

# Rimini Street Support for Oracle Fusion Middleware

## Select Support Coverage

- Application Servers — WebLogic, Tuxedo, Internet Application Server, Oracle Application Server
- Business Intelligence — Hyperion, Essbase, OBIEE, BI Discoverer
- Business Process Management — BPM Suite, AquaLogic, BPEL Process Manager, Business Process Analysis Suite
- Data Integration — Oracle Data Integrator, GoldenGate, Enterprise Data Profiling and Data Quality
- Development Tools — JDeveloper, Designer, OAF, ADF, OAE, Forms, Reports, BI Publisher
- Enterprise Management — Application Testing Suite, Oracle Enterprise Manager Packs for Middleware
- Identity Management — Identity and Access Management Suite, SSO, Access Manager, Adaptive Access Manager, Directory Services
- Service Integration — SOA Suite, Application Integration Architecture
- User Engagement — Oracle WebCenter Portal, Oracle OAS Portal

## Consolidate Support Services and Maximize the Value of Your IT Investment

### Product Support Overview

Rimini Street offers support and maintenance services for Oracle® Fusion Middleware software. We can support your Oracle Fusion Middleware software by itself, or in combination with your Oracle or SAP® enterprise applications and Oracle Database. Clients using our combined support receive an integrated service offering with all the advantages of single-provider support.

### Business Challenges

Oracle Fusion Middleware software systems are stable and reliable, requiring much less support than earlier generations. In this context, many licensees today are frustrated by forced vendor upgrades and lackluster service levels. Those achieving little value from their annual support contracts are choosing to extend the life of their current releases and dramatically reduce costs by replacing Oracle support with independent support.

### The Rimini Street Solution

Turning the multi-tiered vendor support model upside down, Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). In this way, clients have direct access to an expert with their first call. PSEs are available 24 hours a day, 7 days a week, 365 days a year anywhere in the world with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes and a team of experts who focus on interoperability challenges, roadmap planning and holistic security.

**Key Benefits**

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support 24/7/365
- Eliminate forced upgrades yet preserve the flexibility to upgrade when you see clear ROI
- Fund innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

**More Information**

To learn more about Rimini Street Support for Oracle Fusion Middleware, visit [www.riministreet.com/support-for-oracle/oracle-fusion-middleware](http://www.riministreet.com/support-for-oracle/oracle-fusion-middleware)

**About Rimini Street**

Rimini Street is a global provider of enterprise software products and services, and the leading independent support provider for Oracle and SAP products. The company has redefined enterprise support services since 2005 with an innovative, award-winning program that enables licensees of IBM, Microsoft, Oracle, SAP and other enterprise software vendors to save up to 90 percent on total support costs. Clients can remain on their current software release without any required upgrades for a minimum of 15 years. Over 1,300 global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted, independent support provider.

**Support Program Comparison**

	Rimini Street	Oracle
Named, Regional Primary Support Engineer	■	
24/7/365 Support, Guaranteed 15 Minute or Less Response for Priority 1 Issues	■	
Minimum 15 Years Support Guaranteed	■	
Security Advisory Services (Vendor-Neutral)	■	
Interoperability Support	■	
Strategic Application Planning, Functionality Mapping & Enhancement Analysis	■	
Named Global Account Manager for Each Client	■	
Onboarding & Archiving Services	■	
Application & Repository Fixes	■	■
Documentation-Only Fixes	■	■
Configuration Support	■	■
Operational Support	■	■
Installation & Upgrade Process Support	■	■

**Support Details**

*Support for All Your Oracle Applications and Database Under One Roof*

Our award-winning, ISO-certified premium support and maintenance program will take care of the nuts and bolts of maintaining your market-leading Oracle Fusion Middleware family of products. We'll support the application and its integrations with your Oracle, PeopleSoft, Siebel, JD Edwards and SAP systems, taking advantage of the prebuilt data and metadata integration and drill-through to transaction details. Rimini Street gives you a single point of contact for all your enterprise software support and maintenance needs with proven expertise, premium support features and personalized, ultra-responsive service.

*Interoperability Support*

Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.

**Worldwide Headquarters**

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