

# Racing and Wagering Western Australia Turns to Rimini Street for Better Support and Advanced Security for its Oracle Technology Landscape

***Racing industry leader switches to Rimini Street to reduce reliance on Oracle, prepare for open-source databases, and improve security***

LAS VEGAS--(BUSINESS WIRE)--Aug. 29, 2022-- [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 Racing and Wagering Western Australia (RWWA), a national leader in racing and wagering entertainment, has switched from Oracle to Rimini Street for better, more responsive support and advanced security for its Oracle database and Oracle technology landscape. The move helps RWWA to achieve its strategic plan to reduce its reliance on Oracle products as cloud-native and open-source offerings become viable for the organization, providing RWWA with more deployment and usage flexibility, reduced enterprise software operating expenses and improved security.

“The wagering sector is a competitive one in Australia and companies need a level of flexibility in their systems to provide new services while staying online,” said Daniel Benad, group vice president and regional general manager, Australia, New Zealand and Oceania, Rimini Street. “Sports wagering is now a 24/7/365 business, and clients are increasingly turning to organisations that offer the best ‘always on’ experience during big events. To do that, wagering companies can’t afford to spend their limited IT budget solely on enterprise software operating costs; they need to be able to invest more of their IT budget in innovation and continuously update their offerings to stay ahead of their competition.”

## **Moving Ahead of the Pack with More Budget to Innovate**

The RWWA identified a need to invest in its customer engagement as well as machine learning and Artificial Intelligence (AI) capabilities as wagering became an increasingly online business, particularly during the pandemic when its business shifted from its retail brick-and-mortar stores to managing online wagering at high volumes. It has also been on a journey to shift its infrastructure platform from on-premise to cloud, a shift set to be completed by the end of the year.

“The better we can understand our customers, the better we can give them the service they want, when they want it,” said Grey Properjohn, head of technology at RWWA. “Wagering on racing and sport in general is now an anytime, anywhere offering, and we wanted to ensure that we could continue to innovate to provide the experience our customers deserve and expect.”

Oracle Database and Oracle Technology platforms, while mature and reliable, were proving to be high-cost. Furthermore, security patches offered by Oracle for its platforms were time consuming, resource-intensive, costly to implement and often did not fix the root cause of security issues.

RWWA turned to Rimini Street support as its selected option to achieve its goals, signing a contract with Rimini Street through Australia’s Whole of Government Agreement, with the Company providing support for RWWA’s Oracle footprint. RWWA also selected and implemented Rimini Street’s Advanced Database Security which provides RWWA with an innovative security solution with a fast time-to-protect for its database in comparison to Oracle’s traditional, dated software vendor patching approach.

## **Rimini Street Security Solutions Enable Peace of Mind**

Software vendor patching is often ineffective due to late delivery, complexity to apply code patches, and the expense of extensive regression testing before moving patches into production environments. By comparison, Rimini Street’s Advanced Database Security protects databases from known and unknown vulnerabilities by monitoring and analyzing database communications traffic and blocking attempted attacks before they reach the database.

RWWA also now benefits from Rimini Street’s industry-leading service level agreement of 10-minute response times for all critical Priority 1 cases. In addition, RWWA is assigned a Primary Support Engineer with an average of 20 years’ experience in enterprise software and backed by a team of global functional and technical engineers, available 24/7/365.

Having a dedicated support engineer and security team is critical to RWWA during the organization’s busiest periods, such as during the annual Melbourne Cup, known as ‘the race that stops a nation’ in Australia and a period which sees huge increases in traffic to wagering platforms across the country.

“Having direct access to a dedicated, local support engineer assigned specifically to us, gave us peace of mind to operate during the most critical periods of the Melbourne Cup, knowing that any issue would be addressed quickly should one arise

because they were available and nearby,” said Properjohn. “This is a huge weight off our shoulders as vendor support is often overseas and they don’t have the level of knowledge of our environment in the way Rimini Street’s dedicated local engineer does. That level of service and availability from Rimini Street during a high period of activity was and is greatly appreciated.

“Their security offering has also delivered everything we’ve needed in the time we’ve worked with them, and concurrently removed the need for resource-intensive vendor patching. This has allowed us to free up staff dedicated to costly patching and regression testing cycles to instead focus their efforts on more high-value initiatives, such as our innovation in the cloud.”

### **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. To date, nearly 4,700 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](https://twitter.com/riministreet) on Twitter and find Rimini Street on [Facebook](https://www.facebook.com/riministreet) and [LinkedIn](https://www.linkedin.com/company/rimini-street). (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 amount and timing of repurchases, if any, under our stock repurchase program and our ability to enhance stockholder value through such program; the impact of our credit facility’s ongoing debt service obligations and financial and operational covenants on our business and related interest rate risk, including uncertainty from the discontinuance of LIBOR and transition to any other interest rate benchmarks; the duration of and economic, operational and financial impacts on our business of the COVID-19 pandemic, as well as the actions taken by governmental authorities, clients or others in response to the pandemic; changes in the business environment in which Rimini Street operates, including the impact of any recessionary economic trends, including inflation, rising interest rates and changes in foreign exchange rates, as well as general financial, economic, regulatory and political conditions affecting the industry in which Rimini Street operates and the industries in which our clients operate; the evolution of the enterprise software management and support landscape facing our clients and prospects and our ability to attract and retain clients and further penetrate our client base; catastrophic events that disrupt our business or that of our current and prospective clients, including terrorism and geopolitical actions specific to an international region; adverse developments in and costs associated with defending pending litigation 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 credit facility; our ability to maintain an effective system of internal control over financial reporting and our ability to remediate any identified material weaknesses in our internal controls; changes in laws and regulations, including changes in tax laws or unfavorable outcomes of tax positions we take, or a failure by us to establish adequate reserves for tax events; competitive product and pricing activity; challenges of managing growth profitably; customer adoption of our products and services, including our Application Management Services (AMS) offerings, 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; our ability to attract and retain qualified employees and key personnel; uncertainty as to the long-term value of Rimini Street’s equity securities; the effects of seasonal trends on our results of operations, including the contract renewal cycles for vendor supplied software support and managed services; our ability to prevent unauthorized access to our information technology systems and other cybersecurity threats, protect the confidential information of our employees and clients and comply with privacy and data protection regulations; and those discussed under the headings “Risk Factors” and “Cautionary Note About Forward-Looking Statements” in Rimini Street’s Quarterly Report on Form 10-Q filed on August 3, 2022, 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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