

SURVEY
REPORT

THE HIDDEN TRUTHS ABOUT ORACLE DATABASE SUPPORT

Rimini Street[®]

Executive Summary

About the Survey

In late 2016, Rimini Street conducted a survey to understand the state of support for the Oracle Database product line in preparation for 2017 planning.

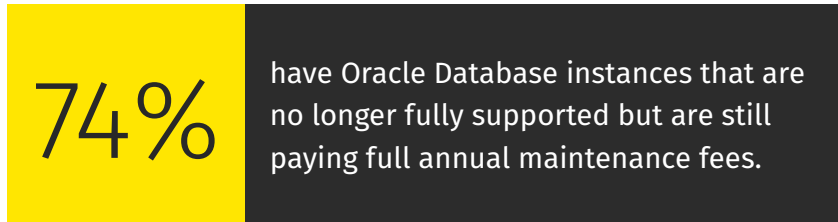
The survey objectives were:

- Explore the challenges of supporting Oracle® databases
- Uncover key pain points for database and procurement professionals
- Understand what drives companies to change their database support strategy
- Evaluate the value of third party support and new database alternatives

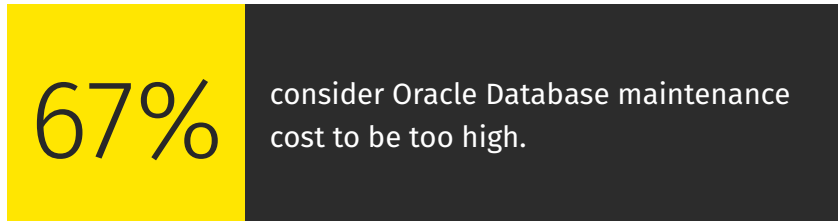
WHO RESPONDED

The survey was sent to Oracle Database licensees including CIOs, IT Management, and DBAs. Survey respondents include 168 current Oracle Database licensees from a wide range of industries and company sizes in North America, Asia-Pacific and Europe.

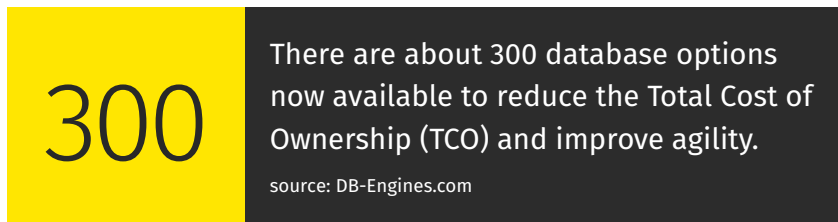
Risks:



Costs:



Alternatives:



The Dark Side of Database Support

The Survey on Oracle Database confirmed a common problem: Most companies have multiple database instances that are difficult to keep track of. Over 75% of respondents have more than 10 database instances in their database ecosystem. Thirty-three percent have over 100 database instances, and nearly 8% have more than 1,000.

TAKEAWAY:

A large number of instances can make it difficult to monitor and maintain a database landscape.

How many Oracle Database instances do you have?

1-10

23.7%

11-100

43.3%

101-500

19.7%

501-1000

5.7%

1000+

7.6%

OVER
75%
of respondents have more than 10 database instances

An Instance Not Fully Supported = A Vulnerable Database

In fact, 74% of respondents have database instances that are no longer fully supported by Oracle. Another 15% don't even know.

The 74% of respondents who continue to run Oracle Database release 11.1 or earlier are in Oracle Sustaining Support¹. That means, according to Oracle's Lifetime Support Policy, they are no longer receiving:

- New updates, fixes, security alerts, data fixes, and critical patch updates
- New upgrade scripts
- Certification with new third-party products/versions
- Certification with new Oracle products.



74%
of respondents have database instances that are no longer fully supported by Oracle.

48%
don't know or are confused about what is supported in their database environment.

TAKEAWAY:

Companies are paying full maintenance fees for databases that aren't fully supported and these instances come with high costs, can drain valuable IT resources, and present a high risk for business disruption.

¹Lifetime Support Policy, Coverage for Oracle Technology Products – October, 2016

Database Budgets in Distress

According to the survey, 67% of respondents state that Oracle Database maintenance costs are too high. In addition, the numbers suggest they are not getting value from their annual maintenance dollars. These wasted funds can be reallocated for strategic initiatives that are critical to your business needs.

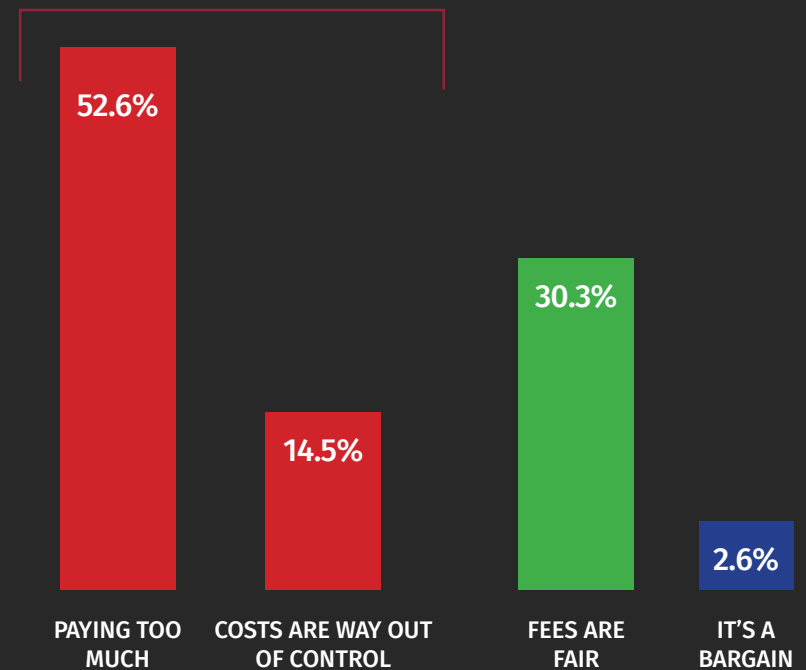
TAKEAWAY:

With the continued high cost of Oracle Database support, budgets are squeezed and resources stretched thin. Companies are looking for better and more cost effective support.

How do you feel about the cost of Oracle support and maintenance for database?

67%

of respondents feel that Oracle's database maintenance costs to be too high.



No Value—No ROI

Many IT departments feel compelled to take matters into their own hands to resolve support issues. Fifty-five percent of respondents resolve the majority of cases on their own, avoiding contact with Oracle, which incurs additional costs and strains internal resources.

In addition, 66% of respondents find it difficult to stay current on the latest releases, and nearly 1 in 4 upgrade simply to keep DBAs technically proficient with no expected ROI.

TAKEAWAY:

Despite paying significant annual support fees, companies are not receiving the value they deserve from their Oracle Database maintenance investment. Plus the constant pressure to upgrade in order to remain fully supported not only disrupts business but wastes funds and resources. You can avoid forced upgrades and get higher quality support for less.



55%

of respondents resolve the majority of cases on their own without Oracle.

66%

find it hard to stay current on the latest releases.

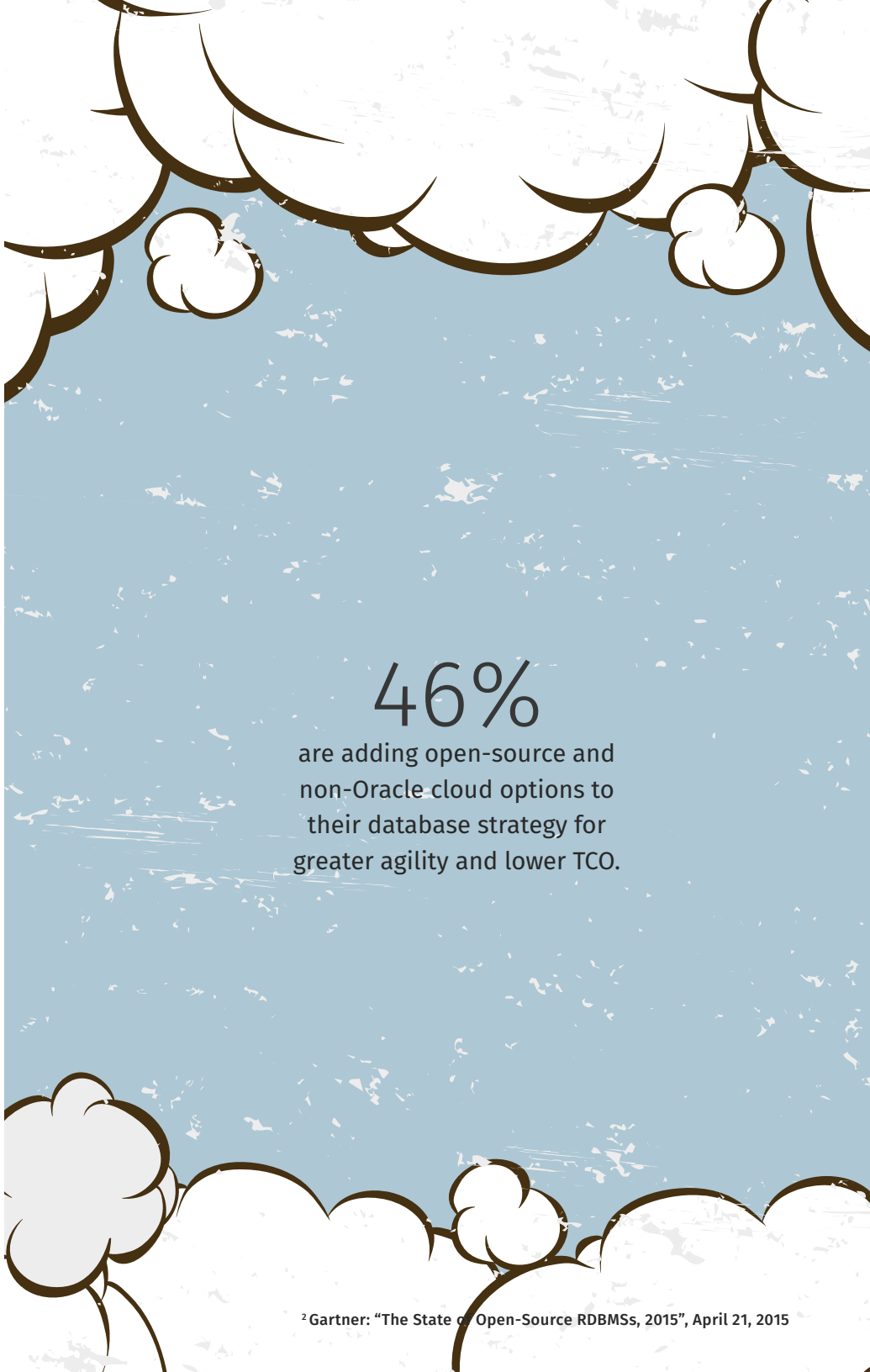
Database Alternatives Gain Ground

Respondents agree: the relevance of their Oracle Database is significant. More than three-quarters rank Oracle Database as a primary or important database strategy for their company.

However, 46% are adding open-source and non-Oracle cloud options to their database strategy for greater agility and lower TCO. As popular as cloud is today, less than 6% are seriously considering Oracle Database in the cloud, perhaps showing concern over being further locked-in to the vendor.

TAKEAWAY:

Today, there are about 300 database options now available including open-source and cloud alternatives like MongoDB, PostgreSQL and Amazon – the database market has been commoditized. According to Gartner², open source databases have now reached parity with Oracle in terms of functionality, tools and available resources, all with a lower TCO. Companies fed up with paying high Oracle Database costs are considering these options to reduce costs and speed time to results.



46%
are adding open-source and non-Oracle cloud options to their database strategy for greater agility and lower TCO.

² Gartner: "The State of Open-Source RDBMSs, 2015", April 21, 2015

4 Recommendations for Avoiding Oracle Database Maintenance Risks

1

Consider independent support options, which will allow you to expand the use of your stable, on-premise Oracle Database without forced upgrades

2

Realize cost savings of up to 90% of your Oracle Database maintenance budget when all factors are considered

3

Research nimble and cost-effective cloud and open-source databases, like MongoDB, PostgreSQL and Amazon, for new hybrid IT projects

4

Invest in innovative new projects, like Big Data solutions, enterprise mobility, or social media, with budget normally reserved for database maintenance

ABOUT RIMINI STREET

Rimini Street is the leading global provider of independent enterprise software support services. Replacing Oracle and SAP support, our clients enjoy the most relevant and responsive support, save up to 90% on their total maintenance costs, and free up funds that can be used to drive innovation.

To learn more about reducing Oracle Database maintenance costs and redirecting IT resources to more strategic initiatives, contact Rimini Street at www.riministreet.com/contact-us or email at info@riministreet.com.

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