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Rimini Street Does Not Provide Security Updates

Trial Testimony from Seth Ravin, CEO of Rimini Street September 16, 2015.

INTRODUCTION

The following text is taken directly from trial transcripts recording the testimony provided on September 16, 2015. Questions are posed by Oracle's legal counsel. Answers are provided by Seth Ravin of Rimini Street.

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Oracle's Counsel: The—your—your—your counsel talked about the term *forced upgrades* in opening statement, and that's referring to new upgrades to new versions of the software, right?

Mr. Ravin: Yes, that a vendor requires that a customer install in order to be eligible to continue support.

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Oracle's Counsel: *All right. And Rimini Street, at least until—at least through 2011, as I understand it, did not provide any security updates to its clients, right?*

Mr. Ravin: *That's correct.*

Oracle's Counsel: *And, in fact, you actually told customers that they weren't necessary, and they—you told them they weren't necessary, right?*

Mr. Ravin: *Yes, because it's an outdated model relative to what we call holistic security today.*

Oracle's Counsel: *Yeah. All right. Holistic security means don't put security in the software, just put it in the firewall at your place of business, right?*

Mr. Ravin: *It's actually the most innovative version available today for security people, yes.*

Oracle's Counsel: *All right. But it involves not putting any security updates in the software to deal with hackers, right?*

Mr. Ravin: *Right. It's called virtual patching and firewall systems, yes.*

Oracle's Counsel: *Right. And the firewall systems are systems that are maintained by the client, the customer, not by Rimini Street for the customer, right?*

Mr. Ravin: *That's correct. They're responsible for their own firewalls and their own security protections.*

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Oracle's Counsel: You tell them, "Gee, the way it should work is you should upgrade your firewalls, you should protect yourself, and we don't need to put any security in our—security updates in the software." Right?

Mr. Ravin: Yes, that's the—if you go out and look at the white papers, that's security patching and holistic security, yes.

Oracle's Counsel: *All right. That was part of your sales presentations, wasn't it?*

Mr. Ravin: *I'm sure it was because, again, we can't provide security patches because we don't have those parts of source code for Oracle products.*

Oracle's Counsel: Let's look at example 5433—I'm sorry, 5455.

Mr. Ravin: Okay. I'm on 5455.

Oracle's Counsel: All right. And the—this is an email from Krista Williams talking about how to talk to customers. Do you see that?

Mr. Ravin: Yes.

Oracle's Counsel: All right. And it says—this is July 2009—? Do I need to move to admit this? Yeah, I move to admit 5455, your Honor.

Rimini Street's Counsel: No objection, your honor.

The Court: It's admitted.

Plaintiffs' Exhibit 5455 received into evidence.

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Oracle's Counsel: All right. In the middle, the question is asked, "Are security patches part of the maintenance agreement similar to tax and regulatory updates?"

Answer, "The biggest security threat is unauthorized access to a client's network."

And it concludes a little farther down, "The strategy that we recommend—"

Right above the paragraph—right above that. There we go.

"The strategy that we recommend to our clients is to shore up all other aspects of security such as user accounts, network access, firewall rules and system architecture."

You recommend that they handle the security and that you not worry about security upgrades for the software, right?

Mr. Ravin: *That's absolutely correct. That's the holistic security model, yes.*

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Oracle's Counsel: All right. And when—another term, you said—well, we're talking about upgrades, we're talking about new versions of the software, right?

Mr. Ravin: Yes. Again, there's always semantics, but essentially it means a big version, a next big release that requires a lot of labor to install, yes.

Oracle's Counsel: And that's—Rimini Street doesn't provide any of those new versions?

Mr. Ravin: Not at all. We keep their existing software licenses working, yes.

Oracle's Counsel: *And you don't provide any of the security updates.*

Mr. Ravin: *No, but we do provide security guidance. We have a security team called Global Security, yes.*

Oracle's Counsel: *You have guidance so you tell the customer what they should be doing with their systems?*

Mr. Ravin: *That's correct.*

Oracle's Counsel: Okay. And you're charging generally 50 percent off support of what Oracle is, charging but you're doing that without providing the upgrades to the new versions, without the security updates, and you are projecting 50 percent margins for that, right?

Mr. Ravin: Yes. *We provide a different set of services. It's a competing offer that's not one-to-one. Oracle does some things we can't,* and we provide some services that Oracle doesn't.

Read more about Rimini Street's testimony and how Oracle trusted support can protect your software from real-world security challenges.