

Rimini Street Celebrates Its Commitment to Quality and Information Security Processes and 10 Years of Flawless ISO-27001 and ISO-9001 Audits

Company remains committed to upholding a culture and client experience of integrity, accountability, reliability and protection through rigorous quality and security processes to successfully serve thousands of clients globally

LAS VEGAS--(BUSINESS WIRE)--Apr. 26, 2023--[Rimini Street, Inc.](https://www.businesswire.com/news/home/20230426005196/en/) (Nasdaq: RMNI), a global provider of end-to-end enterprise software support, products and services, the leading third-party support provider for Oracle and SAP software, and a Salesforce and AWS partner, celebrates its commitment to expanding and improving quality and information security processes and a decade of perfect ISO-27001 and ISO-9001 audits with zero non-conformities. Rimini Street continues to achieve and deliver the highest standard for quality processes and information security built atop an extraordinary culture of integrity, accountability, reliability and protection practiced by thousands of Rimini Street colleagues around the world.

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Rimini Street achieves 10 years of flawless ISO-27001 and ISO-9001 audits. (Graphic: Business Wire)

ISO-9001 Quality Management System Certification and Perfect Audits - a Framework for Exceptional and Reliable Service

In 2010, Rimini Street achieved its first ISO 9001 Quality Management System (QMS) certification for “Third-party provider of enterprise software support services specifically on-boarding of client and client environments,” expanding on the scope in following years to include client onboarding and account management, building of client environments, product support for vendor delivered and client customized code, fix development and delivery, as well as the research, development and delivery of worldwide tax, legal and regulatory updates and more.

Rimini Street’s commitment to and investment in process improvements, scope expansions and annual re-certification of its ISO-9001 is part of its relentless commitment to best-in-class processes to ensure clients consistently receive high-quality, ultra-responsive and reliable service.

“Having the full support and commitment of the company and colleagues that starts with our executive team, expressing the company’s dedication to nurturing an environment and shared vision for quality assurance, is key to our success with ISO-9001 and other quality processes we develop, deploy and continuously improve,” said Heather Evans, director of global management systems at Rimini Street. “We take great pride in delivering a level of service unmatched in the industry, backed by the best standard service level contractual commitments – and rooted in scalable success for our clients and the company.”

A Commitment to Information Security Built on ISO-27001 Framework Delivers Confidence and Protection to Clients and Other Stakeholders

In April 2013, Rimini Street incorporated a formal Information Security Management System (ISMS) under the ISO-27001 framework across the enterprise, cementing its place as the first provider of independent enterprise software support services to achieve ISO-27001 certification.

Rimini Street’s expertly managed ISMS includes people, processes and technologies, serving as a living framework for protecting the company’s data, including paper-based, cloud-based and digital data. The governance of the company’s ISMS is rooted in the three principles of ISO-27001 certification:

- Confidentiality
- Integrity
- Availability

The ISO-27001 certification process includes a full risk assessment by a third-party to understand where potential security gaps may be in the safeguarding of information assets. Rimini Street has achieved a perfect audit score with zero non-conformities for 10 consecutive years since its formal adoption of the ISO-27001 framework, indicating strong business and security

processes and management to uphold its top standards of information security for the benefit of clients and other stakeholders.

“The ISO-27001 framework enables us to manage, measure and continuously improve upon our security posture, while simultaneously providing our clients and other stakeholders with a very high level of confidence, trust and assurance in protecting their systems and information,” said Darren Remblence, vice president of global security at Rimini Street. “We are proud of the quality systems and processes we have not only implemented as a framework, but continuously improve – validated by a decade of ISO-27001 audit success with zero non-conformities.”

About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI), a Russell 2000® Company, is a global provider of end-to-end enterprise software support, products and services, the leading third-party support provider for Oracle and SAP software and a Salesforce and AWS partner. The Company has operations globally and offers a comprehensive family of unified solutions to run, manage, support, customize, configure, connect, protect, monitor, and optimize enterprise application, database, and technology software, and enables clients to achieve better business outcomes, significantly reduce costs and reallocate resources for innovation. To date, over 5,000 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 enterprise software solutions 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, adverse developments in and costs associated with defending pending litigation or any new litigation; changes in the business environment in which Rimini Street operates, including the impact of any recessionary economic trends and changes in foreign exchange rates, as well as general financial, economic, regulatory and political conditions affecting the industry in which we operate and the industries in which our clients operate; the evolution of the enterprise software management and support landscape and our ability to attract and retain clients and further penetrate our client base; significant competition in the software support services industry; customer adoption of our expanded portfolio of products and services and products and services we expect to introduce; our ability to sustain or achieve revenue growth or profitability and manage our cost of revenue; estimates of our total addressable market and expectations of client savings relative to use of other providers; variability of timing in our sales cycle, and risks relating to retention rates; the loss of one or more members of our management team; our ability to attract and retain qualified employees and key personnel; challenges of managing growth profitably; 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; the impact of environmental, social and governance (ESG) matters; actions in response to any lingering impacts of the COVID-19 pandemic and its economic, operational and financial impacts on our business; risks associated with global operations; 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 regulations; our ability to maintain an effective system of internal control over financial reporting; our ability to maintain, protect and enhance our brand and intellectual property; 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 tax reserves; 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 transition to SOFR or other interest rate benchmarks; the sufficiency of our cash and cash equivalents to meet our liquidity requirements; the amount and timing of repurchases, if any, under our stock repurchase program and our ability to enhance stockholder value through such program; uncertainty as to the long-term value of Rimini Street’s equity securities; catastrophic events that disrupt our business or that of our clients; and those discussed under the heading “Risk Factors” in Rimini Street’s Annual Report on Form 10-K filed on March 1, 2023, 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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