

Downies Collectables Switches to Rimini Street Support for its SAP Applications

Australian-based coin and collectibles retailer reduces annual IT support costs by 50% and receives ultra-responsive, award-winning support

Melbourne, June 23, 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 Downies Collectables, one of the southern hemisphere's largest online retail and auction sites for collectables and numismatic products, has shifted support for its SAP ECC system to Rimini Street Support. The company was not seeing a good ROI for the high support and maintenance costs they were paying the vendor, and needed a responsive support provider that would be available after standard business hours. By switching to Rimini Street Support, Downies Collectables immediately reduced its annual software support spend by 50% and has gained a premium-level, ultra-responsive 24/7/365 support model for its ERP system. Downies Collectables can also maintain its current system for a minimum of 15 years from the time that they switched to Rimini Street, with no required upgrades to remain in full support.

Saving Costs While Unlocking Superior, Around-The-Clock Support

Established in 1932 in Australia, Downies Collectables is a family business specialising in the auction and distribution of numismatics (coins, paper currency, and medals) and collectables, and one of the world's largest distributor for the Royal Australian Mint and Perth Mint. Seven years ago, the company migrated its SAP system from Business One to ECC. During this time, the company lodged only a few support tickets, and mostly in the early days of the system's operation. Downies Collectables realised it was paying expensive maintenance and support to the vendor for its robust ECC system, and they felt this was an unnecessary expense.

"We saw maintenance and support from SAP as an important insurance policy, but we were spending far too much on an annual basis for that peace of mind," said Chris Sealey, Operations Director, Downies Collectables. "Even though we rarely used the support, it was only available during standard business hours. For a website with global reach, coupled with the vendor's high support costs, we weren't getting an assurance that we'd receive assistance when we needed it."

"Rimini Street was brought to my attention by a network of people, and we discovered just how significant the savings would be if we made the switch. From there, the process to switch was smooth, and our discussions were always open with Rimini Street's team – there were no agendas. And with Rimini Street, we now have access to a higher value, around-the-clock, personalised support for half the cost," added Sealey.

Achieve IT Cost Optimisation Goals While Maintaining Business Continuity

Rimini Street supports clients with uninterrupted service worldwide at all times, including during times of global disruption. Every Rimini Street client benefits from the company's flexible, premium-level enterprise software support model, including its industry-leading Service Level Agreement (SLA) of less than 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.

"Organisations such as Downies Collectables realise that the annual cost of maintenance and support provided by the vendor is far too expensive for the value received and are increasingly looking at more cost-effective, higher service level options, especially during this time of economic uncertainty," said Emmanuelle Hose, regional general manager, Australia and New Zealand, Rimini Street. "In a global economy, online operations need to be always on, which means 24/7/365 support is paramount. Our premium support model and industry-leading SLAs ensure that our clients are covered regardless of geography or support issue to ensure business continuity."

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 organisations 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, the duration of and economic, operational and financial impacts on our business of the COVID-19 pandemic, as well as 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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