

Airservices Australia Extends Agreement with Rimini Street to Support its SAP Applications

Company cites ultra-responsive support model and savings that will be applied toward digital transformation initiatives

MELBOURNE, AUSTRALIA, JUNE 30, 2020 – Rimini Street, Inc. (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 Airservices Australia, Australia's air navigation service provider, has further extended the maintenance and support agreement for its mission-critical SAP platform with Rimini Street. The organisation first switched to Rimini Street support in 2016 and has opted to continue to receive the Company's ultra-responsive support model based on the ROI achieved to date, and the ability to divert significant ongoing annual support savings to enable innovation initiatives across their business.

Rimini Street Support Helps Transform Operations "For the Next Decade and Beyond"

Airservices Australia is a government-owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry. It manages 11 percent of the world's airspace, and more than four million aircraft movements carrying more than 160 million passengers annually. Airservices provides telecommunications, aeronautical data, navigation services and aviation rescue firefighting services for the aviation industry.

Airservices Australia relies on its SAP ECC 6.0 system to run the day-to-day operations of its two air traffic services centres, two terminal control units and 29 towers at international and regional airports, which combined includes more than 3,500 employees.

By switching from the software vendor's support to Rimini Street, the organisation has significantly lowered its overall maintenance and support spend and now has additional resources – time, money and personnel – to apply toward digital transformation initiatives, including developing its next-generation ERP strategy. The organisation is also able to maintain its current stable SAP system for a minimum of 15 years under Rimini Street support, allowing them to step off the vendor's upgrade cycle and take a more business-driven approach to their IT roadmap.

"The move to a third-party support model has allowed us to maintain and maximise our ERP system while looking at initiatives that can help us transform our operations for the next decade and beyond," said Sandeep Khyalia, application services manager, Airservices Australia. "Rimini Street also provides support for software customisations, which allows us the opportunity to extend the life of our current system and not have to rush into an upgrade to S/4HANA – which today is not the best fit for our business – while meeting our compliance and regulatory obligations."

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 functional and technical experts, who have an average of 15 years' experience in the client's software system.

"Airservices Australia requires a robust enterprise software solution which it has in its SAP system but given the mission-critical nature of their operations, it also needs reliable and quick support for any issues which may arise," said Emmanuelle Hose, regional general manager, Australia and New Zealand, Rimini Street. "Shifting to third-party support from Rimini Street has allowed Airservices to benefit from our ultra-responsive and personalised support services, with access to expert engineers 24x7x365 to help them keep their SAP platform running smoothly and reduce their operating risks."

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. Nearly 2,100 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 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: the unknown duration and economic, operational and financial impacts on our business of the COVID-19 pandemic and the actions taken by governmental authorities, clients or others in response to the COVID-19 pandemic; catastrophic events that disrupt our business or that of our current and prospective clients; 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 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 May 7, 2020, 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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Contacts

Cameron Wells

mailto: