



Milestones:

- September 2005: Rimini Street founded
- January 2006: Siebel third-party support introduced
- April 2006: PeopleSoft third-party support introduced
- September 2006: JD Edwards third-party support introduced
- July 2008: 100 clients on Rimini Street support
- May 2009: SAP third-party support introduced
- August 2009: Global tax, legal and regulatory capability expansion to 190+ countries
- September 2009: More than 250 clients on Rimini Street support
- October 2009: Global office expansion to Europe, Latin America and Asia Pacific
- May 2010: Tax Engine for SAP Payroll launched
- September 2010: Oracle E-Business Suite third-party support introduced
- December 2010: More than 400 clients on Rimini Street Support

“Rimini Street provides me with the opportunity to significantly reduce the ongoing annual maintenance cost of supporting our SAP system while still providing the necessary technical support.”

Jeff Rishel, Vice President of IT, Graham Packaging

About Rimini Street

Rimini Street is the leading third-party provider of enterprise software support services. Our award-winning program enables Siebel, PeopleSoft, JD Edwards, E-Business Suite and SAP licensees to save at least 50 percent in annual support fees and up to 90 percent of their Total Cost of Maintenance (TCM), and to remain on their current software release without any required upgrades or migrations for a minimum of 10 years.

Founded: 2005

Clients: 400+

Employees: 180+

Headquarters: Las Vegas, NV

Operations Center: Pleasanton, CA

Global Offices: London, Munich, Rio de Janeiro, Sydney and Singapore

Management Team:

Seth A. Ravin, CEO

Sebastian Grady, President and COO

Nancy Lyskawa, Senior Vice President, Client Services

Kevin Maddock, Senior Vice President, Global Sales

David Rowe, Senior Vice President, Global Marketing and Alliances

Thomas Shay, Executive Vice President

Brian Slepko, Senior Vice President, Global Operations



PRODUCTS & RELEASES

Siebel

Product Lines: ALL

Releases: 6.x, 7.0.x, 7.5x, 7.7x, 7.8x and 8.x

PeopleSoft Enterprise

Product Lines: HCM, FIN, CRM, EPM, SRM, SCM, Public Sector, and Campus Solutions

Releases: 7.x, 8.x and 9.x

JD Edwards World

Product Lines: HCM, Financials, Distribution and Manufacturing

Releases: ALL

JD Edwards OneWorld/Enterprise One

Product Lines: HCM, Financials, Distribution and Manufacturing

Releases: ALL

E-Business Suite

Product Lines: ALL

Releases: 11.5.9, 11.5.10, 12 and 12.1

SAP

Product Lines: ALL

Releases: SAP ECC 6.0 and earlier, BW 3.5, SAP Business Suite components, including BI7, SCM, CRM, EWM, PLM and GTS

SUPPORTED DATABASES/PLATFORMS

Databases: DB2, Informix, SQL Server, Sybase, MaxDB and Oracle

Platforms: Windows, UNIX, Linux, zOS/MVS and IBM iSeries (AS400)

“When I think of the things that set Rimini Street apart from the field, two key words always spring to mind: responsiveness and action.”

Brice Salle, Chief Information Officer, Southco

Rimini Street
Redefining Enterprise Software Support™

Standard Support Program Feature	Rimini Street	Vendor
Named, Regional Primary Support Engineer for Each Client	■	
24/7 Support with Guaranteed 30 Minutes or Less Response	■	
Named, Global Account Manager for Each Client	■	
Global Tax, Legal & Regulatory Updates	■	■
Installation & Upgrade Process Support	■	■
Configuration Support	■	■
Operational Support	■	■
Application & Repository Fixes	■	■
Documentation Fixes	■	■
Customization Fixes	■	
Performance Tuning & Interoperability Support	■	
No Charge for Unused Licenses or Products	■	
More Than 50% Annual Cost Savings	■	
Flexible Coverage Periods & Payment Terms	■	

Benefits

- More than 50 percent annual cost savings and up to 90 percent of the total cost of maintenance (TCM)
- Named Primary Support Engineer (PSE) available 24/7/365
- Premium services including fixes for customizations, interoperability support and performance tuning
- Proven global tax, legal and regulatory expertise
- No costly forced product upgrades

Clients

Hundreds of Global, Fortune 500, midmarket and public sector organizations from virtually all industries have selected Rimini Street as their trusted, independent support provider. Clients include: Acushnet, American Standard, Blue Diamond Growers, CertainTeed, CKE Restaurants, City of Flint, Clear Channel Communications, Cornell University, Dana Holding Corporation, Dick's Sporting Goods, Drugstore.com, Harte-Hanks, JALPAK International, JB Hunt, Jones Lang LaSalle, Kerr Drug, Kichler Lighting, Liz Claiborne, Metro Vancouver, Novell, Oakland County (Mich.), PepsiAmericas, Petco, Pittsburgh Public Schools, Ross Stores, Star Tribune, Union Pacific Railroad, Vanderbilt University, Weyerhaeuser and Winn-Dixie Stores.

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