Rimini Street Announces Expansion and General Availability of Rimini Manage™ Services for SAP Cloud Products

Company already providing mission-critical services to run and manage SAP Business Suite, S/4HANA and cloud products that include SuccessFactors, Ariba and Concur for clients

LAS VEGAS--(BUSINESS WIRE)--Jul. 26, 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 its expansion of its Rimini Manage™ for SAP products to include SAP cloud applications.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20230726175265/en/

Rimini Street Announces Expansion and General Availability of Rimini Manage™ Services for SAP Cloud Products (Graphic: Business Wire)

Expanded Application Managed Services for SAP Products

The expanded offering enables organizations running SAP cloud-based software to achieve the same improved productivity, predictability and business value that Rimini Street delivers to clients utilizing perpetually licensed SAP products.

Rimini Manage for SAP can be delivered for stand-alone SAP cloud applications, or when integrated with services for other enterprise software, including SAP Business Suite (ECC 6.0) and S/4HANA.

Rimini Manage for SAP will run and manage SAP cloud products including:

- S/4HANA Cloud (public and private editions)
- Commerce Cloud (formerly Hybris)
- Integrated Business Planning (IBP)
- Analytics Cloud
- SuccessFactors
- Fieldglass
- Concur
- Ariba

Benefits of utilizing Rimini Manage for SAP include:

- **Improved Productivity**
  - Reduced backlog of open tickets
  - Increased user productivity with smoother system operation
  - Reduced recurrence of issues with root cause analysis and resolution
  - Rapid response, consistent communication and faster time to resolution with Rimini Street's industry-leading service-level agreements (SLAs)
  - Leverage Rimini Street's 24/7/365 globally distributed SAP talent and expertise
- **Better Predictability**
  - Predictable cost model with unlimited tickets
  - Peace of mind and reduced risk with a single, accountable, trusted partner

- Simplified processes without handoffs or multi-vendor reliance for service scope

- **Increased Business Value**
    - Increased ROI from more effective usage of software
    - Smoother integration with other applications and data
    - Reduced burden on client IT and ability to better utilize resources
    - Creation and maintenance of stable, long-term enterprise software foundation

“Licensees of SAP cloud products requested that Rimini Street expand its managed services offering for SAP to also run and manage SAP cloud products they are using in their system landscape, as well as support clients in the RISE for SAP program,” said Seth A. Ravin, president, CEO and chairman of the board, Rimini Street. “We are pleased to now offer these expanded services to serve the market’s needs and desire for a better, more responsive application managed service that covers even more of their system portfolio.”

Rimini Manage for SAP Products Delivers Extraordinary Results for Clients

Rimini Street’s multibillion-dollar energy client that includes nuclear power generation, has reaped extraordinary results from Rimini Street’s managed services for SAP products.

“Rimini Street has been a longtime partner of ours. They help us to support one of our most critical applications, SAP. SAP is what I would call the mission-critical heartbeat of our company. Every business process that helps to deliver results for the enterprise is very dependent on our SAP system and its performance. And there's no way we could provide that performance without the partnership of Rimini Street to run, manage and support our SAP landscape,” said the director of application products and services. “Rimini Street has a continuous improvement mindset and a focus on root-cause analysis to resolve issues right the first time, which I think is great. Every time my leadership and the leadership of Rimini Street get together, we talk about, ‘How we can do better? How do we improve the partnership, how do we provide better services for our clients?’ And I really appreciate that mindset.”

The client has already achieved these successful, improved outcomes with Rimini Manage™ for SAP, which includes coverage for SAP Business Suite and SAP cloud products:

- 76% overall reduction in the volume of open cases
- 52% reduction in product support calls since managed services adoption
- 47% reduction of new incidents created for Ariba interface to Business Suite
- 31% reduction in the creation of new incidents

“Hundreds of SAP licensees already rely on Rimini Street for expert support of their business-critical ERP footprint while they innovate around the edges with best-of-breed cloud applications. Rimini Street's expertise and knowledge across clients’ entire portfolio makes the company ideally suited to extend its services across SAP cloud-based applications,” said Rebecca Wettemann, CEO, Valoir Research.

Explore more about Rimini Manage for SAP products that help extend the useful life of current SAP releases to drive maximum ROI and improve productivity, predictability and business value.

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 5,100 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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Source: Rimini Street, Inc.
