



Know the Real Difference Between Oracle Support and Rimini Street

The threat of cybercrime continues to accelerate. Businesses need solutions and support partners that protect their companies from risk—**choose wisely**.

DO YOUR HOMEWORK

When evaluating your options, it's critical that you are aware of the potential pitfalls of third-party support models like Rimini Street and recognize their limitations.

- The real solution to real-world security is **at the source**—and Rimini Street's "holistic security" approach doesn't provide sufficient security at the source-code level.
- True proactive security updates and critical patching protects **at the source**—and Rimini Street's "virtual patching" doesn't and can't patch all of the source code.

Oracle firmly believes the software you use to run your enterprise needs to be **trusted**, **secure**, and **comprehensive**. Take the time, ask the questions, and demand answers to understand the real difference between Oracle Support and Rimini Street.

TRUSTED VS. DISREPUTABLE

Oracle is a proven, trusted business partner

- Oracle stands behind 40 years of providing uncompromising support services for more than 430,000 customers worldwide, to help ensure your reputation and business interests are protected.
- Has the people, processes, and technology to help safeguard your vital business interests.
- Offers efficient, risk-resistant, rigorously tested, and innovative upgrades to help ensure that your technology investments are more effective.

Cybercrime is Real

- [\\$23 trillion is the predicted annual average cost of cybercrime damages worldwide by 2027.](#)
- [Cyberattacks and data breaches continue to increase exponentially.](#)
- [\\$4.88 million – global average total cost of a data breach in 2024.](#)
- [Ransomware attacks are a constant threat affecting all industries.](#)

Rimini Street can't be trusted

- A court found that Rimini Street built its business on infringement of Oracle software and that Rimini Street's litigation positions were based on a clear misreading of Oracle's software licensing agreements.
- After denying for years that Rimini Street cross-used Oracle software, Rimini Street's CEO admitted that Rimini Street used software from one customer to support other customers "all the time." And in September 2020, Rimini Street was found to continue to infringe Oracle's intellectual property.
- Rimini Street can't be trusted to ensure your technology investment is fully protected.

SECURE VS. UNPROTECTED

Oracle has fully featured security

- Provides security features at the source with patches at every layer of the software stack.
- Has the tools, owns the source code, and has the ability to develop security updates.
- Has regression testing across the full stack to provide security at every level.

Rimini Street lacks real security

- Relies primarily on firewalls, leaving customers vulnerable.
- Cannot develop adequate software security patches because it does not have access to the relevant source code.
- Leaves you open to attack with its inadequate perimeter-focused security strategy, as firewalls are neither impenetrable nor do they provide protection from internal breaches.

COMPREHENSIVE VS. INCOMPLETE

Oracle has comprehensive coverage

- Delivers complete, dependable, fully integrated, and tested products for your business now and for what's next, on-premises and in Oracle Cloud.
- Delivers consistent, ongoing, and unparalleled innovation.
- Provides broad protection with a single point of accountability and consistent service worldwide.
- Offers simple, predictable, and flexible Lifetime Support for your entire Oracle technology environment, and puts you in control of your upgrade strategy with Oracle Applications Unlimited products. Oracle Premier Support through at least 2036 on current Continuous Innovation releases.

Rimini Street is incomplete

- Leaves customers behind because Rimini Street lacks the ability to offer access to the latest Oracle innovations, enhancements, and software versions.
- Customers can't take advantage of new technology to drive business innovation and growth.
- Can't provide the latest updates to protect your investment.

Key Features

- Software support across the complete stack
- 24/7 access to Oracle Software experts
- Feature enhancements, security patches, fixes, and new product releases
- Oracle security alerts and bulletins, critical patch update advisories
- Technical resources, proactive support tools, fixes and feature enhancements
- New product releases
- Lifetime Support Policy

Key Benefits

- Get maximum value from your Oracle Software investment
- Consistently deliver on business commitments
- Enable your IT organization to be productive and successful
- Minimize business disruption through rapid resolution and proactive service tools

ACCEPT NO SUBSTITUTES

Oracle believes there is no substitute for a change management process that combines proactive maintenance with patching that modifies code—**at the source** to protect your systems and data from vulnerabilities. At the end of the day, your business and customers demand the best protection available from a proven, trusted partner who can deliver the results.

Don't settle for less with Rimini Street. Get real protection with Oracle Support.

To learn more, visit oracle.com/support/trusted-support.html.

Key Benefits

- To learn more about Lifetime Support, visit [Applications Unlimited](#).
- Evaluating third-party support? [Demand answers](#) first.
- For more on cybercrime, view the [infographic](#).

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