

Rimini Street Launches Rimini Watch™ to Help Organizations Ensure High Performance and Business Continuity for their Enterprise Software

New suite of proactive observability solutions includes monitoring, health check and change management capabilities to reduce downtime, improve performance, and ensure business continuity for Oracle and SAP applications and databases

LAS VEGAS--(BUSINESS WIRE)--Mar. 1, 2023--[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, announced the launch of [Rimini Watch™](#).

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20230301005517/en/>

Rimini Street introduces Rimini Watch, a new suite of proactive observability solutions includes monitoring, health check and change management capabilities to reduce downtime, improve performance, and ensure business continuity for Oracle and SAP applications and databases. (Graphic: Business Wire)

Rimini Watch is a new suite of observability solutions that enable organizations operating Oracle and SAP applications and databases across all industries and geographies to benefit from innovative monitoring, health check and change management solutions. Rimini Watch eliminates the time, resource and cost challenges usually associated with continuous monitoring of critical Oracle and SAP operating processes and managing changes that can impact application and database performance and business continuity.

For years, Rimini Street has provided proven and proactive observability solutions for its clients' enterprise software applications and databases. Three initial solutions are now being brought together and made available in the new Rimini Watch suite of observability solutions. The Rimini Watch launch follows the recent launches of the [Rimini Connect™](#) suite of interoperability solutions and the [Rimini Protect™](#) suite of security solutions.

Proactive, Expert Solutions for Managing Critical Enterprise Software

The new solutions are designed to continuously monitor the performance and execution of thousands of processes and identify potential issues before they happen, delivering Oracle and SAP users the predictability and confidence that their critical business applications and databases will maintain full operability.

Organizations face the challenge of managing and ensuring the continuous operation and performance of a growing number of complex software applications and databases. This effort demands a heavy financial and resource investment for already stretched IT budgets.

Rimini Watch addresses these challenges, combining observability products, managed services and professional services into a unified solution. Observability products are supported by expert engineering resources, offered on a subscription basis, and currently include:

- Rimini Watch™ for Applications – Provides improved and proactive monitoring across development, test and production environments, notifying and alerting administrators of potential issues, and is available for SAP, PeopleSoft, JD Edwards, Siebel and E-Business Suite applications
- Rimini Watch™ for Database – Provides improved and proactive monitoring of both database and infrastructure platforms, notifying and alerting administrators of potential issues, and is available for Oracle and SQL Server databases
- Rimini Watch™ for Change Management – Provides improved management, efficiency, security, and quality when executing SAP change and transport processes, providing transparency and audit trails for compliance requirements

In addition, Rimini Watch offers integrated managed services for each of the observability products, delivered by expert engineers focused on continuous monitoring, proactive problem-solving, accelerated business process troubleshooting and resolution 24/7/365.

Health check and assessment services are also offered by Rimini Street to help clients ensure their applications and databases are properly configured and continue to operate smoothly at peak performance.

Rimini Watch Ensures Business Continuity with a Breadth of Benefits

Rimini Watch solutions provide leading and innovative business-critical benefits including:

- Reduced downtime, ensures critical business applications stay up and running
- Better root cause analysis, ensures reduced operating expenses associated with problem resolution, enables agility and frees up IT resources
- Enhanced performance management, ensures clients are able to track performance of applications and take prompt action to resolve challenges when they arise
- Faster time to resolution, ensures smoother system operation, better operational efficiency and cost savings on incident management
- Documented change management, ensures changes will be managed and documented throughout the software maintenance lifecycle phases

Rimini Street is recognized for its [unmatched service level agreements](#), with expert support provided by a team of more than 800 engineers around the world – [each averaging 20 years of experience](#), 24/7/365 availability, and an average response time of two minutes for serious issues.

“Rimini Street supports the proactive health, wellness and smooth operation of our clients’ systems by providing solutions that enable real-time, around-the-clock monitoring of thousands of processes and data points and advanced software change management,” said Dave Rowe, Rimini Street’s EVP, chief product officer and global transformation. “Rimini Watch delivers predictability and confidence to our clients running some of the biggest and most complex Oracle and SAP enterprise software infrastructures in the world, enabling them to focus on and support their internal IT resources and capabilities on other priority needs for their business. We’re proud to lead the way in delivering innovative and comprehensive observability solutions.”

Learn more about [Rimini Watch](#) and explore the Rimini Street portfolio of ultra-responsive [support](#) and [managed services](#) for [SAP](#), [Oracle](#), and [Salesforce](#) applications, in addition to Rimini Street solutions for [security](#), [integration](#) and [professional services](#).

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, over 4,900 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>, and connect with Rimini Street on [Twitter](#), [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 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 November 2, 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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