



## Global Tax, Legal, and Regulatory Updates

Rates ▪ Year-End Reporting ▪ Sales & Use Taxes ▪ **Goods & Services Taxes**  
Management ▪ College Financial Aid Updates ▪ Climate Change Taxes ▪ IFRS ▪ GAAP  
Insurance ▪ Pension Administration ▪ **Withholding Rates** ▪ Year-End Reporting  
Customs & Duties ▪ Treaty Set Taxes ▪ Asset Management ▪ College Financial Aid  
Management ▪ Social Security ▪ Medical Insurance ▪ Pension Administration  
Taxes ▪ Provincial Sales Taxes ▪ Value Added Taxes ▪ Customs & Duties  
s ▪ Climate Change Taxes ▪ IFRS ▪ GAAP ▪ Ministerial Reporting ▪ Treasury

## Global Tax, Legal, and Regulatory Update Services

Rimini Street's dedicated tax, legal, and regulatory practice helps organizations of all sizes keep their applications up to date and compliant with the latest tax and regulatory changes. Rimini Street ensures that the latest updates are immediately identified, verified, scoped, coded, tested, custom-packaged, and delivered to you.

To do this Rimini Street works with the world's local, state, provincial, and national governments—as well as all major tax and regulatory services. Rimini Street's unique methodology results in the highest quality deliverables for your organization, and the fastest “legislature-to-live<sup>SM</sup>” update delivery cycle in the industry.



### **Rimini Street Delivers**

Development and delivery of tax, legal, and regulatory updates is a standard component of Rimini Street's award-winning enterprise software support program. Key features of Rimini Street's tax, legal, and regulatory update services include:

**A highly experienced global tax, legal, and regulatory team.** Rimini Street has a long history and proven track record of delivering accurate mission-critical updates to enterprise software clients worldwide.

**Personalized update packages.** All of Rimini Street's tax, legal, and regulatory updates are tailored to your specific deployments. With this approach, where the focus is on quality and personalized service, you receive only the updates you need for your unique system environment.

**Timely delivery.** With complex modules like Payroll, organizations often struggle to keep up with constant changes in short timeframes. Rimini Street not only delivers the highest-quality updates to clients; it does so, on average, several days earlier than your software vendor.

### **Value to Your Organization**

Rimini Street delivers a better value for your annual support fees and offers significant benefits over software vendor support programs. With Rimini Street you:

**Remain in compliance** with constantly changing tax, legal, and regulatory requirements.

**Rely on and trust in** the proven accuracy, completeness, and timeliness of your tax, legal, and regulatory reporting, backed by Rimini Street's higher level of service and world-class tax research organization.

**Save money**—a minimum of 50 percent savings as compared with your ERP vendor's support.

**Get maximum leverage** on the substantial investment you've already made in your current stable ERP release, which Rimini Street will support for ten years or more.

5000+

#### **VAST EXPERIENCE**

The number of mission-critical tax, legal, and regulatory updates Rimini Street has delivered since 2005. The Rimini Street team is the most experienced in the industry.

# Comprehensive Breadth and Depth

Payroll, Human Resources, Benefits, Pension, Accounts Payable, Asset Management, and other applications require high-quality and timely tax, legal, and regulatory updates for local, state, provincial, and national jurisdiction compliance. Rimini Street has built research, development, and client service organizations that focus exclusively on the delivery of solutions to address these requirements.

### A Single Source of Truth for Tax, Legal, and Regulatory Updates Worldwide

Rimini Street has defined and built the most comprehensive, thorough, and rigorous process for sourcing and delivering tax, legal, and regulatory updates to enterprise software clients.

Rimini Street’s cumulative expertise, as well as its massive and constantly evolving proprietary database repository of tax, legal, and regulatory changes, are unique in the world.

### Tax, Legal, and Regulatory Update Categories Delivered by Rimini Street

#### HUMAN RESOURCES CHANGES

- 1099
- Capital management and reporting
- Social Security
- Medical insurance
- Payroll
- Benefits
- Pension administration
- Withholding rates
- Year-end reporting
- Other

#### TRANSACTION TAX CHANGES

- Sales and use taxes
- Goods and services taxes
- Provincial sales taxes
- Value added taxes
- Customs and duties
- Treaty set taxes
- Other

#### FINANCIAL REGULATORY CHANGES

- Asset management
- FASB reporting
- IASB reporting
- IFRS
- GAAP
- Ministerial reporting
- Treasury
- Climate change taxes
- College financial aid updates
- Other

250+

**FIELD TESTED**

The number of global, Fortune 500, midmarket, and public sector organizations worldwide that rely on Rimini Street for mission-critical software support.

## Worldwide Scope

Every day, around the world, regulations, standards, and legislation for payroll taxes, transaction taxes, and financial accounting, reporting, and compliance are constantly changing. Rimini Street helps you prepare for and respond to a variety of events—including recurring updates, ad-hoc regulation and policy changes, and major transitions like new IFRS accounting standards.

### Systems Supported by Rimini Street

- JD Edwards EnterpriseOne (Oracle)
- JD Edwards World (Oracle)
- PeopleSoft (Oracle)
- SAP

### Updates Provided for These Applications

- Accounts Payable
- Asset Management
- Benefits
- Financial Aid
- Human Resources
- Payroll
- Pension

Rimini Street provides global tax, legal, and regulatory update capability for 190+ countries.

### Partial List of Countries Supported by Rimini Street

Argentina	Canada	France	Korea	Poland	United Kingdom
Australia	Chile	Germany	Mexico	Russia	United States
Austria	China	Guatemala	Netherlands	Singapore	Venezuela
Belgium	Colombia	Hungary	New Zealand	South Africa	
Bolivia	Ecuador	India	Nicaragua	Spain	
Brazil	Finland	Japan	Peru	Switzerland	

### Languages Spoken by Rimini Street

Arabic, Chinese (Mandarin), Danish, English, French, German, Italian, Japanese, Nigerian Ibo, Nigerian Yoruba, Norwegian, Russian, Spanish, Swedish, Tamil, Turkish, Vietnamese

## Approach & Methodology

Each tax, legal, and regulatory update Rimini Street delivers to you has been through a rigorous process of identification, verification, scoping, coding, and quality testing. Rimini Street's methodology (see facing page) leverages state-of-the-art technologies—such as a proprietary database repository of all tax, legal, and regulatory source changes—designed to ensure efficiency, access, and veracity.

### **Tax, Legal, and Regulatory Research**

Rimini Street monitors tens of thousands of tax, legal, and regulatory jurisdictions around the world. In order to ensure that all global changes are identified for review and analysis, Rimini Street compares and verifies data from hundreds of trusted sources.

No single source of tax, legal, and regulatory data provides the information needed to assure a complete scope and full accuracy—it's imperative to compare multiple sources. Therefore, to ensure the veracity of its research and deliverables, Rimini Street utilizes a unique triple-check methodology that includes direct government verification, use of the leading regulatory research reporting services, and tertiary sources that include top global accounting and legal firms.

### **Accounting and Legal Partners**

Rimini Street triple-checks the veracity of its tax, legal, and regulatory scope and analysis working with international in-country experts. These experts include:

- Two of the Big Four accounting firms
- Two top-tier global law firms

In addition, Rimini Street is a member of the American Bar Association-Section on Taxation, American Payroll Association, Australian Payroll Association, Canadian Payroll Association, Tax Council Policy Institute, Tax Executives Institute, and The Association for Payroll Specialists.

92%

**EXCELLENT VALUE**

The annual support contract renewal rate for Rimini Street clients.

Rimini Street continuously researches and analyzes thousands of changing tax, legal, and regulatory requirements—and then builds, packages, and delivers updates based on those requirements. This is highly specialized work, performed by a dedicated team of resources with a proven methodology.

## 1 Acquisition and Validation

Rimini Street's dedicated country research specialists (CRSs) focus exclusively on identifying and verifying tax, legal, and regulatory changes worldwide. CRSs use a three-tiered sourcing and validation process:

- Original sources. The original governmental or regulatory bodies enacting a law or regulation.
- Secondary sources. Third-party information sources such as resource services and regulatory alert services and websites.
- Tertiary sources: In-country experts at top-tier global tax, accounting, and legal firms.

Every legitimate, validated change is noted in a Change Memo and forwarded for Functional Analysis & Scoping.

## 2 Functional Analysis & Scoping

Rimini Street scopes each regulatory and legislative change in order to determine what tax, legal, and regulatory updates are required for the various applications in use by its clients—for example, Payroll, Assets, Pension, and Payables. This requires a complete understanding of how tax and regulatory changes affect all calculation, tracking, and reporting requirements.

If Rimini Street's business analysts determine that a change requires a software update to any of our supported vendor/application/release combinations, a specification is issued to Development.

## 3 Development and Testing

Every Rimini Street development project begins and ends with the use of its project management tools and methodology. The methodology was designed by Rimini Street engineers to specifically manage the highly complex tax, legal, and regulatory update development process, which includes interlocking relationships between thousands of code objects.

Our application code development plans draw on a deep understanding and knowledge of the complex code changes required to successfully incorporate each tax, legal, and regulatory change.

Development concludes with strict testing and quality assurance procedures.

## 4 Delivery & Post-Delivery Support

Tax, legal, and regulatory updates may include changes to tax tables, other data, and/or other application code. Updates will also include any required base code application fixes necessary to support the new tax, legal, and regulatory processing code changes.

Rimini Street bundles changed objects along with clear and detailed installation instructions, release notes, and object guides to help expedite your local testing and migration to production.

Each update Rimini Street delivers is tailored for each client's specific implementation and environment. You get only what you need.

Support does not end with delivery of your updates. With Rimini Street, you get ongoing 24/7/365 support with guaranteed 30-minute-or-less response, and a senior, named Primary Support Engineer who can answer any questions you may have and help with any implementation issues you may experience with your tax, legal, and regulatory updates.

## The Most Experienced Team in the Industry

With Rimini Street, you are backed up by the highest-caliber, most experienced tax executives, regulatory and legislative compliance experts, client support executives, senior ERP engineers, and support staff in the world—bar none.

### **Seasoned Executive Leadership**

Rimini Street's executive leadership is the most experienced in the industry at providing enterprise software support. Members of the company's management team have held senior executive roles at Oracle, SAP, PeopleSoft, JD Edwards, and Siebel, with broad responsibilities including world-wide client support policy and delivery, new product development, implementation, and upgrades.

Members of the Rimini Street management team have an average of more than a decade of experience delivering support for enterprise software products, and many of them are the pioneers of the third-party support revolution.

### **World-Class Tax Professionals**

Rimini Street's leadership includes veteran tax specialists, attorneys, and executives who bring a blend of international tax, legal, and regulatory expertise, with senior tenure at organizations such as PricewaterhouseCoopers and Planitax. Bringing this type of deep knowledge and experience in-house is a major innovation—and advantage to you—of Rimini Street support.

### **Research Specialists, ERP Engineers, and Support Staff**

All Rimini Street personnel supporting clients are highly experienced and knowledgeable, with a track record of timely and accurate delivery of tax, legal, and regulatory updates. Many of Rimini Street's staff have previously worked on software vendor tax, legal, and regulatory support teams. The company has organized its research, development, and QA teams around product lines, bringing a deep focus to the PeopleSoft, JD Edwards, and SAP environments. Rimini Street engineers are top-tier experts, the most experienced and creative minds in their areas of technical specialization.

99%

#### **OUTSTANDING CLIENT SATISFACTION**

The percentage of clients who indicate they are very satisfied with Rimini Street support and updates.



## Proven Client Success

Rimini Street clients consider its global tax, legal, and regulatory expertise an essential component of world-class enterprise software support.

“Metro Vancouver is impressed with Rimini Street’s responsive service, knowledge of our PeopleSoft environment, and attention to detail in the delivery of our tax and regulatory updates. Rimini Street consistently provides us with timely updates ahead of our deadline, and their update quality reduces the time, effort, and expense of applying them.”

*Karen Turner, Manager of IT Business Systems,  
Metro Vancouver*

“We continue to be impressed with the quality and completeness of our Rimini Street tax and regulatory updates. Rimini Street delivers our mission-critical updates ahead of the vendor’s planned release date and packages them so they can be easily applied to our software environment. This proven process for managing tax and regulatory updates is a key advantage of Rimini Street’s third-party support program.”

*Glen Ruyter, PeopleSoft Applications and Support Manager,  
HickoryTech Information Solutions*

“Rimini Street has consistently delivered tax and regulatory updates ahead of schedule with excellent quality code, documentation, and highly-responsive support. The Rimini Street team has extensive experience building and supporting tax and regulatory updates and we rely on them to support our mission-critical PeopleSoft applications.”

*Tom O'Brien, IT Manager, City of Flint, Michigan*

## Client Benefits Summary



### **Rimini Street Advantages**

Rimini Street is the leader in the third-party support industry, with a long, proven track record of delivering support—including tax, legal, and regulatory updates—to hundreds of global, Fortune 500, midmarket, and public sector organizations. Rimini Street offers a more responsive annual software maintenance support program—including premium support services—at a significant cost savings. Benefits to you include:

**Cost savings.** A minimum of 50 percent savings as compared with your ERP vendor's support.

**Maximum ROI** on the substantial investment you've already made in your current stable ERP release.

**Ultra-responsive service.** Rimini Street offers hyper-responsive support with a named, regional Primary Support Engineer assigned to each client and 24/7 support with guaranteed 30-minutes-or-less response.

**Next-generation support program.** Rimini Street support includes premium services not ordinarily delivered in standard vendor support programs—such as support for customizations, interoperability, and performance tuning.

**Personalized service model.** Rimini Street offers personalized service, not a “one size fits all” approach. For example, with our tailored tax, legal, and regulatory updates, you receive only the updates you need for your specific implementation.

**Worldwide coverage and scope.** Rimini Street provides support for operations around the world and offers global tax, legal, and regulatory update capability for 190+ countries.

**Compliance** with constantly changing tax and legal requirements. You can rely on and trust in the proven accuracy, completeness, and timeliness of your tax, legal, and regulatory updates.

**Deep executive management experience** in enterprise software support programs as well as global taxation and compliance.

**Fastest “legislature-to-live<sup>sm</sup>” update delivery cycle in the industry.** For example, Rimini Street delivered its tax, legal, and regulatory update for the American Recovery and Reinvestment Act of 2009 (economic stimulus plan) 48 hours after final instructions were published by the Internal Revenue Service (IRS), providing clients with ample time to ensure compliance.

Capital Management ▪ **Social Security** ▪ Medical Insurance ▪ Pension Administration  
Provincial Sales Taxes ▪ Value Added Taxes ▪ **Customs & Duties** ▪ Treaty  
Ministerial Reporting ▪ Treasury ▪ Capital Management ▪ Social Security ▪ Medical  
Sales & Use Taxes ▪ Goods & Services Taxes ▪ Provincial Sales Taxes ▪ v  
Updates ▪ Climate Change Taxes ▪ **IFRS** ▪ GAAP ▪ Ministerial Reporting ▪  
**Withholding Rates** ▪ Year-End Reporting ▪ Sales & Use Taxes ▪ Goods &  
Treaty Set Taxes ▪ Asset Management ▪ College Financial Aid Updates ▪

#### **About Rimini Street**

Rimini Street is the leading third-party provider of enterprise software support services. The company is redefining enterprise support services with an innovative, award-winning program that enables Siebel, PeopleSoft, JD Edwards, and SAP licensees to save at least 50 percent in annual support fees and to remain on their current software release without any required upgrades or migrations through 2020 and beyond. Hundreds of global, Fortune 500, mid-market, and public sector organizations from nearly all industries have selected Rimini Street as their trusted, software vendor-independent support provider.



**Worldwide Headquarters**

7251 West Lake Mead Blvd.  
Suite 300  
Las Vegas, Nevada 89128  
Toll Free 888.870.9692  
Main 702.839.9671  
Fax 702.973.7491  
[www.riministreet.com](http://www.riministreet.com)

© 2010 Rimini Street, Inc. All rights reserved. Rimini Street and the Rimini Street logo are registered trademarks of Rimini Street, Inc. All other brand and product names are trademarks or registered trademarks of their respective holders. TRB-012510