

SUPPLIER SPOTLIGHT | RIMINI STREET

Supplier Summary

Rimini Street is the global leader in providing independent, third-party enterprise software support services to nearly 3,300 companies worldwide, including 175 of the Fortune 500 and Global 100 to date.

Rimini Street replaces the annual support you currently receive from Oracle and SAP, guaranteeing 50 percent savings on annual support fees and up to 90 percent savings on total cost of maintenance.

Benefits for the Blues

In addition to standard break-fix support at 50 percent of current Oracle and SAP costs, you can reap the benefits of higher quality, more comprehensive support service, saving additional time and money

- Primary support engineers (PSEs) with at least 15 years of real-world experience who act as extensions of your organization
- 24x7x365 follow-the-sun global support access with a guaranteed <15-minute response time for critical issues
- Full support for custom code without need for justification or escalation
- Release support for a minimum of 15 years without any required software upgrades or updates, extending useful life of IT assets
- The industry's fastest Legislature-to-Live™ tax, legal, and regulatory updates, tailored and tested for your unique environment
- A suite of strategic advisory services to assist with licensing, security, cloud, and IT roadmap planning

Rimini Street emphasizes a full service versus self-service model for ERP support, publicly measuring and reporting an average of 4.8/5 client satisfaction (where 5.0 is the highest score) and has received over 100 individual and company awards for customer service over the past decade.

We invite you to learn more at www.riministreet.com

Initial Contract Term

April 21, 2020 – April 21, 2023

Supplier Information

Rimini Street

Engineered for Support™

Industry: Software

Product: Software Support

Established: 2005

Best in BCBS:

As a member of the Blue Cross Blue Shield network, you will receive Rimini Street products and services at the lowest price available.

For more information, including the national program criteria, presentations, and FAQ, contact Sandip Shah

How to Participate:

Plans execute EPAs to access pricing. Please contact the designated personnel below for more details on how to benefit from this agreement

BCBSA

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SUPPLIER

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