Rimini Support™ Enables Gachon University Gil Medical Center to Advance its Digital Transformation Projects and Continue to Serve the Community as a Trailblazer Hospital

Immediate improvement in quality and timeliness of Oracle Database support empower IT department to focus on new and advanced operational capabilities to drive efficiency and growth

LAS VEGAS--(BUSINESS WIRE)--Jul. 5, 2023--Rimini Street, Inc. (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, today announced Gachon University Gil Medical Center (Gil Medical Center), a pioneering health provider with many "firsts" in the nation, has selected Rimini Support™ to provide software maintenance for its Oracle Database. The decision has led to both stability and improvement in its mission-critical IT operations that serve the needs of 1.5 million patients and thousands of medical staff, students and employees each year.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20230705623041/en/

Gachon University Gil Medical Center (Gil Medical Center), a pioneering health provider with many "firsts" in the nation, has selected Rimini Support™ to provide software maintenance for its Oracle Database, leading to stability and improvement in its mission-critical IT operations that serve the needs of 1.5 million patients and thousands of medical staff, students and employees each year. (Photo: Business Wire)

Gil Medical Center Leverages Rimini Support to Further its Corporate Vision of Maintaining "Highest Quality and Reliability"

Gil Medical Center, fifth largest and ranked 3rd as the leading research-center hospital inKorea, prides itself on fulfilling a vision of being the "highest-quality, the most reliable and the most respectful hospital with a high level of patient satisfaction in the 21st century." To achieve this virtuous goal, Gil Medical Center became the first hospital to establish a regional trauma center in Korea, offer medical helicopter transportation services and utilize a fully integrated computer system for hospital administrative duties.

As a technologically advanced organization, Gil Medical Center was the first to implement Oracle Database to support its operations, which today includes its medical information system and HR system. However, the software support provided by Oracle for this integral technology investment failed to provide the quality of service that would enable Gil Medical Center to robustly serve its patients and internal clients with the necessary speed and reliability. With delays compounded and continuing to impact the stability of the hospital's IT infrastructure, Gil Medical Center looked to Rimini Street to resolve its software support challenges.

"Gil Medical Center generates and stores a great amount of data to serve its growing number of patients from around the world. If we have a problem with our systems and are unable to resolve the issue within a short amount of time, this directly impacts the millions of clients we serve," said Jong-Joon Lee, director of Computer Information Office atGachon University Gil Medical Center. "Rimini Street provides us with customized support services by closely analyzing and understanding the business and infrastructure of our IT department. With the help of Rimini Street's dedicated Primary Support Engineer backed by hundreds of experienced resources, our systems are stable and running optimally, which is essential for us."

Rimini Street Helps Pave a Path to More "Firsts" forGil Medical Center

Gil Medical Center joins the thousands of Rimini Street clients that have realized significant cost savings by switching to Rimini Support for their Oracle Database software maintenance. The deeper value of this empowering business decision includes:

- Guaranteed minimum 15 years of supportfor the release contracted with Rimini Street
- No disruptive, forced upgrades that can impose unforeseen risk to the business
- Continued support for its highly customized platform, which the vendor does not provide
- Reallocation of limited IT resources, including budget and talent, towards strategic, innovative projects

With Gil Medical Center's Oracle Database stabilized and running smoothly with Rimini Support, the hospital's IT team is focused on establishing a next-generation system to strengthen its brand, expand business capabilities and continue to lead the medical industry with new advancements that heal and protect the citizens of the world.

“As a leading hospital in the field of R&D and multidisciplinary oncology care, we continue to set our sights on the future of medicine through the power of technology. The partnership with Rimini Street has helped us shift our focus to the road ahead and fund our digital transformation initiatives to improve our operations and organization,” said Lee.

Kevin Kim, general manager of Rimini Street Korea added, “Rimini Street enables any organization with a finite IT budget and talent resource to optimize every dollar and hour to provide maximum value. It gives us great pride to support Gil Medical Center’s vision, and see its work make a difference in the field of medicine.”

Explore the full Rimini Street portfolio of ultra-responsive, trusted and proven support, managed services, security, integration, observability, professional services and Rimini ONE™ end-to-end outsourcing solutions for SAP, Oracle and Salesforce applications to support competitive advantage, profitability and growth.

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 Quarterly Report on Form 10-Q filed on May 3, 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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