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.