

Application Management Services

The great retirement means scarce IT resources and wide skills gaps.

What if you could have expert Oracle and SAP engineers managing your systems **24/7** – with preventative maintenance included? Results such as:

\$4M drop



in operating costs accelerating the path to digital¹



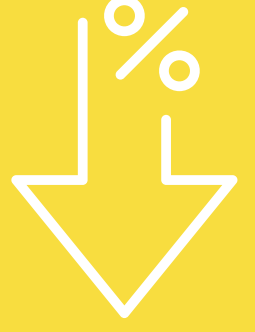
400+
hours

of manual processing removed to improve cash flow²

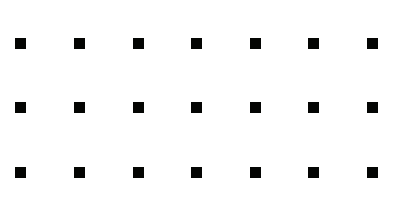
60%



Year-over-year decrease in open incident volumes — reducing invoicing errors³



82%



decline in the number of incidents opened for more than 30 days⁴

We have the brains – 15 years of always-available ERP engineering expertise to keep your software from breaking.

There's less effort to run and maintain systems — and more time for self-funding initiatives.



Staff augmentation and temporary contractors probably won't solve the problem. Application Management Services can.

Application Management Services

Closing the **IT skills** gap

¹ Source: Iguatemi Empresa de Shopping Centers S.A. <https://www.riministreet.com/clients/iguatemi/>

² Source: NIBCO <https://www.riministreet.com/clients/nibco/>

³ Source: Internal PSEG GSD Service Delivery Dashboard for AMS for SAP Client PSEG. (75% YoY reduction in new incidents created for Ariba application – January 2020 (178 new incidents created) through February 2021 (55 new incidents created))

⁴ Source: Internal GSD Service Delivery Dashboard for AMS for Oracle Client – May, 2020 – October, 2020 (82% reduction in aging incidents opened for greater than 30 days compared to previous managed service provider Tech Mahindra.)