Rimini Street

The Role of ERP in AI

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Rimini Street

Legal Disclaimer

Rimini Street – Company Snapshot

A global provider of end-to-end enterprise software support, products, and services

Global Presence
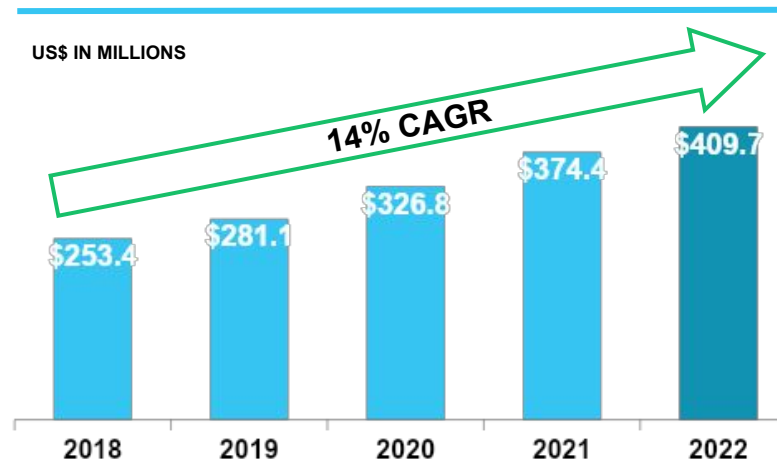
Founded: 2005

Public: Nasdaq: RMNI

Global Headquarters: Las Vegas, NV USA

Employees: 2,000+

Signed Clients: 5,300+
(includes 190+ Fortune 500 and Global 100)

Avg Case Client Sat: 4.9+/5.0

Global Reach: 29 offices in **21** countries of operation,   supporting clients in **140** countries

Strong Revenue Growth Profile

US$ IN MILLIONS

14% CAGR

2018	2019	2020	2021	2022
$253.4	$281.1	$326.8	$374.4	$409.7

Select Software Supported

ORACLE   SAP   salesforce

Microsoft   IBM

PostgreSQL   MariaDB   MongoDB   MySQL

Support, Products, and Services

Rimini ONE™

Rimini Support™	**Rimini** Protect™
Rimini Manage™	**Rimini** Connect™
Rimini Consult™	**Rimini** Watch™

Estimated Client Savings

Over $8 Billion in Client Savings

Revenue - Fiscal Year 2022

Revenue by Industry
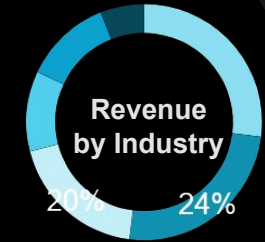
- TMT
- Services
- Public Sector & Education — 24%
- Healthcare & Retail
- Distribution & Transportation
- 20%

Revenue by Geography[1]

- U.S. 14%
- 6%
- APAC — 53%
- EMEA
- Other 27%
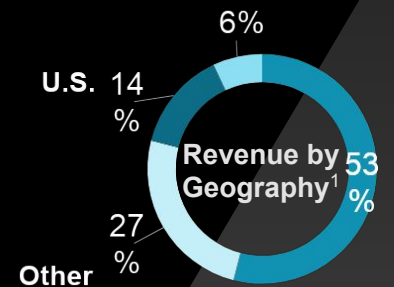
1 "Other" includes Americas excluding the U.S.

Rimini Street Solutions Portfolio

Rimini ONE™ — End-to-End Outsourcing Solution for Enterprise Software

Select Software Supported

ORACLE
SAP
salesforce
IBM
Microsoft
Informatica opentext
Click — A Salesforce Company
PostgreSQL   MariaDB
mongoDB   MySQL

Additional software supported with

Rimini Custom™

Rimini Support™ — Support solutions

Applications, databases, and technology support	Custom code support	Functional, technical and performance support	Tax, legal, and regulatory updates
Named Primary Support Engineers (PSE)	800 engineers with avg 15+ years of experience	24/7/365 with 10-minute guaranteed response	Up to 15 years of additional support

Rimini Manage™ — Managed service solutions

Applications, databases, and technology management	Unlimited incidents, service requests, and admin tasks	24/7/365 monitoring and issue avoidance	Enhancements and automation

Rimini Protect™ — Security solutions

Application, middleware, and database protection	Fast protection against known and unknown threats	Vulnerability analysis report	Compliance and strategic guidance

Rimini Connect™ — Interoperability solutions

Applications, browsers, operating systems, and email interoperability	Future-proofing technology and tools	Avoid unnecessary upgrades/updates	Extend software life

Rimini Watch™ — Observability and change management solutions

Technical, performance, and business process monitoring	24/7/365 monitoring with 10-minute guaranteed response	Change management	Issue avoidance

Rimini Consult™

Project solutions

- Rimini Smart Path™ application and technology assessments, roadmaps and strategies
- Software installation, configuration and upgrades
- Enterprise architecture
- Project management
- Interoperability and integrations
- Cloud and database migrations
- Custom code and enhancements
- Reporting and analytics
- Security strategy and hardening
- Staff and skills augmentation

Unlimited Model	**ONE Trusted Partner**	**Industry-Leading SLAs**	**License Models** Perpetual | SaaS | Open Source	**Deployment Models** Local | Hybrid | Cloud

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The Evolving Landscape of IT Departments

Hot Issues and Topics of the Day

Most customers are…	Common aspirations	Common issues	Common debate topics
In the process of understanding what to do next with their ERP **Struggling to find a way to decrease costs and invest in new AI tools**	▪ Better reporting and analytics – lack clean data ▪ Want to experiment with AI but confused on security and ethics ▪ Need a better/modern user experience	▪ Java – unclear what they have, licensing rules, fear of audit ▪ Data localization compliance ▪ Data integration complexity ▪ IT's involvement in ES&G ▪ World uncertainty, rising inflation rates, talent shortage	▪ Top-down corporate shared service vs bottom-up autonomous divisions ▪ Vendor consolidation vs. multi-vendor approach ▪ Are customizations bad or a competitive intellectual advantage?

The Evolving Role of IT
Moving from Operations to Innovation

Back Office

Front Office

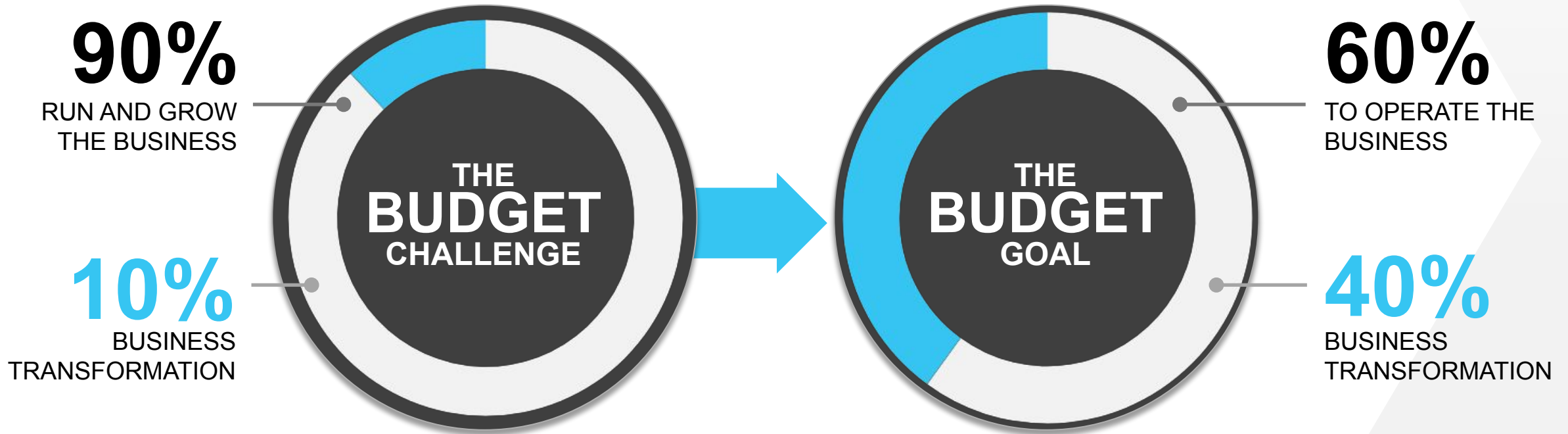# So What Do We Do With All of This?

How to stay resilient in these times?

The Reprioritization of ERP in the World of AI

Managing the IT Budget Strategy

Refocusing resources from commodity systems to high-impact innovation projects

Today → **Tomorrow**

90%
RUN AND GROW
THE BUSINESS

10%
BUSINESS
TRANSFORMATION

THE
BUDGET
CHALLENGE

THE
BUDGET
GOAL

60%
TO OPERATE THE
BUSINESS

40%
BUSINESS
TRANSFORMATION

Source: Gartner - IT Key Metrics Data 2024: Industry Measures — Executive Summary, 14 December 2023, ID G00802506

Identify and Categorize all Systems
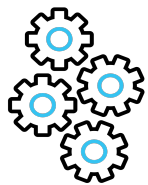
Build resiliency by categorizing systems

Resiliency, evolution starts with categorization

Standardize / Industrialize	Differentiate & Innovate

Internal system non-differentiating

- Non-differentiating from a customer standpoint
- Standardize & mutualize leveraging standards
- Business adapt their processes (use market standard)

Moving the needle

- Customer differentiating (UX, sales & margin) through innovation
- Leverage "best of breed" SaaS (ext. innovation)
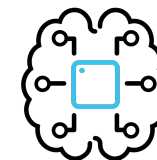- Innovation with custom developments using PaaS <-> API / EAI

SYSTEMS OF RECORDS

- Master Data (Partners, Product)
- Shared Data (Logistic, SCM…)
- Core Models (ie. Financial Transactions)
- Shared Services
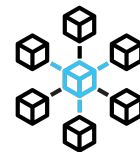
SYSTEMS OF DIFFERENTIATION

- End-user centric/intensive operations (productivity impact)
- Technology disruptive application

SYSTEMS OF INNOVATION

- New technologies (PoC, experimentation)
- Performance management
- Data driven business models

Run

Focus: commoditize, outsource, minimum viable solution, lowest TCO

Grow

Transform

Focus: customer experience, agility, differentiation, experimentation, innovation

Roadmap Options

Vendor-Driven Roadmap

- Bundle AI capabilities with ERP systems
- Vendor forced software upgrades to access new capabilities
- Innovate at the speed of the vendor

Higher support costs

Often low value from upgrades

Complex and pressured cloud migrations
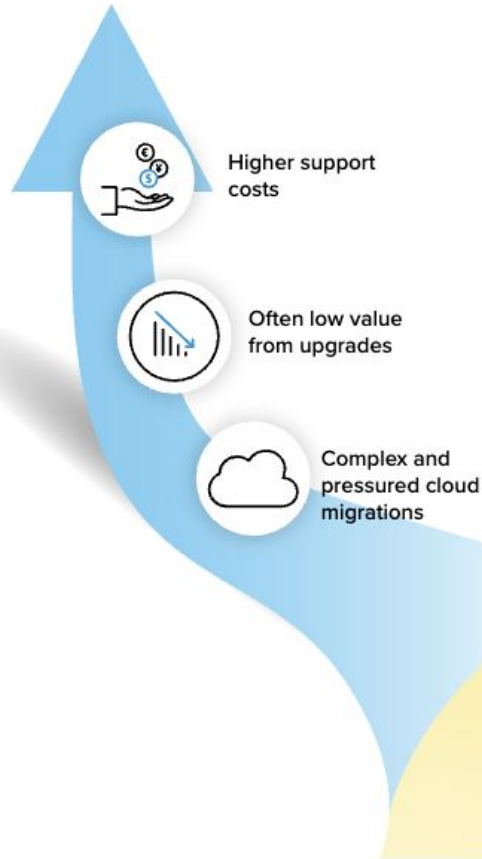
Business-Driven Roadmap

- Develop the AI capabilities for your use cases
- Extract the maximum value from existing investments
- Innovate at the speed of the AI landscape

Align and reinforce your support strategy with changing business requirements

Let your business goals, not vendor updates, drive your IT roadmap

Prioritize growth and innovation. Focus IT investments on maximizing ROI and business impact.

YOU ARE HERE

Anything to See Here?

Example of "new AI features" in SAP RISE

What's "New?"

Business process intelligence?

- Process mining tools such as **Celonis**, **Signavio**, or **UiPath Process Mining** can be used with SAP ECC to gain insights into business processes, identify bottlenecks, and optimize workflows.

Integration with intelligent technologies?

- **Microsoft Azure AI, IBM Watson,** or **Amazon SageMaker** can be integrated with SAP ECC using custom development to bring AI and machine learning capabilities. Middleware solutions like **MuleSoft** or **Dell Boomi** can also facilitate integrations.

SAP Business Technology Platform (BTP)?

- Cloud platforms like **Microsoft Azure, Amazon Web Services (AWS),** or **Google Cloud Platform (GCP)** can provide similar cloud services and infrastructure. These platforms offer a range of services for database management, analytics, and application development

Cloud infrastructure?
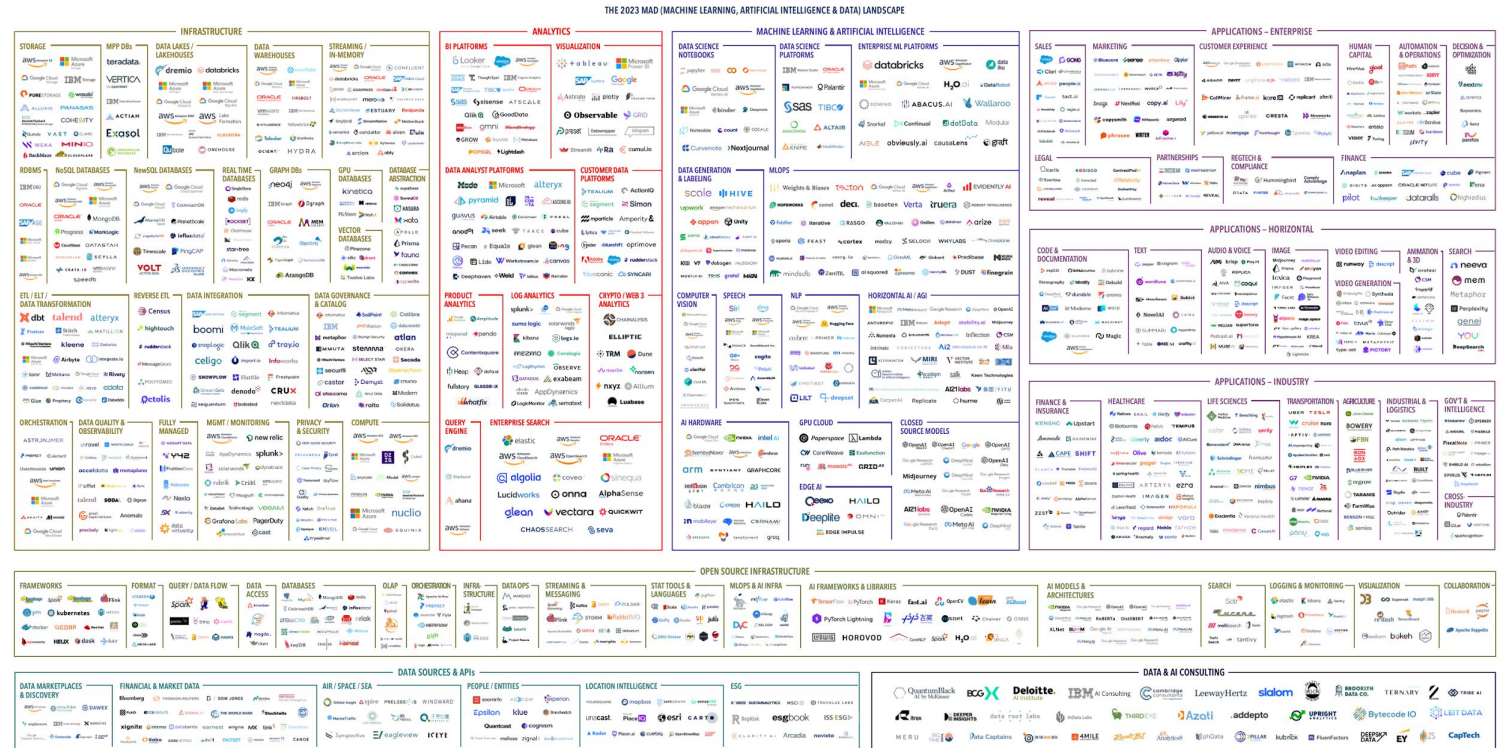
- Consider migrating parts of their SAP ECC infrastructure to cloud providers like **AWS, Azure, or GCP**. Using Rimini Street managed database services and cloud managed Services to fully outsource

Continuous innovation?

- For a more modern user experience, solutions like **Neptune Software** or **Kony** can be integrated with SAP ECC to develop Fiori-like applications.

The Data Landscape in 2023

These are AI companies

The 2023 MAD (Machine Learning, Artificial Intelligence & Data) Landscape

A Composable ERP Approach to AI Innovation

Finance System

CRM

HR System

Data Vendors

Data Warehouse
• Storage
• Data Pipelines (ETL)

BI Reporting

ML Models
• Customized

Automation
• General purpose tools
• Customized workflows

AI Models
• General purpose, e.g. GPT4
• Customized
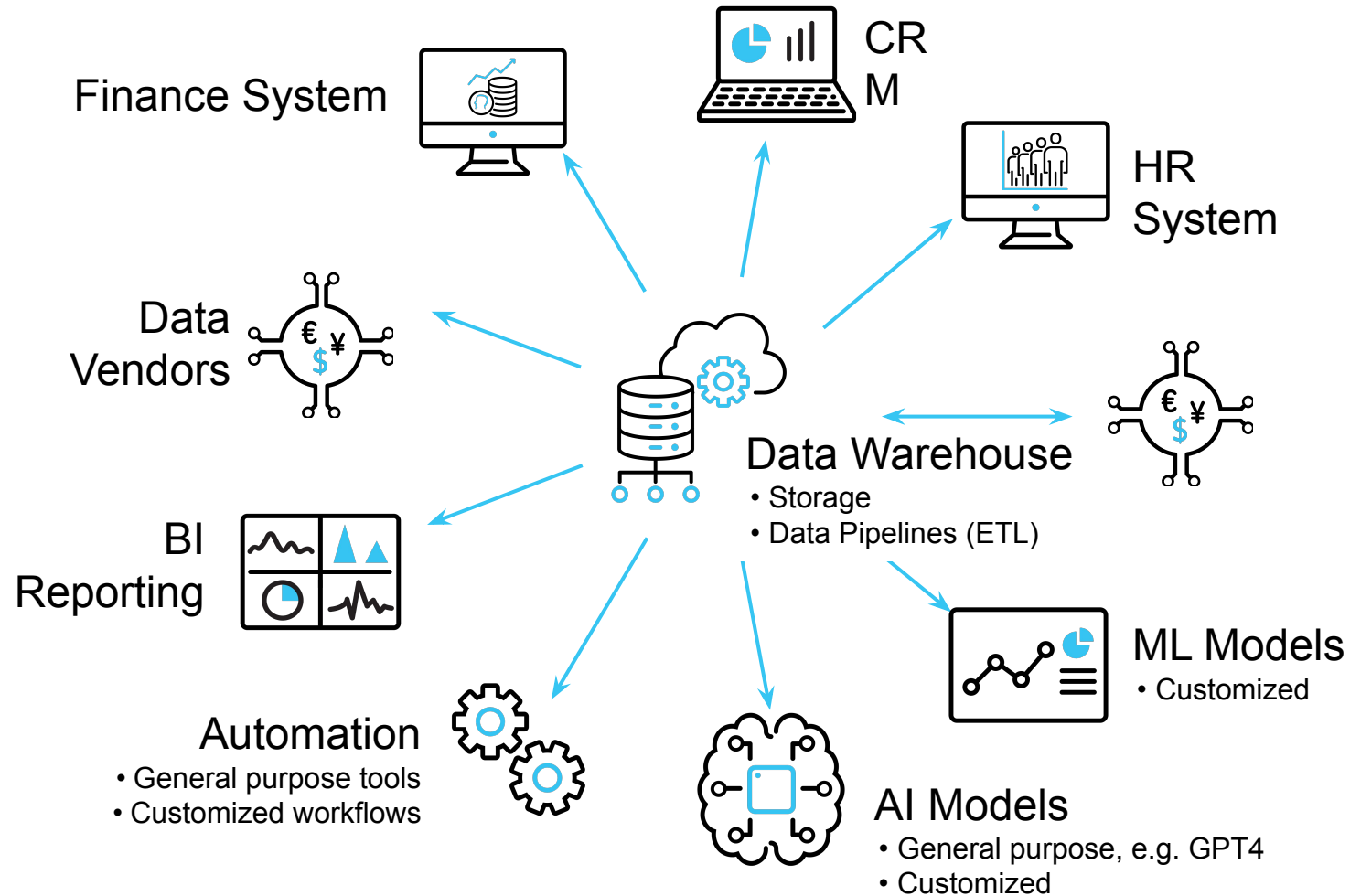
The Role of ERP in Security

Security Industry Evolution
The case for risk mitigation

Addressing vulnerabilities is challenging

"…firms are able to fix between 5% and 20% of known vulnerabilities per month."
— *Forum of Incident Response and Security*[6]

"…patching this veritable tidal wave of new vulnerabilities every year is simply an unattainable and ludicrous task"
— *Dark Reading*[7]

"Don't try to patch everything…use threat intelligence, attacker activity and internal asset criticality to provide a better view of real organizational risk.
— *Gartner*[8]

Known vulnerabilities increasing at alarming rate

- More than 23,000 new vulnerabilities reported in 2022[1]
- 1,900 new CVEs per month in 2023 predicted by Coalition research[2]
- Critical vulnerability remediation takes 60 days on average.[3]
- Exploits for new vulnerabilities take 15 days on average.[4]
- 80% of public exploits are published before the CVEs are published.[5]

Change in known vulnerabilities in NIST Database:

Source: https://www.cvedetails.com/browse-by-date.php
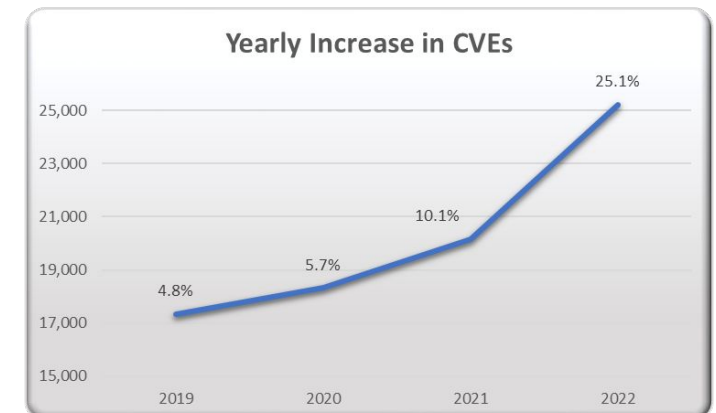
Attack vectors are evolving

Common Weakness Enumeration rankings trend up as CWEs become well known, understood, and exploitable. CWEs with accessible Attack Vectors tend to trend high in the Mitre top 25[9], as a result of increasing rates of exploited vulnerabilities associated with the CWE[10].

CWE-based solutions that gain industry acceptance and adoption, cause the CWE's to trend back down, as they are no longer easy to exploit[9].

ERP and Security

The Challenge:

- ERP software is big, complex, and unique
- Typically, with extensive customizations not covered by vendor patches
- It's about risk management value

Patches Alone May Not Be Enough:

Security patching alone does not address the root of many exploitable attack vectors:
- Injection Flaws
- Insecure Deserialization
- Request Forgery
- SSO/MFA Limitations
- Service Segmentation

Defense in Depth

Purpose built solutions from specialist security companies
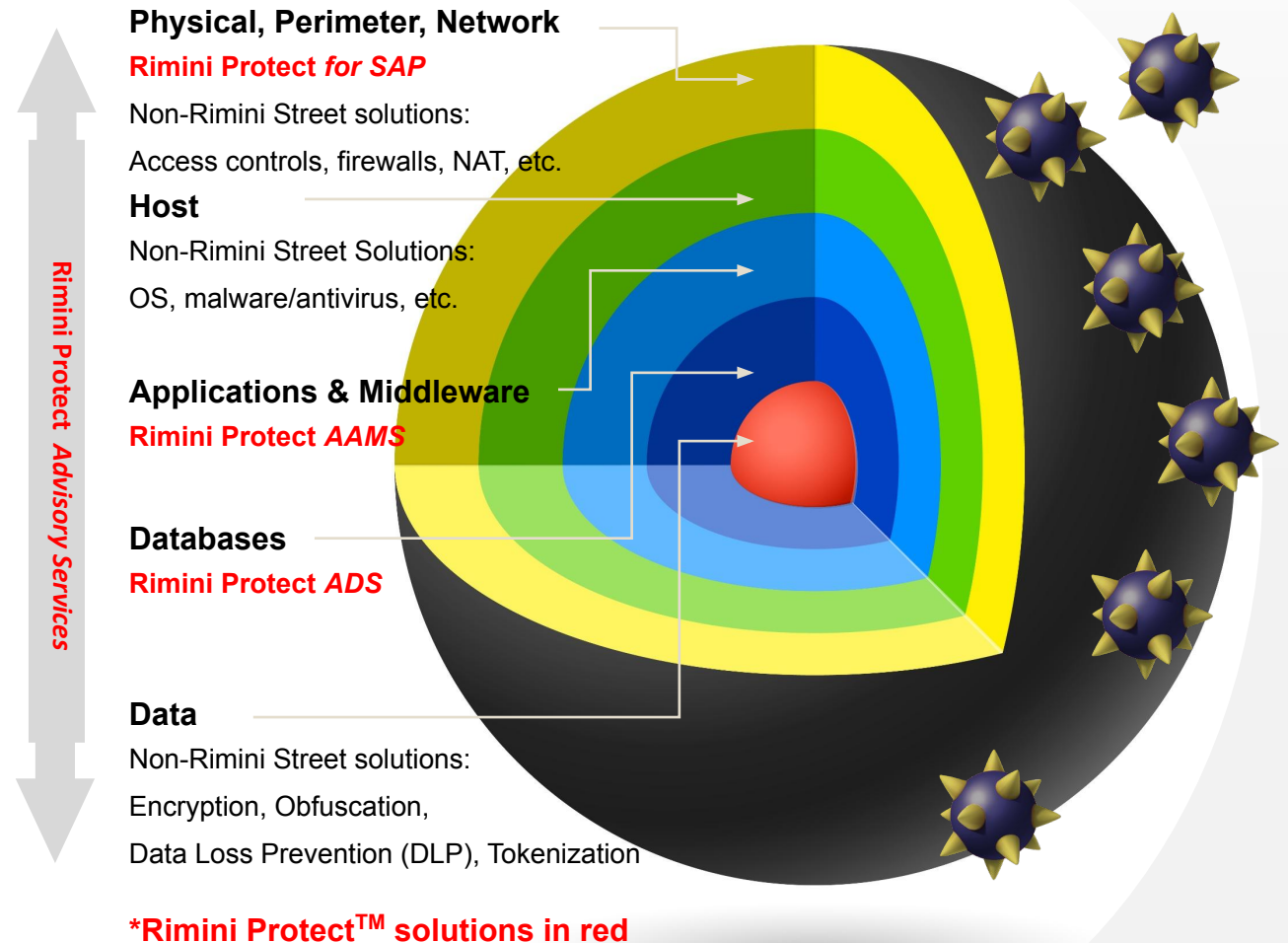
Purpose Built for Protecting Enterprise Software:

Every organization implements enterprise software ecosystems based on business requirements. Implementations vary widely with each business' requirements.

NIST promotes:
> *"Information security strategy integrating people, technology, and operations capabilities to establish variable barriers across multiple layers and dimensions of the organization."[1]*

Rimini Protect solutions are **personalized** to a client's ecosystem to **complement and enhance** existing security strategies to protect against **known** and **unknown threats** and vulnerabilities.

Rimini Protect Advisory Services

Physical, Perimeter, Network
Rimini Protect *for SAP*

Non-Rimini Street solutions:

Access controls, firewalls, NAT, etc.

Host

Non-Rimini Street Solutions:

OS, malware/antivirus, etc.

Applications & Middleware
Rimini Protect *AAMS*

Databases
Rimini Protect *ADS*

Data

Non-Rimini Street solutions:

Encryption, Obfuscation,

Data Loss Prevention (DLP), Tokenization

*Rimini Protect™ solutions in red

Summary

Use the Right Solution

- Use ERP Companies for ERP Functionality
- Use AI Companies for AI Capabilities
- Use Security Companies for Security protection

Why Wait?

- Technology exists today
- We cannot wait for individual software companies to catch up
- Data is the Asset

Composability Advantages

- Flexibility to easily change
- Maximize ROI
- Avoid monolithic lock-in

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THANK YOU

Rimini Street®