

# CHG Healthcare Switches to Rimini Street to Achieve Better System Availability, Smoother Operation and Enhanced Outcomes for 25 Million Patients Annually

***Largest private healthcare staffing firm receives ultra-responsive, high-quality JD Edwards support for its provider and client systems to ensure patients have access to necessary care***

LAS VEGAS--(BUSINESS WIRE)--Nov. 30, 2021-- [Rimini Street, Inc.](#) (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 that [CHG Healthcare](#), the nation's largest privately-held healthcare staffing company, has switched to Rimini Street support for its JD Edwards software. By switching support providers, CHG Healthcare now has an extension of its in-house IT team that includes Rimini Street's expert, forward-thinking engineers who provide true, follow-the-sun, around the clock global support.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20211130005173/en/>

CHG Healthcare Switches to Rimini Street to Achieve Better System Availability, Smoother Operation and Enhanced Outcomes for 25 Million Patients Annually (Photo: Business Wire)

## **Assuring Medical Staff is Available to Serve Patients**

Headquartered in Midvale, Utah, CHG Healthcare continues to differentiate itself in the healthcare staffing market by its innovative use of digital tools and services to provide temporary and permanent placement of physicians, nurses and allied health professionals who save, extend and enhance the lives of 25 million patients annually. The organization has been using its JD Edwards platform to track and manage its staffing efforts, manage payroll and allow medical professionals to quickly obtain temporary assignments.

## **Rimini Street is a More Responsive Partner and Trusted Adviser**

CHG Healthcare turned to Rimini Street to not only get the expert and highly responsive support they required to keep their mission-critical system working effectively, but also to provide strategic advisory around its future technology and systems roadmap.

The partnership with Rimini Street has enabled CHG Healthcare's internal teams to address system issues faster and more efficiently, improving the overall experience for both its employees and customers. With Rimini Street Support, CHG Healthcare's IT department is now able to ensure better system availability and smoother operation and focus its resources on achieving its business objective of enabling communities and providers to deliver the best patient outcomes.

CHG Healthcare is leading the industry by leveraging innovative technologies to streamline processes and improve user experiences along the entire healthcare staffing continuum. Rimini Street helps CHG Healthcare with seamless support of provider and client systems to ensure no downtime and no issues with patient billing or provider payments. These mission-critical systems must be available continuously and operate smoothly to ensure patients have access to necessary care.

"The partnership we have in place today with Rimini Street lets us know we are much more than a number," said Catharine Reeder, senior applications support analyst, CHG Healthcare. "Rimini Street is able to provide the daily operational support we need and ensure we are making informed business decisions that set us up for success as we consider our future technology and application roadmap."

"We've been impressed with the level of professionalism, communication, technical skill and prowess we receive. Rimini Street has created a partnership of immense trust. We wouldn't be anywhere near as effective without them," continued Reeder.

## **Improved Response Times, Quality of Support and Updates**

As with all Rimini Street clients, CHG Healthcare benefits from a flexible, premium-level enterprise software support model that includes industry-leading Service Level Agreements with guaranteed response times of 10 minutes or less using a follow-the-sun model with 24/7/365 for all critical P1 cases. In addition, all clients are also assigned a Primary Support Engineer with an average of 20 years of experience in enterprise software and backed by a team of functional and technical engineers. The

partnership with Rimini Street also has enabled CHG to stay compliant with tax, legal and regulatory mandates with ultra-fast Legislative-to-Live™ tax, legal and regulatory updates designed to work in CHG Healthcare's customized JD Edwards system.

"At CHG Healthcare, we believe that each of us is in the business of saving lives. For example, if a hospital doesn't have a neurosurgeon and a patient is in critical need, CHG Healthcare can remedy that. We look for partners truly committed to assisting us in fulfilling this vision and found Rimini Street to be such a partner," added Brad Spackman, IT manager, CHG Healthcare. "We strive to ensure that everyone in our organization can connect their role to our ultimate goal of impacting communities and providers in a positive way. Rimini Street has a big role and responsibility in helping us achieve that objective."

"Healthcare industry organizations struggle to navigate fluctuating insurance and payment models, patient privacy and security regulations and new digital technologies. We are honored to be a trusted partner to help support CHG Healthcare's current operations and help them strategically plan for future technological innovation that will help them improve competitive advantage and fuel growth," said [Emmanuel Richard](#), senior vice president and theatre general manager, North America at Rimini Street. "Rimini Street has enabled numerous staffing and healthcare industry leaders to dramatically improve their system operations and focus their IT resources on strategic initiatives."

### **About Rimini Street, Inc.**

Rimini Street, Inc. (Nasdaq: RMNI), a Russell 2000® Company, 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. To date, more than 4,400 Fortune 500, Fortune Global 100, midmarket, public sector and other organizations from a broad range of industries have relied on Rimini Street as their trusted application 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, the impact of our credit facility's ongoing debt service obligations and financial covenants and operational covenants on our business and related interest rate risk, the duration of and operational and financial impacts on our business of the COVID-19 pandemic and related economic impact, as well as the actions taken by governmental authorities, clients or others in response to the COVID-19 pandemic; catastrophic events that disrupt our business or that of our current and prospective clients, 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; 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, including under our new credit facility; our ability to maintain an effective system of internal control over financial reporting, and our ability to remediate identified material weaknesses in our internal controls, including in relation to the accounting treatment of our warrants; changes in taxes, laws and regulations; competitive product and pricing activity; challenges of managing growth profitably; the customer adoption of our recently introduced products and services, including our Application Management Services (AMS), Rimini Street Advanced Database Security, and services for Salesforce Sales Cloud and Service Cloud products, in addition to other products and services we expect to introduce in the 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 November 3, 2021, 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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