

## Hearing Australia Shifts its E-Business Support and Maintenance to Rimini Street

January 21, 2020

### *Superior support empowers Hearing Australia to free up resources and enable digital transformation*

LAS VEGAS--(BUSINESS WIRE)--Jan. 21, 2020-- [Rimini Street, Inc.](https://www.businesswire.com/news/home/20200121005034/en/) (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, today announced that Hearing Australia, the nation's largest provider of government-funded hearing services, has switched to Rimini Street support for its mission-critical ERP system. Hearing Australia's mission is to provide world-leading research and hearing services for the wellbeing of all Australians. The organization operates in over 600 locations across Australia, providing government-funded hearing services for children, young adults up to 26, Aboriginal and Torres Strait Islander people, pensioners and veterans. By switching to Rimini Street's premium third-party support for its enterprise application footprint, Hearing Australia has freed up much-needed resources to enable the organization to undertake digital transformation initiatives.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20200121005034/en/>



### **Superior Support and In-Region Expertise Critical to Faster Resolutions**

Hearing Australia was focused on freeing up resources in their IT department to be able to address more strategic initiatives, but the organization was also seeking a better support solution with faster response times.

"Since our move to Rimini Street, we are achieving resolutions in a matter of hours. They have been very responsive and timely, which has led to faster resolution of any issues with our E-Business Suite application," said Andrew Bakhsh, chief

Hearing Australia Shifts its E-Business Support and Maintenance to Rimini Street (Graphic: Business Wire)

technology officer for Hearing Australia. "Rimini Street has a dedicated team of support engineers in Australia who understand Australia-specific issues. For us, that was a huge reason as to why we moved to the Company in the first place."

All Rimini Street clients benefit from the company's flexible, premium-level enterprise software support model, including its industry-leading Service Level Agreement (SLA) of 15-minute response times for all critical Priority 1 cases. Clients are also assigned a Primary Support Engineer (PSE), backed by a team of technical experts, who have an average of 15 years' experience in the client's particular enterprise software system.

Bakhsh said the transition to Rimini Street did not affect the day-to-day running of the organization's IT operations. "It was painless and professional," said Bakhsh. "Ultimately the move came down to us minimizing our organizational risk. E-Business Suite is a critical application for our organization, and Rimini Street's follow-the-sun support ensures we can achieve resolutions to issues quickly."

"Organizations such as Hearing Australia are finding ways to both lower costs and to maintain flexibility in the development and deployment of business-critical applications," said [Emmanuelle Hose](#), regional general manager, Australia and New Zealand, Rimini Street. "With more resources available to them, Hearing Australia can look at new technology innovations to allow it to continue to provide innovative benefits to its community."

### **About Rimini Street, Inc.**

Rimini Street, Inc. (Nasdaq: RMNI) 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. More than 2,000 global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted application enterprise software products and services provider. To learn more, please visit <http://www.riministreet.com/>, follow @riministreet on Twitter and find Rimini Street on Facebook and LinkedIn. **(C-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, changes in the business environment in which Rimini Street operates, including inflation and interest rates, and general financial, economic, regulatory and political conditions affecting the industry in which Rimini Street operates; adverse developments in pending litigation (including our pending appeal of the permanent injunction) or in the government inquiry 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; the terms and impact of our outstanding 13.00% Series A Preferred Stock; changes in taxes, laws and regulations; competitive product and pricing activity; difficulties of managing growth profitably; the customer adoption of our recently introduced products and services, including our Application Management Services (AMS), Rimini Street Advanced Database Security, and services for Salesforce Sales Cloud and Service Cloud products, in addition to other products and services we expect to introduce in the near future; the loss of one or more members of Rimini Street's management team; uncertainty as to the long-term value of Rimini Street's equity securities; and those discussed under the heading "Risk Factors" in Rimini Street's Quarterly Report on Form 10-Q filed on November 7, 2019, 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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