

Rimini Street Announces Global Availability of Application Management Services for SAP Enterprise Software

Company's integrated application management and award-winning support services provide SAP licensees with unique solution that simplifies IT operation, frees up resources to focus on innovation and achieves better business outcomes

LAS VEGAS--(BUSINESS WIRE)--Aug. 8, 2019-- [Rimini Street, Inc.](https://www.businesswire.com/news/home/20190808005038/en/) (Nasdaq: RMNI), 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, today announced the global availability of its Application Management Services (AMS) for SAP enterprise software. In addition to leveraging Rimini Street's Support Services for SAP that replaces expensive and lower-value software vendor annual support, clients can now have Rimini Street run their SAP systems with a turnkey solution that integrates Application Management and Support Services for SAP enterprise software.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20190808005038/en/>



Rimini Street Announces Global Availability of Application Management Services for SAP Enterprise Software (Graphic: Business Wire)

Rimini Street has been successfully delivering its integrated Application Management and Support Services for SAP to clients in North and South America, and today announces the global availability of its Application Management Services for SAP to match the existing global availability of its Support Services for SAP. Rimini Street's AMS for SAP is comprised of the following core capabilities: operational support including integrated incident resolution, case management, and root cause analysis to optimize ongoing operations; systems administration; SAP Basis support; system health monitoring with proactive analysis, preventative system recommendations and event detection; and enhancement support for complex SAP software landscapes.

Proven, Mission-Critical Provider of Award-Winning Support Services

Nearly 1,900 Rimini Street clients around the world, including more than 100 Fortune 500 and Global 100 companies, are benefiting from the Company's more responsive and robust enterprise software products and services. In addition, Rimini Street's clients have saved more than an estimated \$4 billion in costs that they have better utilized to achieve strategic and operating goals.

Rimini Street's Support Services for SAP replaces expensive and lower-value vendor annual support, saves significant cost, and maximizes the lifespan and return on existing software investments with no required upgrades or migrations to SAP S4/HANA. Rimini Street's continued support of the SAP ECC release for a minimum of 15 additional years eliminates significant cost and risk related to SAP's announced end of mainstream maintenance for its ECC 6 release in 2025. Rimini Street's AMS for SAP expands the scope of support available to clients who want the benefits of leveraging an integrated operations and support solution from a single, trusted vendor.

Traditional AMS Delivers Poor Skills, Experience, Service, Value and Outcomes

According to leading analysts, the global market for application management services in 2018 was between \$82 and \$90 billion and growing at more than five percent annually. However, many clients are dissatisfied with their AMS vendors and services and rate them as "poor," including the skills and experience of the resources assigned, value provided and business outcomes. Traditional AMS models are often challenged by segregated application management and support layers provided by multiple vendors, leading to unsatisfactory service delivery with lower predictability, less control, and more uncertainty around achieving critical deliverables and goals.

Traditional AMS models also deliver poor outcomes by creating incentives to underprice AMS contracts and utilize cheaper,

inexperienced resources, and then make up required profit margins by pushing expensive “out of scope” billable consulting and new projects that replace, not optimize, current system investments.

Rimini Street Delivers a More Innovative, Integrated and Better SAP Support Solution

Clients are seeking new, innovative enterprise software AMS and support solutions that provide a better service model, better engineering resources, better overall value and better business outcomes that achieve their strategic and operational goals.

To overcome the challenges and limitations of traditional AMS and vendor-provided annual support, and to better serve clients, Rimini Street delivers an integrated AMS and support services model with a service delivery team consisting of an Engagement Manager, a highly-experienced Primary Support Engineer, and an Enterprise Account Manager who together will drive client success. The Rimini Street model creates better economics with more efficient support operations delivering higher service levels, accountability and direct access to more experienced engineers.

“We believe that IT is critical to achieving our business objectives, creating competitive advantage and supporting growth, and our SAP ERP system is an important part of our strategy. We rely on it to stay up and operating smoothly,” said Marco A. Lamim, Information Systems Manager for Promon Engenharia, a Brazil-based company providing infrastructure solutions for customers across electric and bio-power, mining and metallurgy, oil and gas, fertilizer, chemical and petrochemical markets. “Rimini Street has been providing Promon Engenharia premium-level SAP support since 2016, and has delivered ultra-responsive, high quality service since day one. This positive experience led us to expand Rimini Street’s role to include running our SAP ERP system, leveraging Rimini Street’s Application Management Services for SAP. Now we have a single, trusted vendor that runs and supports our SAP system with an integrated solution that provides significant cost savings, more knowledgeable and experienced engineers, and better business outcomes for Promon Engenharia.”

Rimini Street AMS and Support Services for SAP Streamline IT Operations

Rimini Street’s model is focused on helping clients deliver IT services faster, provide a smoother system operation with less down time, and accelerate application deployments with streamlined operations that provide greater agility and less multi-vendor coordination and risk in service delivery.

“Having a single, trusted vendor who integrates support and operation of our SAP system is helping us achieve even greater optimization of our SAP investment and simplify our IT processes, while at the same time freeing us up to give significant attention to innovation initiatives that help Promon Engenharia achieve its business objectives,” added Lamim.

“Rimini Street’s unique, integrated Application Management and Support Services for SAP can help clients with the simplest to the most complex global SAP landscapes maximize the value and useful lifespan of their current SAP investments, and allocate resources to areas of innovation that will support competitive advantage and drive growth,” said [Seth A. Ravin](#), CEO and chairman of the board, Rimini Street. “With Rimini Street, SAP licensees who want to continue leveraging their significant investments in current SAP ECC systems have a proven alternative roadmap and comprehensive solution for at least 15 additional years compared to SAP’s announced end of mainstream maintenance for its ECC 6 release in 2025.”

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. Nearly 1,900 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. To learn more, please visit <http://www.riministreet.com>, follow [@riministreet](#) on Twitter and find Rimini Street on [Facebook](#) and [LinkedIn](#). (IR-RMNI)

Forward-Looking Statements

Certain statements included in this communication are not historical facts but are forward-looking statements for purposes of the safe harbor provisions under The Private Securities Litigation Reform Act of 1995. Forward-looking statements generally are accompanied by words such as “may,” “should,” “would,” “plan,” “intend,” “anticipate,” “believe,” “estimate,” “predict,” “potential,” “seem,” “seek,” “continue,” “future,” “will,” “expect,” “outlook” or other similar words, phrases or expressions. These forward-looking statements include, but are not limited to, statements regarding our expectations of future events, future opportunities, global expansion and other growth initiatives and our investments in such initiatives. These statements are based on various assumptions and on the current expectations of management and are not predictions of actual performance, nor are these statements of historical facts. These statements are subject to a number of risks and uncertainties regarding Rimini Street’s business, and actual results may differ materially. These risks and uncertainties include, but are not limited to, changes in the business environment in which Rimini Street operates, including inflation and interest rates, and general financial, economic, regulatory and political conditions affecting the industry in which Rimini Street operates; adverse developments in pending litigation or in the government inquiry or any new litigation; the final amount and timing of any refunds from Oracle related to our

litigation; our need and ability to raise additional equity or debt financing on favorable terms and our ability to generate cash flows from operations to help fund increased investment in our growth initiatives; the sufficiency of our cash and cash equivalents to meet our liquidity requirements; the terms and impact of our outstanding 13.00% Series A Preferred Stock; changes in taxes, laws and regulations; competitive product and pricing activity; difficulties of managing growth profitably; the client adoption of our recently introduced products and services, including Rimini Street Mobility, Rimini Street Analytics, Rimini Street Application Management Services, Rimini Street Advanced Database Security, and services for Salesforce Sales Cloud and Service Cloud products, in addition to products and services we expect to introduce in the near future; the loss of one or more members of Rimini Street's management team; uncertainty as to the long-term value of Rimini Street's equity securities; and those discussed under the heading "Risk Factors" in Rimini Street's Quarterly Report on Form 10-Q filed on August 8, 2019, and as updated from time to time by Rimini Street's future Annual Reports on Form 10-K, Quarterly Reports on Form 10-Q, Current Reports on Form 8-K, and other filings by Rimini Street with the Securities and Exchange Commission. In addition, forward-looking statements provide Rimini Street's expectations, plans or forecasts of future events and views as of the date of this communication. Rimini Street anticipates that subsequent events and developments will cause Rimini Street's assessments to change. However, while Rimini Street may elect to update these forward-looking statements at some point in the future, Rimini Street specifically disclaims any obligation to do so, except as required by law. These forward-looking statements should not be relied upon as representing Rimini Street's assessments as of any date subsequent to the date of this communication.

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