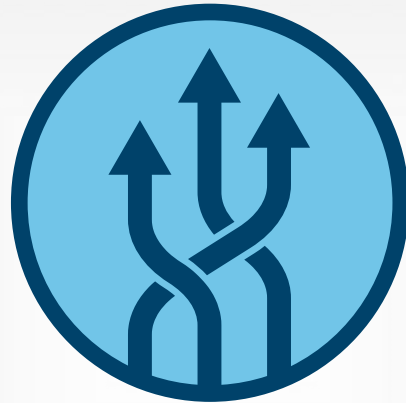


It's Your Roadmap... But Who's in Control?

Marcelo Motta, Sales Director, Rimini Street



GROWTH



TOP CEO PRIORITY



GROWTH



TOP CEO Priority

90%

CEOs #1 priority is -
to improve customer experience

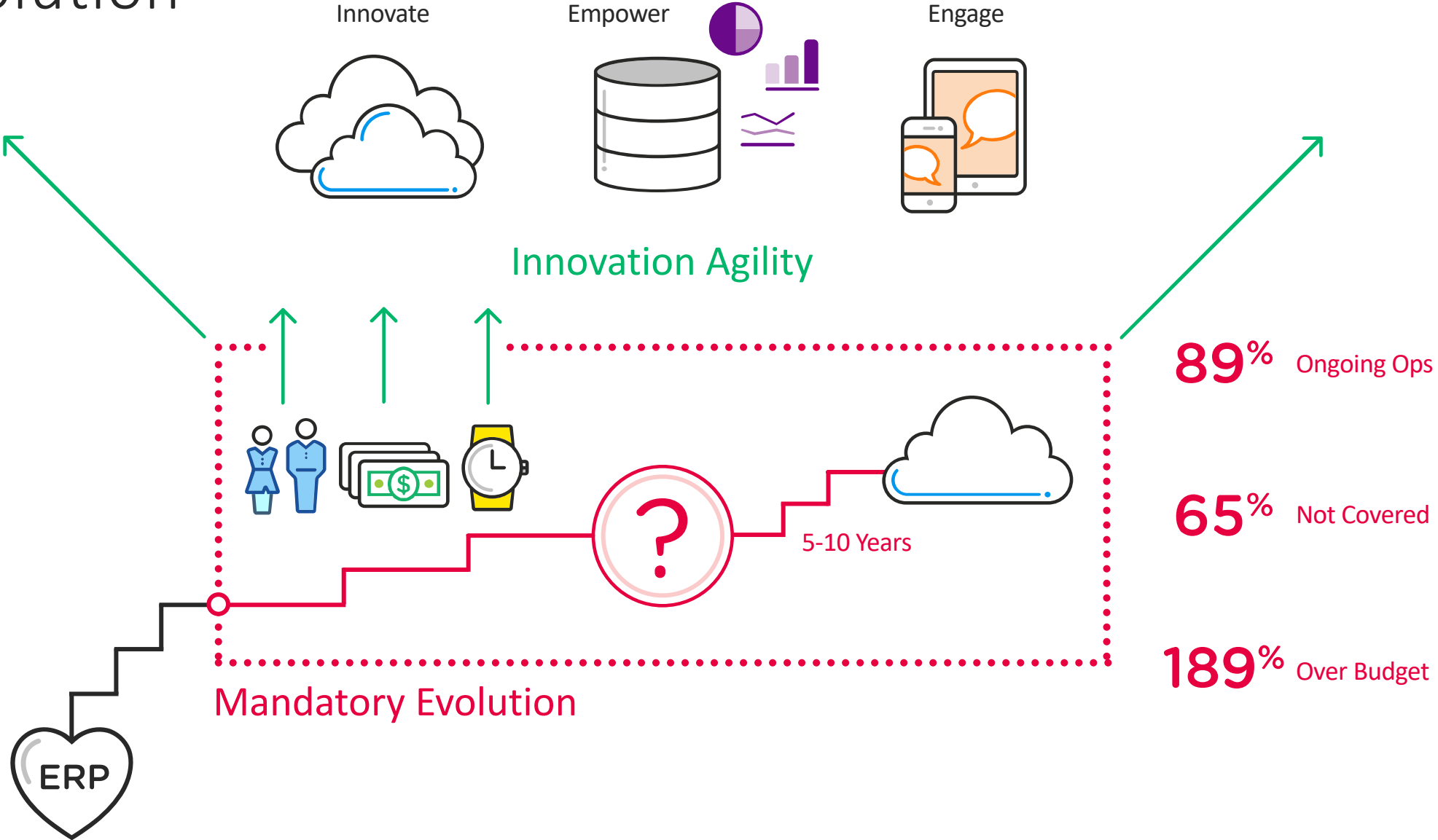
89%


Ongoing Operations

82%

CIOs are taking a hybrid IT
approach to transformation

ERP evolution

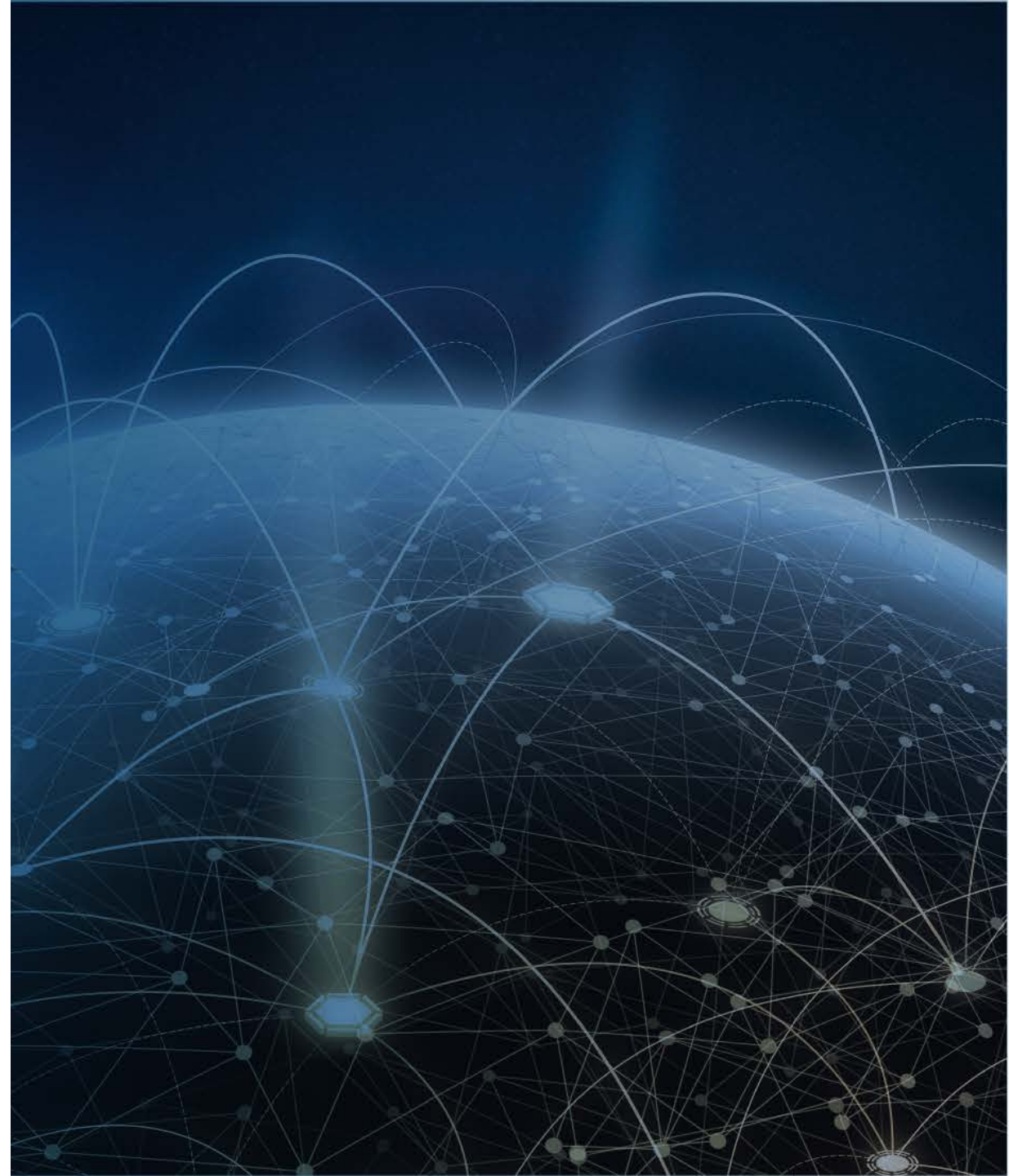




“CIOs have a mandate
to innovate.”

*“They will be a key part
of the CEO’s growth team,
designing the open, agile
and customer-engaged
organization that will
create new value—and
competitive advantage.”*

HARVARD BUSINESS REVIEW
CIO SURVEY



A Changing IT Mission

Caretaker CIO



Innovator CIO

Tickets and Tasks



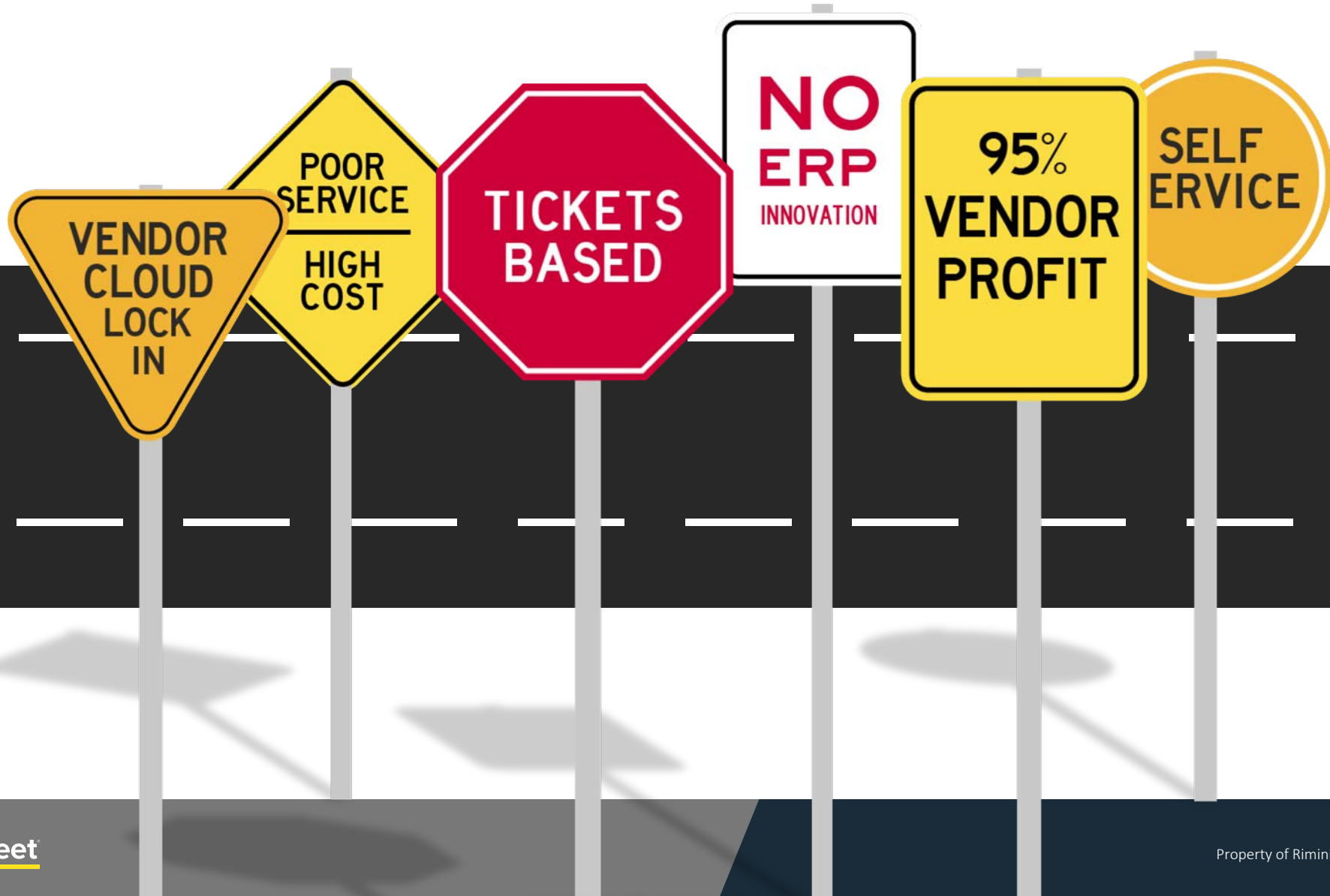
Business Outcomes

'Keeping the Lights On'



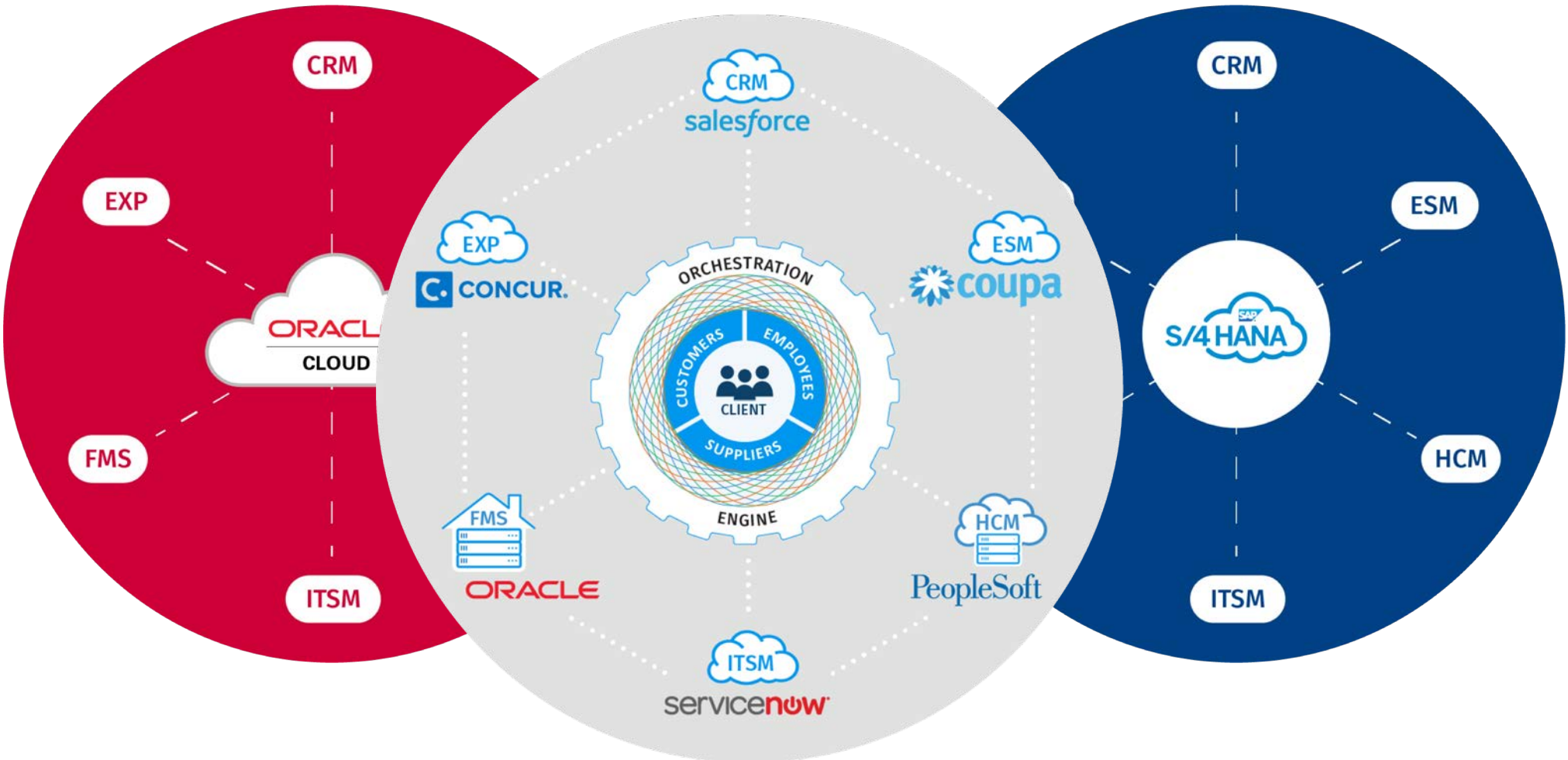
Competitive Advantage and Growth

Roadblocks To A Changing IT Mission



Business-Driven versus Vendor-Driven Roadmaps

Enterprise Suite or Orchestrated Ecosystem



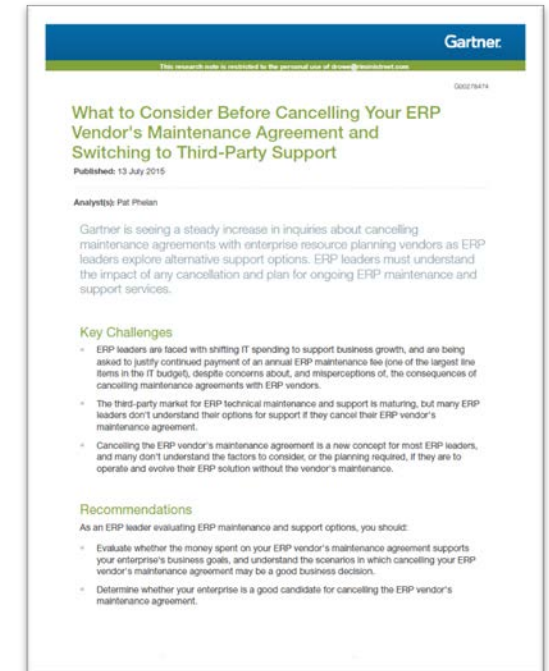
Rimini Street Overview

Rimini Street is an alternative to the software vendor maintenance and support contract, providing a Premium Service for at least 50% of the cost

Who should consider ?

Last Reports

- Need to reduce IT costs
- Low utilization value compared with the support costs
- Vendor is not supporting your current version anymore
- Low fit with the software evolution strategy /necessity of new versions
- Customized environment
- Software is stable with no need of upgrade or recent upgrade
- Need of budget for innovation



Snapshot of Rimini Street Clients – Fortune 500 and Global 100



TOYOTA



Universal Pegasus
INTERNATIONAL



Genesis HealthCareSM



BNY MELLON



Over 2500 Clients

- 127 Fortune 500 Companies
- 30 Fortune Global 100 Companies

GENERAL DYNAMICS



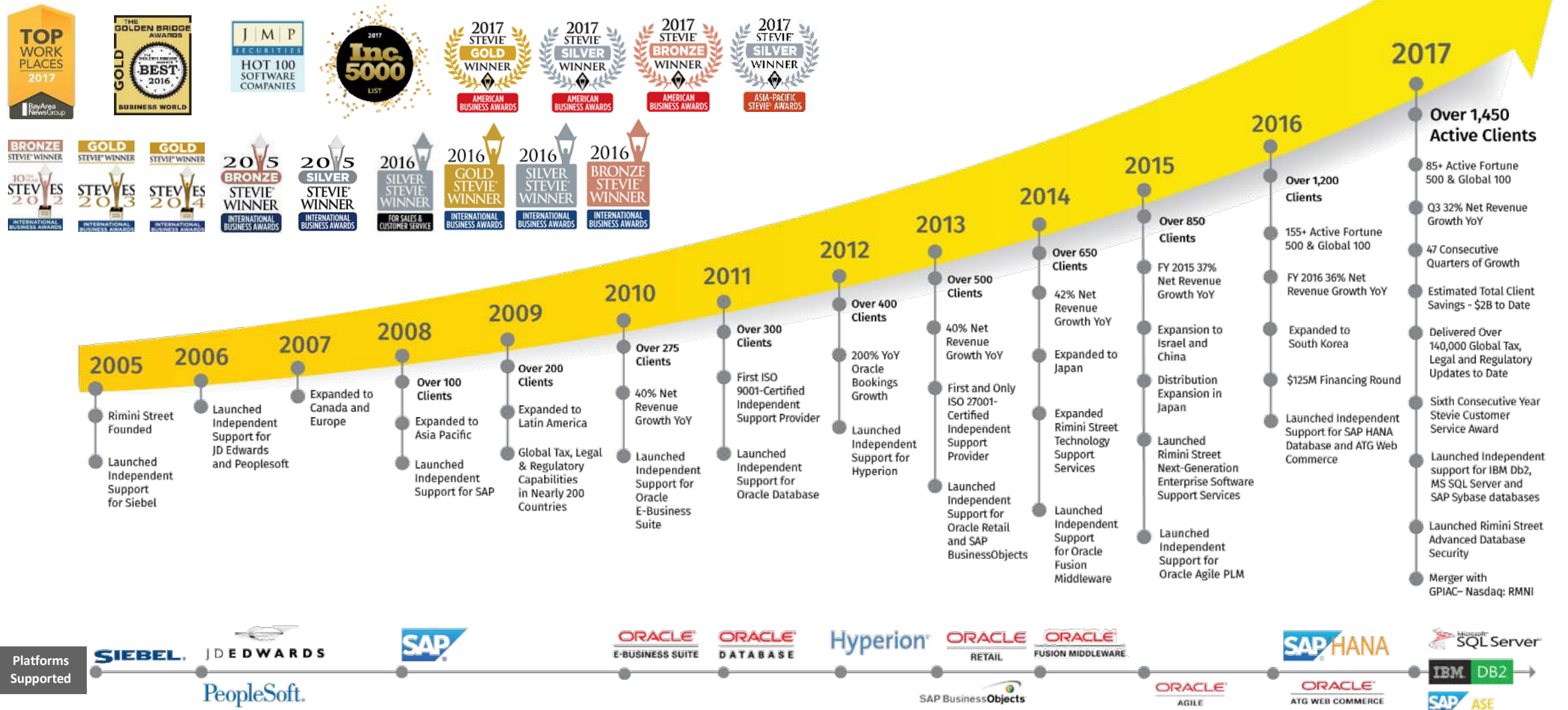
iHeart
MEDIA



+80 Customers Supported by Latam team



Strategy, Service, & Value Drive Change



Before

\$3M

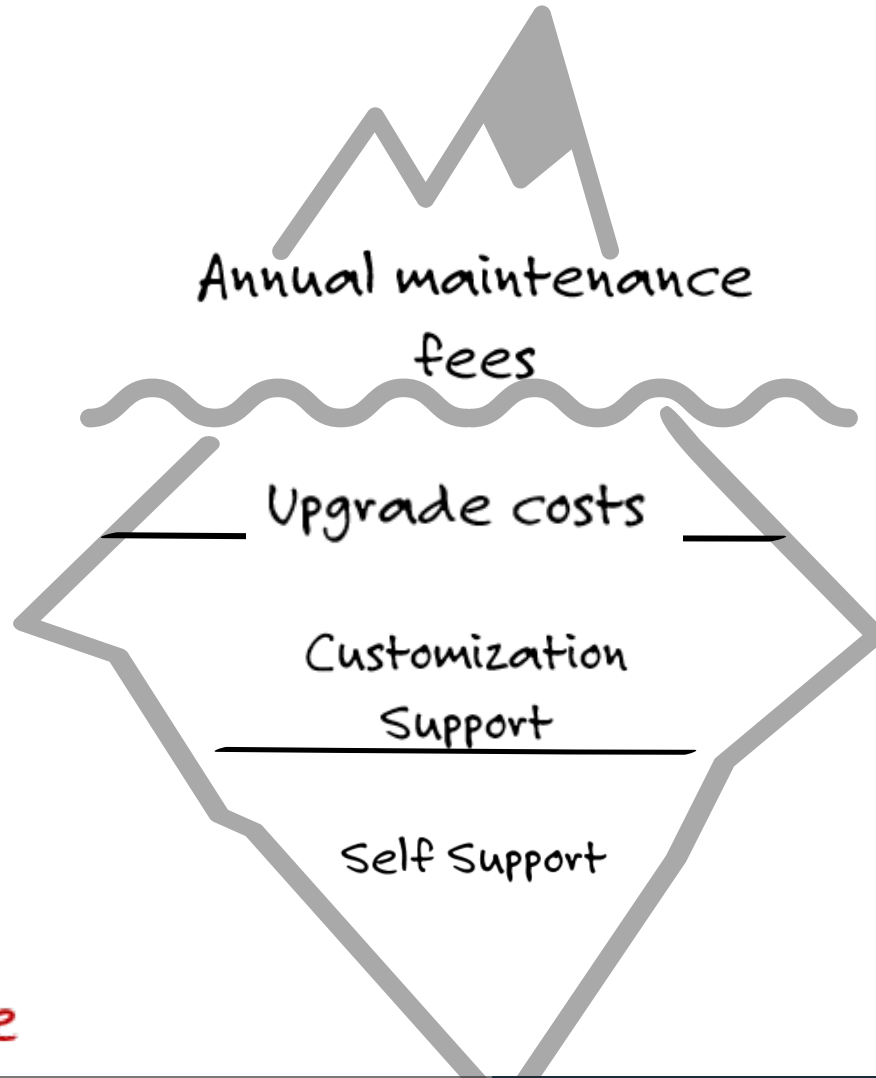
\$1M

\$330K

\$220K

\$4.5M annual expense

Valspar



Now

\$1.5M

\$0

\$0

\$0

\$1.5M annual expense

Investing Savings In Strategic Initiatives

valspar

Customer Experience Management

Human Capital Management

Increase Marketing Conversion Rates



Accelerate Talent Development



Enterprise Mobility

Financial Management

Enable Faster Customer Response by Mobilizing Workforce



Improve Margins via Strategic Sourcing



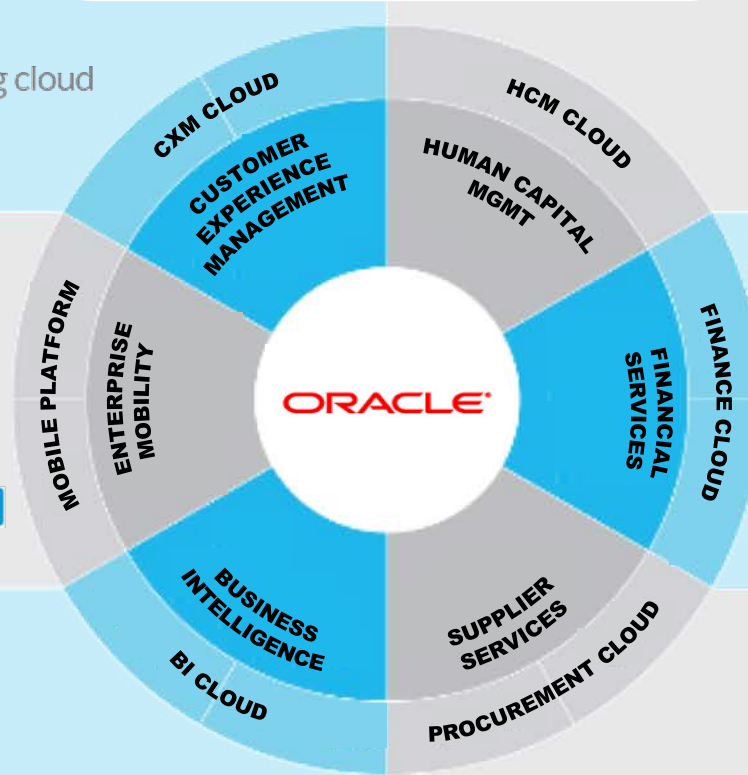
Business Intelligence & Analytics

Supplier Management

Increase Insight into Demand Drivers



Streamline / Optimize Supply Chain



A Fundamentally Different Support Philosophy

Clients are provided the most responsive and effective enterprise software support in the industry

Rimini Street delivers highly experienced, hands-on expert support by:

- Assigning engineers directly to each client
Every client is assigned a **Primary Support Engineer (PSE)** with an average of 15 years of real-world experience
- Delivering 15-Minute guaranteed response times for critical issues
With average engineer to client response time of **less than five minutes**
- Prioritizing every issue
Our PSEs immediately begin working your issue **without requiring client justification**
- Offering relevant service
We offer additional support including support for customizations at **no additional charge**
- Basing engineer compensation on client success
Company bonus program based on **client satisfaction and retention**



BRONZE
STEVIE WINNER



INTERNATIONAL
BUSINESS AWARDS

GOLD
STEVIE WINNER



INTERNATIONAL
BUSINESS AWARDS

GOLD
STEVIE WINNER



INTERNATIONAL
BUSINESS AWARDS

2015
SILVER
STEVIE WINNER



INTERNATIONAL
BUSINESS AWARDS



On-Boarding

- Success transition to Rimini Street guaranteed
- Software, patches and Notes downloaded

Support

- PSE designated
- 24x7 Highly efficient Services with very aggressive SLA's
- Support to Customizations and configurations

T&R

- T&R atualizations
- Test and Development at the customer environment
- No need of patches upgrades

Support to the Technology Roadmap

Global Tax, Legal & Regulatory Support

Capabilities for Nearly 200 Countries



- Human Resource Changes**
- Human Capital Reporting
 - Social Security
 - Medical insurance
 - Payroll
 - Benefits
 - Pension administration
 - Withholding rates
 - Year-end reporting
 - Campus Solution

- Transaction Tax Changes**
- Sales and use taxes
 - Goods and services taxes
 - Provincial sales taxes
 - Value added taxes

- Financial Regulatory Changes**
- 1099
 - Asset management
 - FASB reporting
 - IASB reporting
 - IFRS
 - GAAP
 - FATCA
 - Environmental

Rimini Street – IPO – January of 2018



Agile IT Drives Competitive Advantage and Growth

Traditional IT – Vendor Based

Agile IT – Outcomes Based

Client Data Center



Agnostic Cloud

Level 1/Help Desk
(Ticket Based)



Level 1/Help Desk
(Improved Outcomes Based)

Level 2/AMS
(Ticket Based)



Level 2/AMS
(Improved Outcomes Based)

Level 3 Software Vendor
(High Cost, Poor Support,
Vendor Road Map)



Level 3 Third Party Support (Low
Cost, Better Support, Client Road
Map, Improved Outcomes)

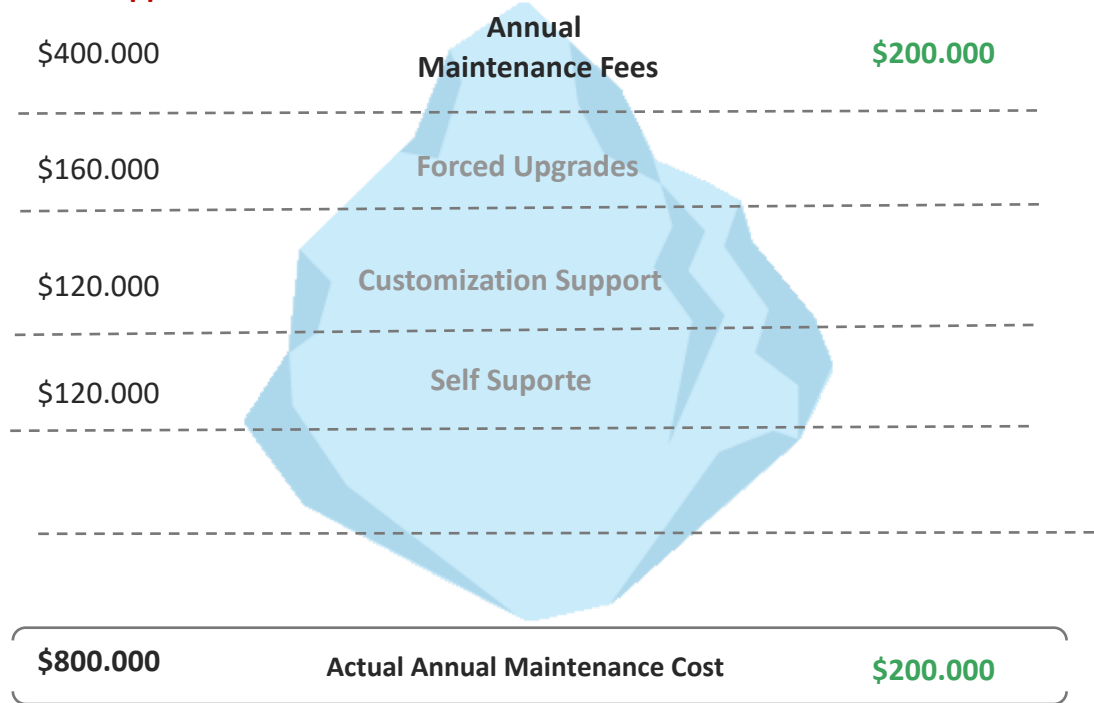
Driving Greater Client Value – Combined Savings: RMNI + Cloud Partner

Rimini Street

Application Support

Vendor Support

Rimini Street Support



Opção #1: As-Is (Suporte do Vendor + Infraestrutura)

Suporte da Aplicação pelo Vendor	\$800.000
Suporte Infraestrutura On-Premise	\$243.924
Total	\$1.043.924

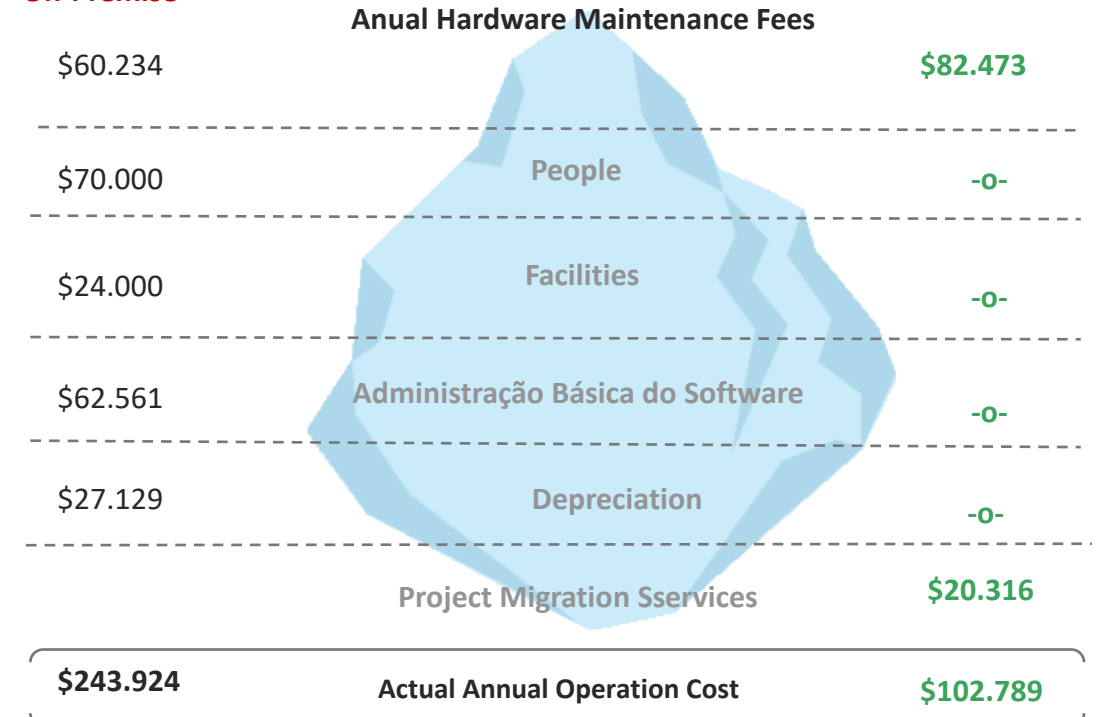
IaaS

+ Rimini Street

Operation Support

On-Premise

Cloud Partner



Opção #2: Rimini Street + Nuvem Azure (IaaS)

Suporte da Aplicação pela Rimini Street	\$200.000
Serviços Cloud (IaaS)	\$102.789
Total	\$302.789

Redução do TCO: 71%

It's your roadmap...
stay in control!



Consider your Future Roadmap

Powered by [Rimini Street](#)



Questions

Rimini Street



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(011) 95736-8497



Rimini Street[®]

Engineered for Support[™]