

Third-Party Support Vendor Comparison Services & Features



Third-Party Maintenance & Support

	<i>Spinnaker Support</i>	<i>Rimini Street</i>
Average 62% savings compared to vendor-provided support	■	■
Never a fee for support of unused licenses and/or shelf-ware	■	
Supporting SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle DB and Fusion MW, Hyperion, and more	■	■
Standard agreement includes break fix, tax & regulatory updates, general inquiries, built-in advisory services and support for all customizations	■	■
End-to-end ISO 9001:2015 certified from prospect engagement through client off-boarding	■	
Global support coverage in over 100 countries out of seven support hubs located in Denver, London, Moscow, Mumbai, Seoul, Singapore, and Tel Aviv	■	■
15-30 minute guaranteed response after P1 or P2 ticket submission, average < 8 minute response, 24x7x365 "follow the sun" support coverage	■	■
No sunset policy, run current version indefinitely	■	■
Dedicated, named account support lead plus dedicated team of software engineers averaging 19+ years experience	■	
VP-level named account manager, from sales cycle through support delivery lifecycle	■	
Archiving of only what the customer is legally entitled to download	■	
96% of customer incident tickets addressed by direct employees		

Application & Technical Managed Services

System Administration – workflow configuration and management, remote monitoring, technology architecture stack support, scheduled performance diagnostics and tuning optimization, package builds, system audits, patching and security updates, staff augmentation, and other.	■
Data Management – EIM, EAI, quality validation, and modeling	■
Application Development – custom code, forms and reports, custom application fixes, operational support, staff augmentation	

Consulting Services

Wide range of capabilities including assessments, strategic and roadmap planning, project governance and support, implementations and upgrades, migrations, staff augmentation	■
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