Rimini Street Announces Rimini Support™ for SAP Industry Solutions, Maximizing Value and Extending the Lifespan of Critical Systems

Company already providing mission-critical support services to clients across 15 different SAP Industry Solutions

LAS VEGAS--(BUSINESS WIRE)--Aug. 31, 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 the expansion of Rimini Support™ for SAP products to include SAP Industry Solutions.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20230831387854/en/

Rimini Street Announces Rimini Support™ for SAP Industry Solutions, Maximizing Value and Extending the Lifespan of Critical Systems (Graphic: Business Wire)

SAP Licensees Face Uncertainty and Additional Cost When Migrating Industry Capabilities to S/4HANA

Licensees running SAP Industry Solutions with ECC may be required to replace or re-implement industry-specific modules and capabilities, as many equivalent industry capabilities are not the same, or will not be available on S/4HANA. In some cases, SAP offers a completely different solution that may be based on SAP products or partner-provided products.

“Many companies have invested heavily in customizing SAP Industry Solutions to their specific business requirements, and now rely on them to run mission-critical core business processes. But they also do not want to take on the cost and the risk of replacing and re-implementing them just to stay fully supported, if equivalent functionality is even available,” said Luiz Mariotto, group vice president and principal product manager of SAP at Rimini Street.

“There is uncertainty among SAP clients running Industry Solutions,” continued Mariotto. “SAP has not publicly committed to providing the same Industry Solution capabilities in S/4HANA. Rimini Street will support SAP Industry Solutions for at least 15 additional years and provide support for customizations, allowing you to avoid forced upgrades while giving you plenty of time and flexibility to plan a long-term ERP strategy aligned with your business needs.”

Rimini Street Provides Proven Global Expertise and Industry Focus

Rimini Street is trusted by leading organizations to provide support services for their mission-critical enterprise software across many industries. The expanded offering enables organizations running SAP Industry Solutions to maximize their investments by providing long-term and improved support for up to an additional 15 years, significant savings, reliability, flexibility and predictable costs with its Rimini Support™ services.

Rimini Support for SAP Industry Solutions can be delivered for clients running SAP industry-specific business function sets and add-ons as part of their SAP Business Suite, ECC and S/4HANA systems.

Rimini Support for SAP Industry Solutions includes:

- SAP IS-Retail
- SAP IS-Oil
- SAP IS-Utilities
- SAP IS-Mills
- SAP IS-Mining
- SAP IS-Aerospace & Defense
- SAP IS-Automotive
- SAP IS-Apparel & Footwear
- SAP IS-Public Sector
- SAP IS-Higher Education
- SAP IS-Healthcare
- SAP IS-Telco
- SAP IS-Media
- SAP IS-Insurance
- SAP IS-Banking

Rimini Support for SAP Industry Solutions Delivers Extraordinary Results for Clients

Rimini Street already provides support to many clients around the globe using SAP Industry Solutions, including Proton, a leading national automobile manufacturer in Malaysia that ranks second in overall auto sales in the country. Rimini Street supports Proton’s SAP ERP covering IS-Automotive, Production Planning, Sales & Distribution, Material Management, Advanced Planning Optimization, Plant Maintenance, Financials, HR and Payroll.

By switching to Rimini Street, Proton immediately reduced annual maintenance fees by 50%, helping to fund the expansion of its plant in Tanjung Malim, Perak to accommodate greater production volumes.

“One of the reasons we went with Rimini Street’s solution is so that we don’t feel pressured to have to upgrade to SAP S/4HANA in 2027 if the organization is not ready to make the investment; and we will still have the necessary support required,” said Marhalisa Matari, senior manager of IT Application Management, Group Information Technology for Proton.

Proton has already achieved improved outcomes with Rimini Support for SAP Industry Solutions, including:

- **50% reduction in annual maintenance fees**: Savings from switching to independent, third-party support helped fund a plant expansion and aided Proton in reducing its overall operating expenses.

- **Secured maintenance support for existing SAP ERP:** Proton can now confidently rely on its current SAP applications for years to come.
- **Personalized support services:** Fast and efficient issue resolution led by a Primary Support Engineer; support for customizations and strategic advisory services are included.
- **Flexibility to decide if and when to migrate to S/4HANA:** Proton can build a long-term ERP strategy on its own timetable while running a stable SAP environment.

Added Matari, “Rimini Street makes customers feel important. The team is very reassuring when problems arise, and they regularly check on our team, which is important to me. Also, the turnaround time from when my team logs a ticket to when we receive the response from Rimini Street is fantastic. My team members do not even have time to go and make a cup of coffee, that is how fast Rimini Street gets back to its customers.”

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 drive 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 5,200 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 riministreet.com, and connect with Rimini Street on Twitter, Instagram, 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 “anticipate,” “believe,” “continue,” “could,” “currently,” “estimate,” “expect,” “future,” “intend,” “may,” “might,” “outlook,” “plan,” “possible,” “potential,” “predict,” “project,” “seem,” “seek,” “should,” “will,” “would” 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, including the disposition of pending motions to appeal; additional expenses to be incurred in order to comply with injunctions against certain of our business practices and the impact on future period costs; 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; 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 August 2, 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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