



Rimini Street

Investor Presentation

Period ending Q1 –
March 31, 2026

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Investor Presentation

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our services and the impact of any such interruptions or performance problems on our operations; our ability to defend against cybersecurity threats and to comply with data protection and privacy regulations; our expectations regarding new product offerings, innovation solutions, partnerships and alliance programs and our ability to develop and maintain strategic partnerships; our ability to expand internationally and the risks associated with global operations; our wind down of support services for Oracle’s PeopleSoft software products and the impact on future period revenue and costs incurred related to these efforts; the continuing impact of and our ability to comply with the terms of our July 2025 settlement agreement with Oracle; the impact of macro-economic trends, including inflation and changes in foreign exchange rates, as well as general financial, economic, regulatory and political conditions affecting the industry in which we operate and the industries in which our clients operate; our ability to generate significant capital through our operations or to raise additional capital necessary to fund and expand our operations and invest in new services and products; our business plan and our ability to effectively secure and manage our growth and associated investments; risks relating to retention rates, including our ability to accurately predict retention rates; our ability to protect our intellectual property; our ability to maintain an effective system of internal control over financial reporting; changes in laws or regulations, including tax laws or unfavorable outcomes of tax positions we take; tariff costs, including those imposed by the United States government and the potential for retaliatory trade measures by affected countries; our ability to realize benefits from our net operating losses; any negative impact of environmental, social and governance (“ESG”) matters on our reputation or business and the exposure of our business to additional costs or risks from our reporting on such matters; our credit facility’s ongoing debt service obligations and financial and operational covenants on our business and related interest rate risk; the sufficiency of our cash and cash equivalents to meet our liquidity requirements; the volatility of our stock price; the amount and timing of repurchases, if any, under our stock repurchase program and our ability to enhance stockholder value through such program; our ability to maintain our good standing with the United States government and international governments and capture new contracts with governmental entities/agencies; the occurrence of catastrophic events that may disrupt our business or that of our current and prospective clients; future acquisitions of, or investments in, complementary companies, products, subscriptions or technologies; and those discussed under the heading “Risk Factors” in Rimini Street’s Annual Report on Form 10-K filed on April 30, 2026, and as updated from time to time by Rimini Street’s future Annual Reports on Form 10-K, Quarterly Reports on Form 10-Q, Current Reports on Form 8-K, and other filings by Rimini Street with the U.S. Securities and Exchange Commission. In addition, forward-looking statements provide Rimini Street’s expectations, plans or forecasts of future events and views as of the date of this communication. Rimini Street anticipates that subsequent events and developments will cause Rimini Street’s assessments to change. However, while Rimini Street may elect to update these forward-looking statements at some point in the future, Rimini Street specifically disclaims any obligation to do so, except as required by law. These forward-looking statements should not be relied upon as representing Rimini Street’s assessments as of any date subsequent to the date of this communication.



Company Overview

Senior Executive Team



Seth Ravin
CEO, President and
Chairman of the Board



Michael L. Perica
EVP and Chief Financial Officer



Steve Hershkowitz
EVP and Chief Revenue
Officer



Nancy Lyskawa
EVP and Chief Client Officer



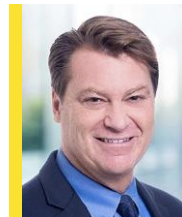
David Rowe
EVP and Chief Marketing Officer



Joe Locandro
EVP and Global Chief
Information Officer



Eric Helmer
EVP and Global Chief
Technology Officer



Kevin Maddock
EVP and Chief Recurring Revenue
Officer



Phil Cullen
EVP, Global Operations



Craig Mackereth
EVP, Global Service Delivery



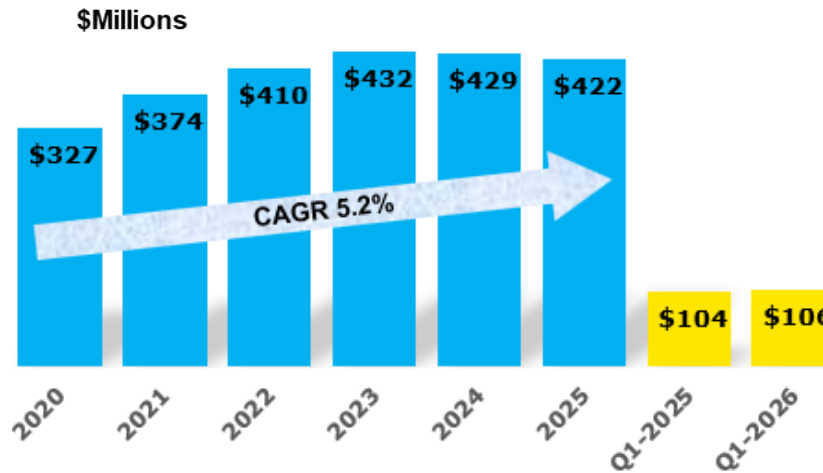
Company Snapshot

Rimini Street is a global provider of end-to-end enterprise software support, products and services

Global Platform

Founded: 2005
Public: Nasdaq: RMNI
Global Headquarters: Las Vegas, NV USA
Employees: 1,900+
Client contracts to date: 6,600+
 (includes 200+ Fortune 500 / Global 100)
Avg Case Client Sat: 4.9 out of 5.0
Global Reach: 30 offices in 22 countries of operation, supporting clients in 150+ countries

Revenue Growth Profile



Many Supported Products and Services

SUPPORT SERVICES



MANAGED SERVICES

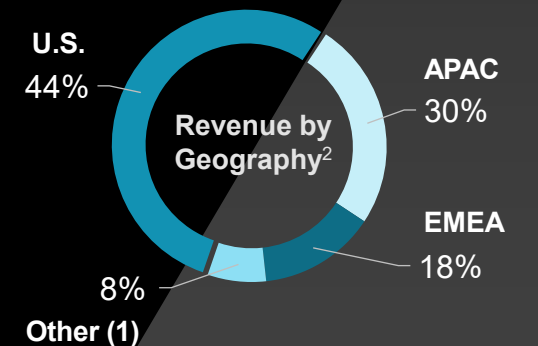
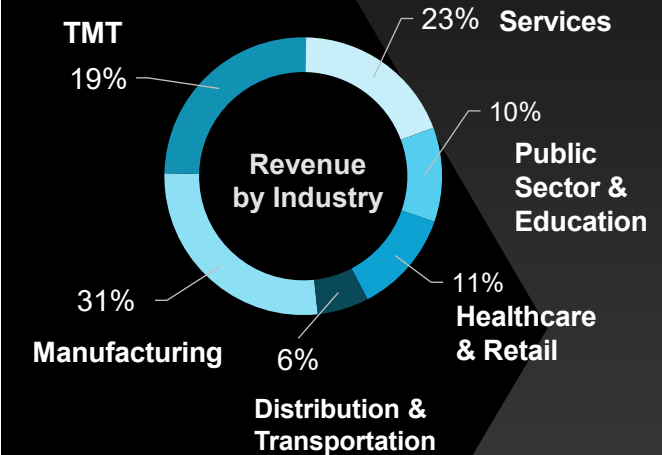


PROFESSIONAL SERVICES AND SOLUTIONS

Strategic roadmaps, Composable ERP, ERP modernization, Custom solutions, Cloud migrations, Database migrations, Security assessments, Rimini solution implementations, Licensing advisory, Health checks, Skills augmentation



Quarter One ending March 31, 2026



1. America's ex. U.S.

Rimini Street Success Based on Client Success

Rimini Street achieves an average client satisfaction rating on support cases of 4.9/5.0 (5.0 is “excellent”)

Our mission is to provide extraordinary technology solutions powered by extraordinary people that achieve each client’s strategic, operational, and financial goals.

More than
\$10B
in client savings

6,600+
client contracts to date

200+
Fortune 500 and
Global 100 clients served

150+
countries supported

SUPPORT | OPTIMIZE | INNOVATE

Rimini Street Solutions Portfolio

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

<p>Select software supported</p> <p>More software supported with Rimini Custom™</p>	<p style="text-align: center;">Rimini Support™</p> <p style="text-align: center;">Support solutions</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Applications, databases, and technology support</td> <td style="padding: 5px;">Custom code support</td> <td style="padding: 5px;">Functional, technical and performance support</td> <td style="padding: 5px;">Tax, legal, and regulatory updates</td> </tr> <tr> <td style="padding: 5px;">Named Primary Support Engineers (PSE)</td> <td style="padding: 5px;">500 engineers with avg 15+ years of experience</td> <td style="padding: 5px;">24/7/365 with 10-minute guaranteed response</td> <td style="padding: 5px;">Up to 15 years of additional support</td> </tr> </table>	Applications, databases, and technology support	Custom code support	Functional, technical and performance support	Tax, legal, and regulatory updates	Named Primary Support Engineers (PSE)	500 engineers with avg 15+ years of experience	24/7/365 with 10-minute guaranteed response	Up to 15 years of additional support
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	<p style="text-align: center;">Rimini Manage™</p> <p style="text-align: center;">Managed service solutions</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Applications, databases, and technology management</td> <td style="padding: 5px;">Unlimited incidents, service requests, and admin tasks</td> <td style="padding: 5px;">24/7/365 monitoring and issue avoidance</td> <td style="padding: 5px;">Enhancements and automation</td> </tr> </table>	Applications, databases, and technology management	Unlimited incidents, service requests, and admin tasks	24/7/365 monitoring and issue avoidance	Enhancements and automation				
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	<p style="text-align: center;">Rimini Protect™</p> <p style="text-align: center;">Security solutions</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Application, middleware, and database protection</td> <td style="padding: 5px;">Fast protection against known and unknown threats</td> <td style="padding: 5px;">Vulnerability analysis report</td> <td style="padding: 5px;">Compliance and strategic guidance</td> </tr> </table>	Application, middleware, and database protection	Fast protection against known and unknown threats	Vulnerability analysis report	Compliance and strategic guidance				
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<p style="text-align: center;">Rimini Connect™</p> <p style="text-align: center;">Interoperability solutions</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Applications, browsers, operating systems, and email interoperability</td> <td style="padding: 5px;">Future-proofing technology and tools</td> <td style="padding: 5px;">Avoid unnecessary upgrades/updates</td> <td style="padding: 5px;">Extend software life</td> </tr> </table>	Applications, browsers, operating systems, and email interoperability	Future-proofing technology and tools	Avoid unnecessary upgrades/updates	Extend software life					
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<p style="text-align: center;">Rimini Watch™</p> <p style="text-align: center;">Observability and change management solutions</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Technical, performance, and business process monitoring</td> <td style="padding: 5px;">24/7/365 monitoring with 10-minute guaranteed response</td> <td style="padding: 5px;">Change management</td> <td style="padding: 5px;">Issue avoidance</td> </tr> </table>	Technical, performance, and business process monitoring	24/7/365 monitoring with 10-minute guaranteed response	Change management	Issue avoidance					
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Unlimited Model

ONE Trusted Partner

Industry-Leading SLAs

License Models
 Perpetual | SaaS | Open Source


Deployment Models
 Local | Hybrid | Cloud

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

Expanded TAM



+\$65B

SUPPORT

*Support Opportunity
Beyond \$15B TAM for
SAP and Oracle*



+\$272B

OPTIMIZE

*Optimize Solutions
Expansion*



+++

INNOVATE

*Agentic AI ERP
Solutions*

\$352B Support and Optimize TAM

Accretive Innovate TAM

- Access to \$65B Support market beyond Oracle and SAP via expanded software product coverage and Rimini Custom
 - Example:
vmware™
- Additional significant incremental Support opportunity expansion with existing clients

Why Rimini Street Wins

Unique solutions with strong technology processes, know how, scale and leading global market position

Primary Competitors

Software Support & Maintenance:






- Global scale servicing some of the largest systems in the world
- Substantial cost savings, ROI and value compared to software vendors
- Support for all custom code
- Custom global tax, legal and regulatory support for more than 130+ countries
- Excellent service experience (4.9 average out of 5 client satisfaction score)
- Guaranteed no required software upgrades for a minimum of fifteen (15) years from switching to us
- Preferred proprietary tools, methodologies and processes (some patents issued, others pending)

Managed Services:







- Only unified Support and Managed Services with a single, trusted IT partner at global scale
- Substantial cost savings, ROI and value compared to systems integrator competitors
- Only unified offering with “unlimited” cases for incidents and service requests
- Enhancement Support
- System Health Monitoring for issue avoidance
- “Turnkey” service for Oracle, SAP and Salesforce systems
- Excellent service experience (4.9 average out of 5 client satisfaction score)
- Preferred proprietary tools, methodologies and processes

Rimini Smart Path™

**Transformation without
Disruption™**

The Rimini Smart Path™

Innovation within Your Existing Budget “Easy as 1-2-3”

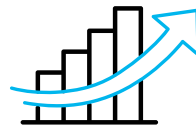


1

SUPPORT

Save People, Time and Money

Replace your ERP and other software vendor support with award winning, proven **Rimini Support™** with no required upgrades and migrations and extend the useful lifespan of your existing software assets



2

OPTIMIZE

Simplify, Streamline and Save More

Run, secure, continuously improve and integrate your existing ERP and enterprise software portfolio with **Rimini Manage™** for maximum efficiency and return on investment



3

INNOVATE

Fund Transformation without Disruption

Achieve Agentic AI ERP with **Rimini Agentic UX™** “over the top” of existing ERP and other software for intelligent process automation, AI-enabled productivity and enterprise visibility



Maximize Return on Current Software Investments

Keep existing ERP and other enterprise software running smoothly and securely up through 2040 and beyond with Agentic AI “over the top” providing innovation



Save on Software Support Costs

Achieve up to 90% total savings on ERP and other software support with ultra-responsive 24/7/365 support and ten-minute response for P1/critical issues



Improve Operational Performance

Leverage “turnkey” services to free up limited internal IT resources for higher-ROI projects, achieve operational savings and improve results



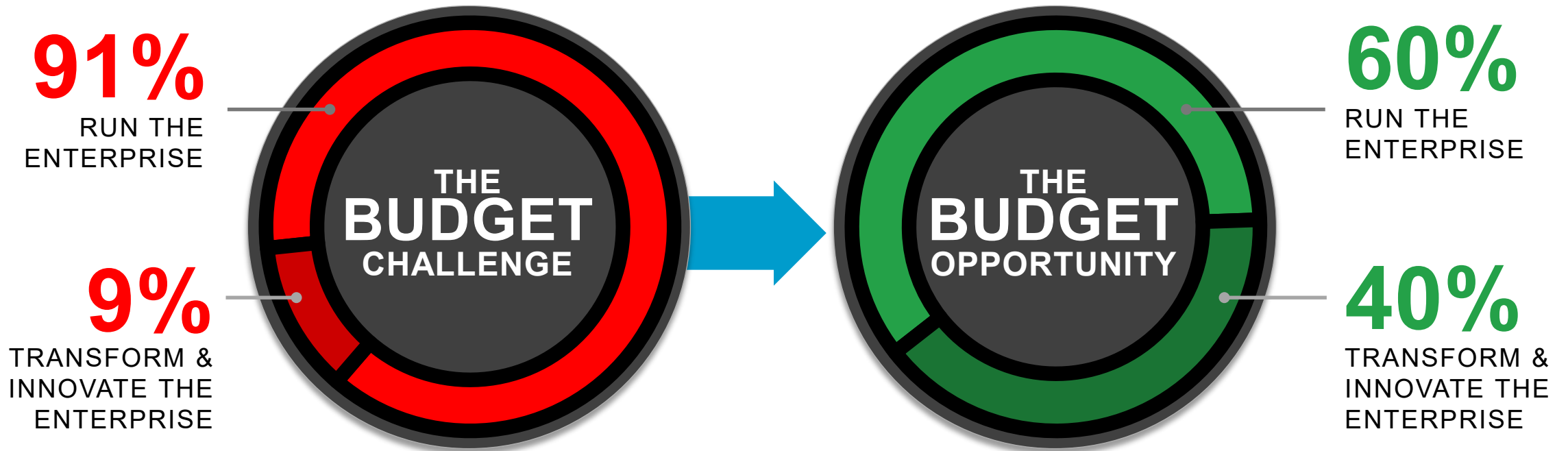
Innovate to Lead with Profit and Growth

Invest in AI to achieve ERP process execution savings that lowers the total cost to serve, enhances competitive advantage and improves profitability

Rimini Street Solution: Self-Funded Innovation

Rimini Smart Path Methodology: Save on Support, Self-Fund Innovation Within Existing Budget

Today → Tomorrow

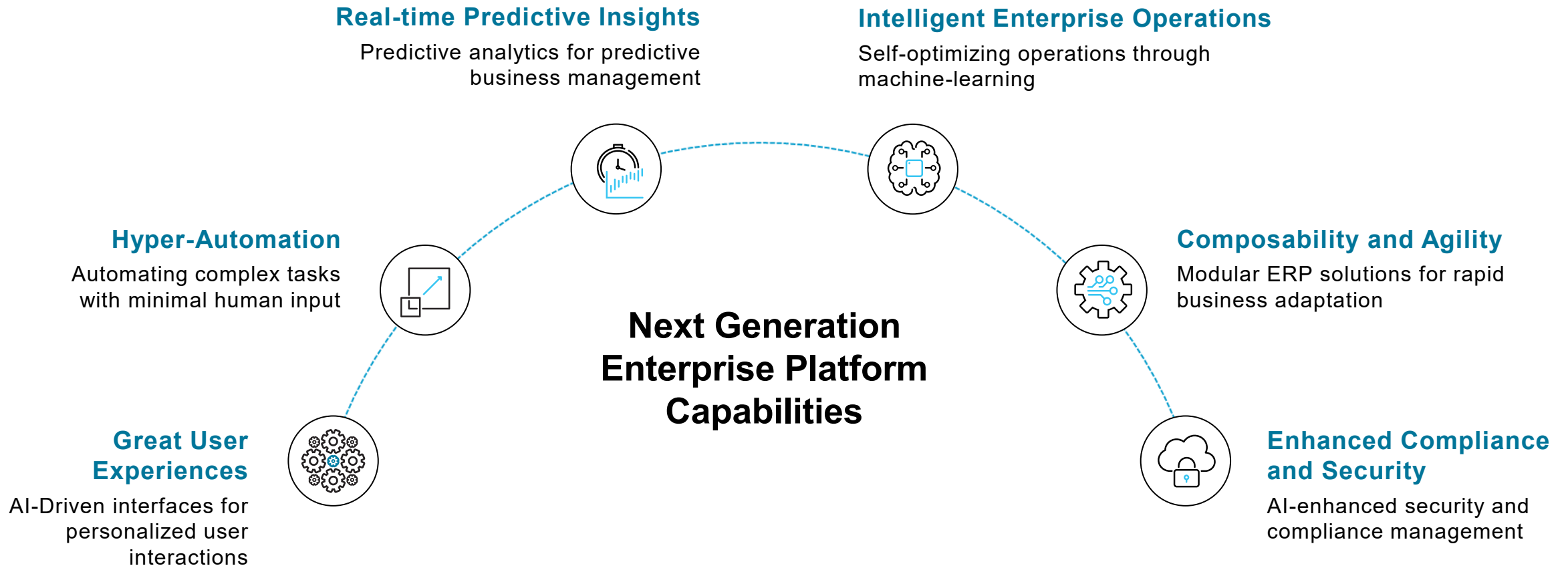


Source: Gartner - IT Key Metrics Data 2025: Industry Measures — Executive Summary, 5 December 2024 - ID G00822054

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The Future **is Already Here**

Real-time insights, hyper-automation, easy composability with all the compliance and security your business needs



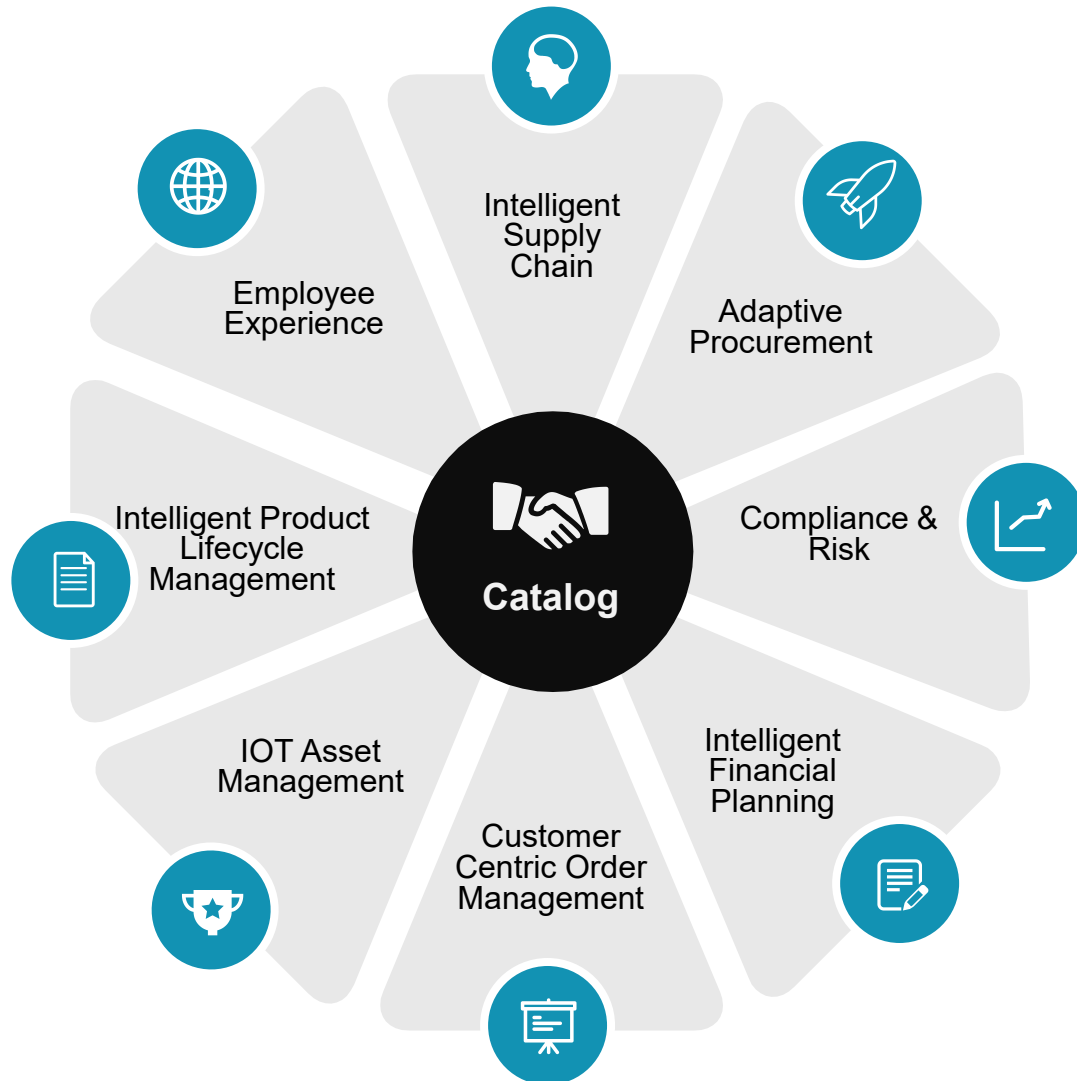
Support | Surrounded by Service

Human-first expertise empowered by AI support intelligence and automation

GLOBAL SUPPORT TEAM



Rimini Steet Applied AI Digital Solution Blueprints



Rimini Street is working with clients to develop AI Digital Solution Blueprints across all major business processes

- Center of Excellence Domain Architects create tailored solutions tied to common client use cases on legacy ERP systems
- Rimini Digital Solution Blueprints™ can be fulfilled in part with ServiceNow packaged apps
- ServiceNow reference architectures can be tailored to client needs by Rimini experts delivering custom workflows
- Many ERP deployments are highly customized which requires packaged apps to be updated to fit custom workflows and business processes



Positioned for Leadership in Delivering Agentic AI ERP

Rimini Agentic UX: ERP Modernization without Disruption™

Operate Existing ERP Software Releases, Invest in Agentic AI ERP Innovation Instead of ERP Software Upgrades & Migrations

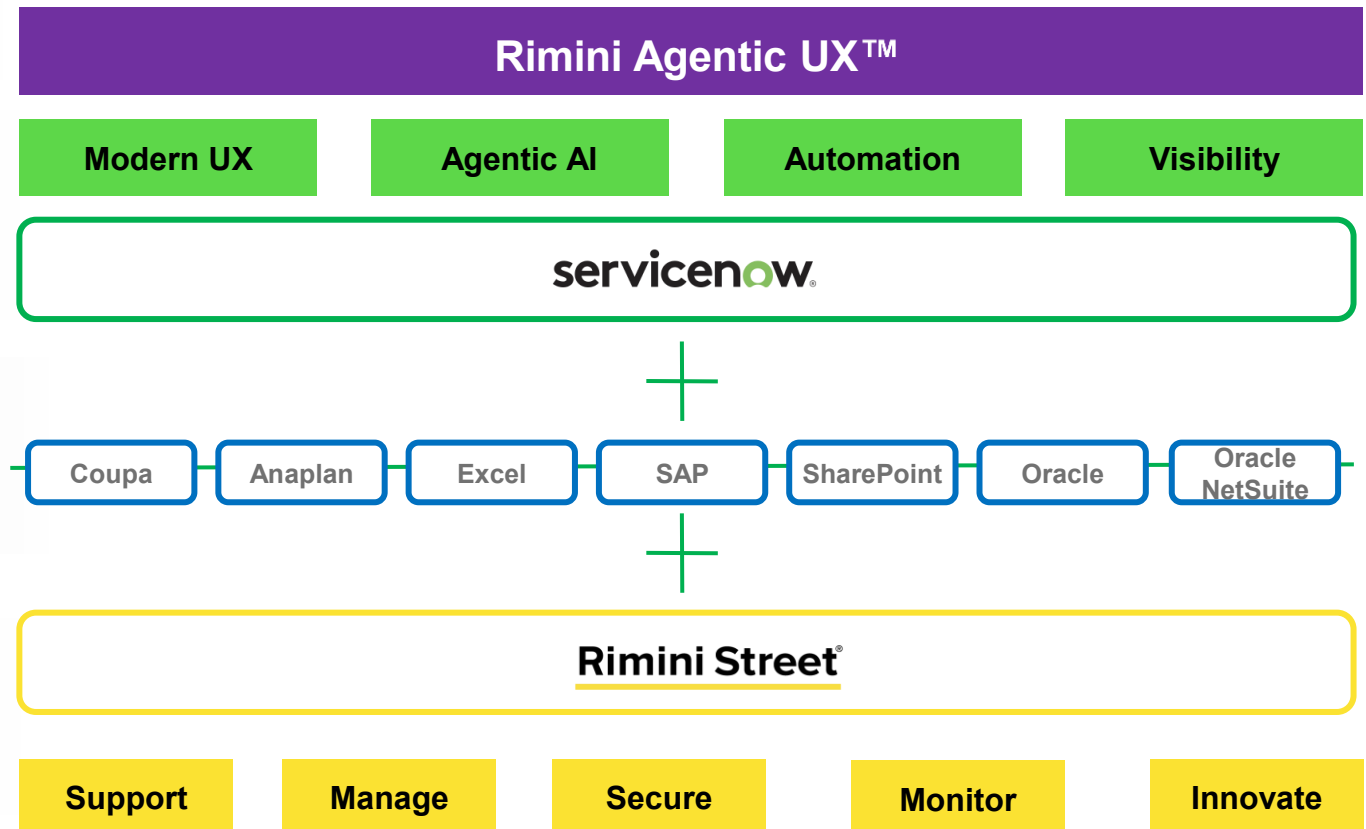
Leverage your proven ERP software for years to come, accelerate adoption of all the latest innovation and capabilities across the enterprise and transform your business – all within your existing budget

REDUCE COSTS TO EXECUTE ERP PROCESSES

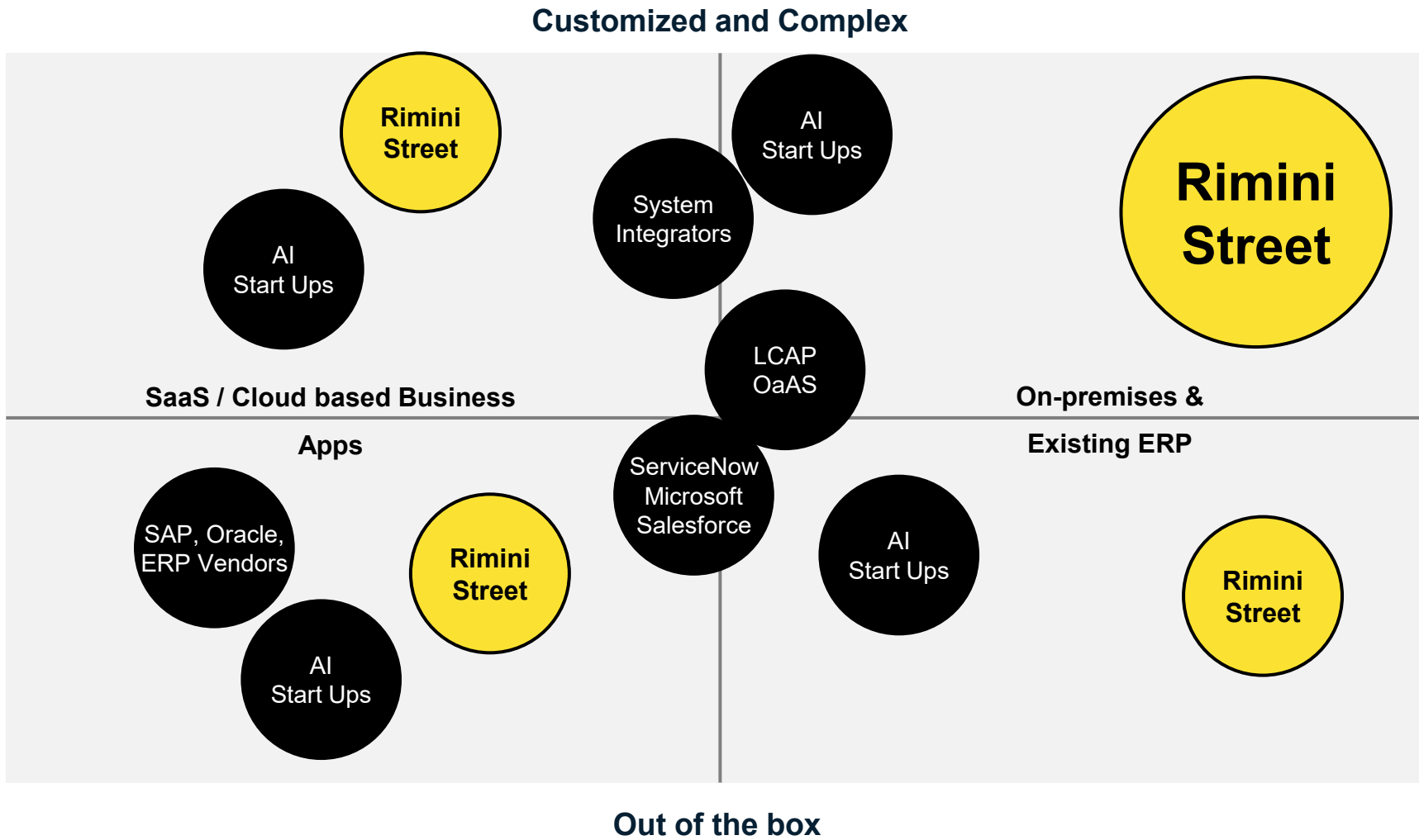
MODERNIZE AND ACCELERATE INNOVATION

EXTEND LIFESPAN AND VALUE

OPTIMIZE CURRENT ERP RELEASES



Market Opportunity for Agentic AI ERP Modernization

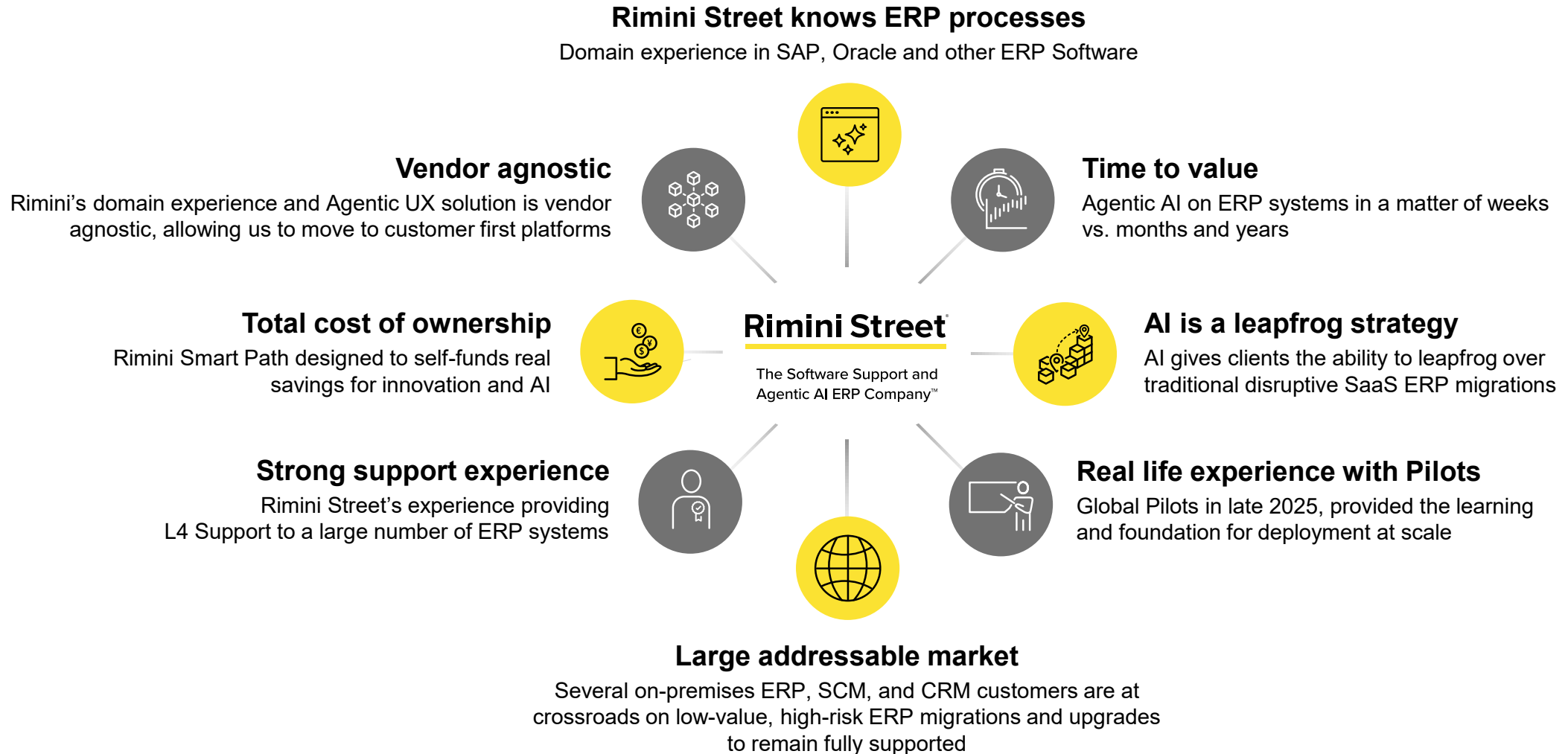


Sweetest Spot:
100,000+ on-premises ERP systems are expected to remain in production for decades

Sweet Spots:
Rimini Street is competitive in all other segments as well

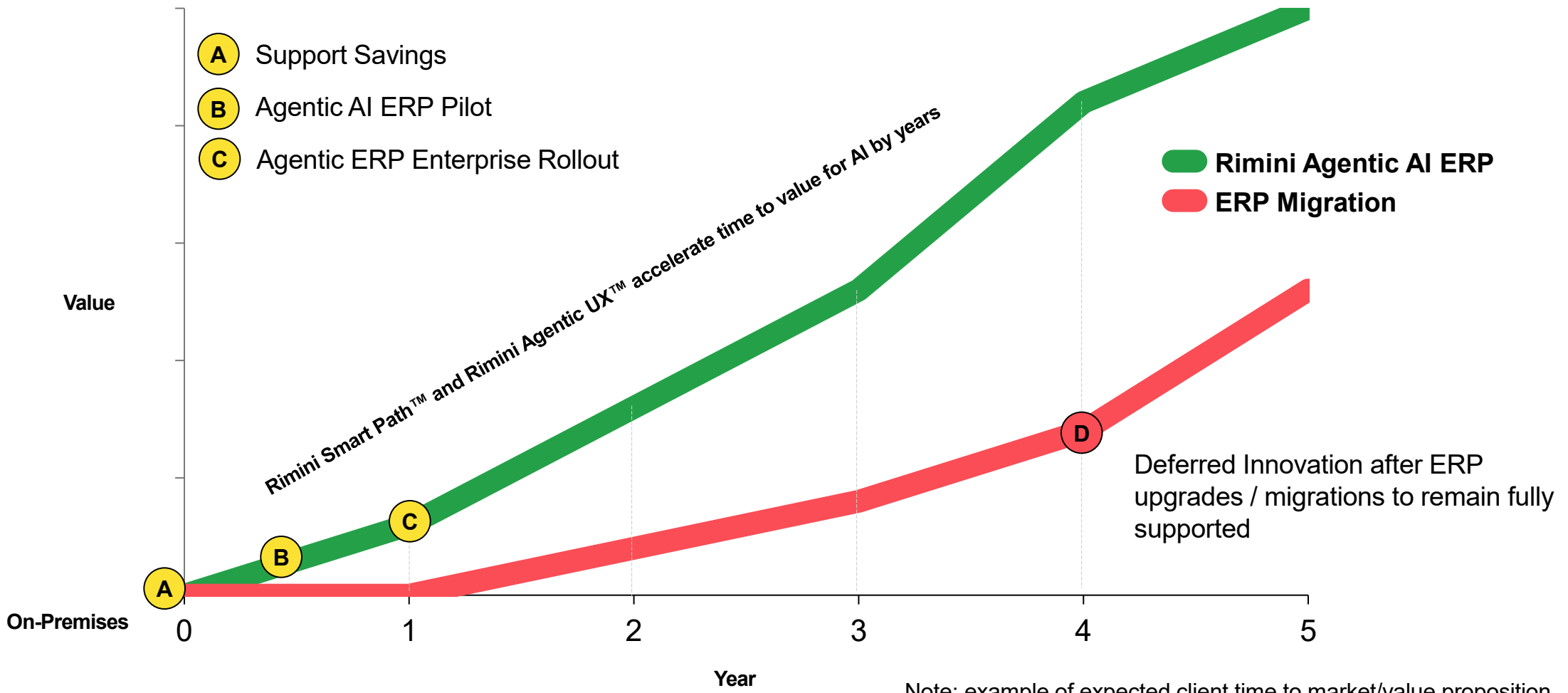
Rimini Street Owns Agentic AI ERP

Key differentiators and market conditions uniquely position Rimini Street as leader in Agentic AI ERP

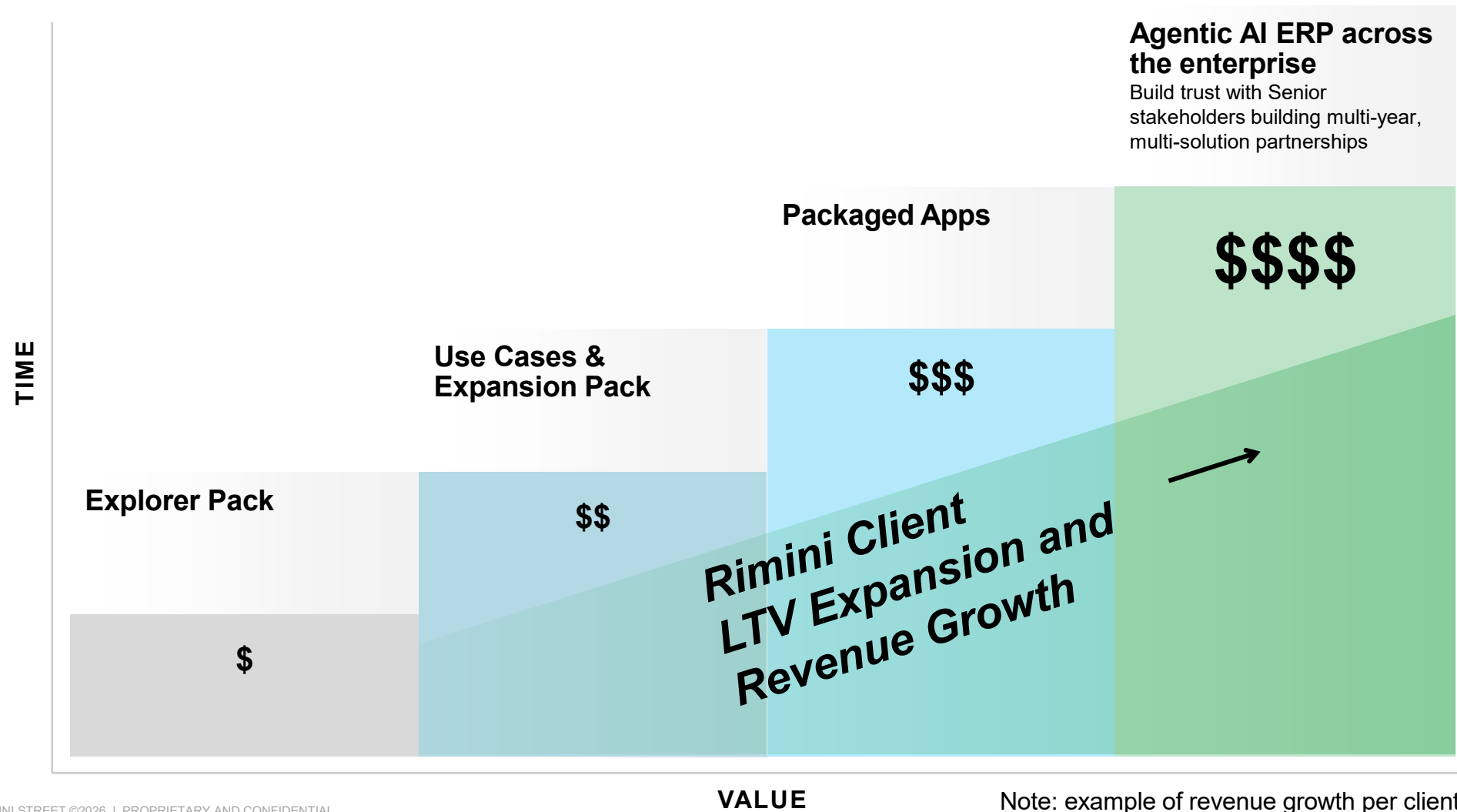


Rimini Accelerates Time to Market / Value for Agentic AI ERP

Enterprises can accelerate innovation and leapfrog over ERP upgrades and SaaS with Agentic AI ERP capabilities



Roadmap to Client Revenue Growth with Agentic AI ERP



Rimini Street Agentic AI ERP – Early Momentum



Sample Rimini UX™ Projects

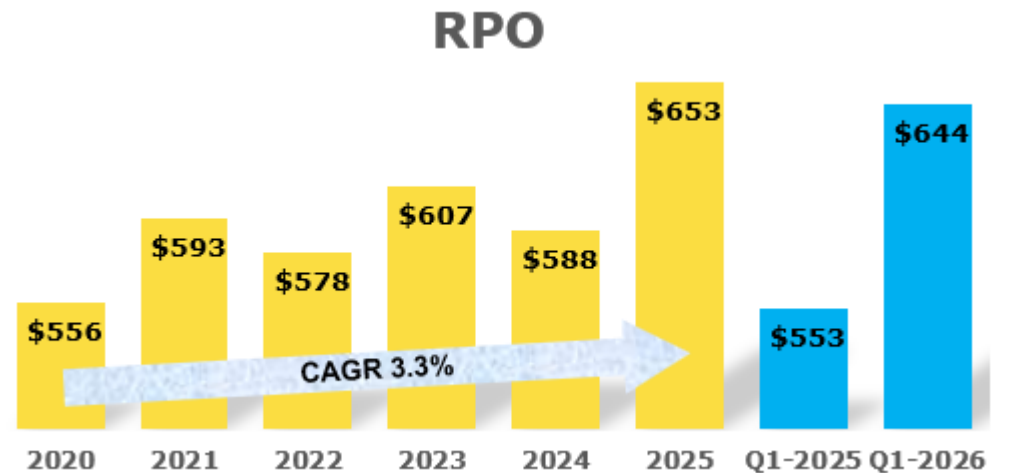
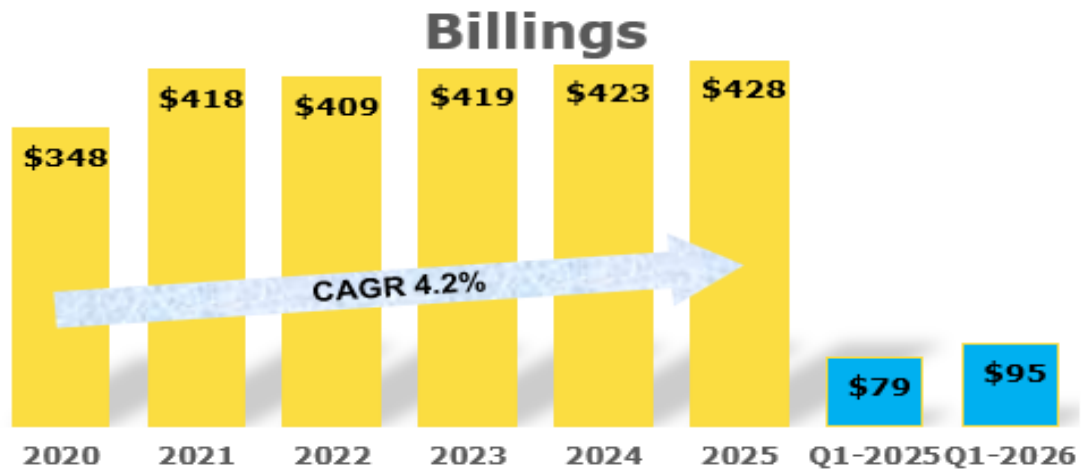
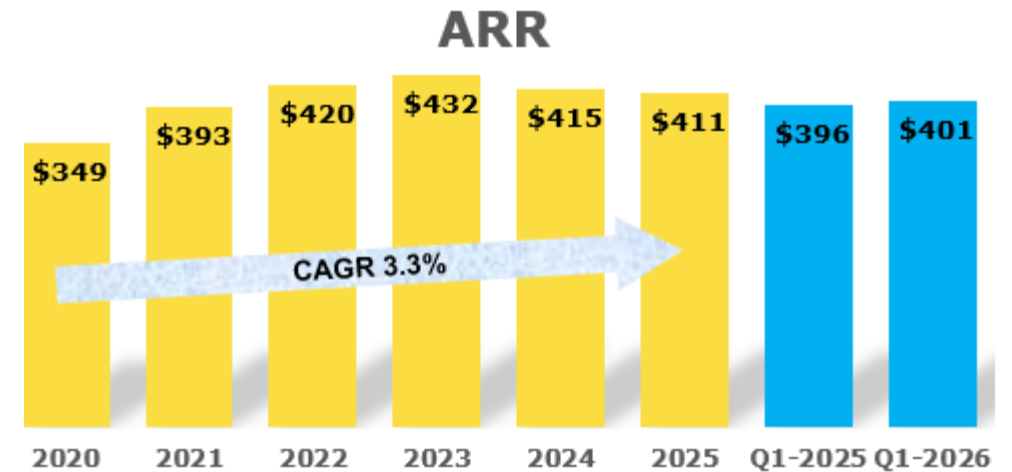
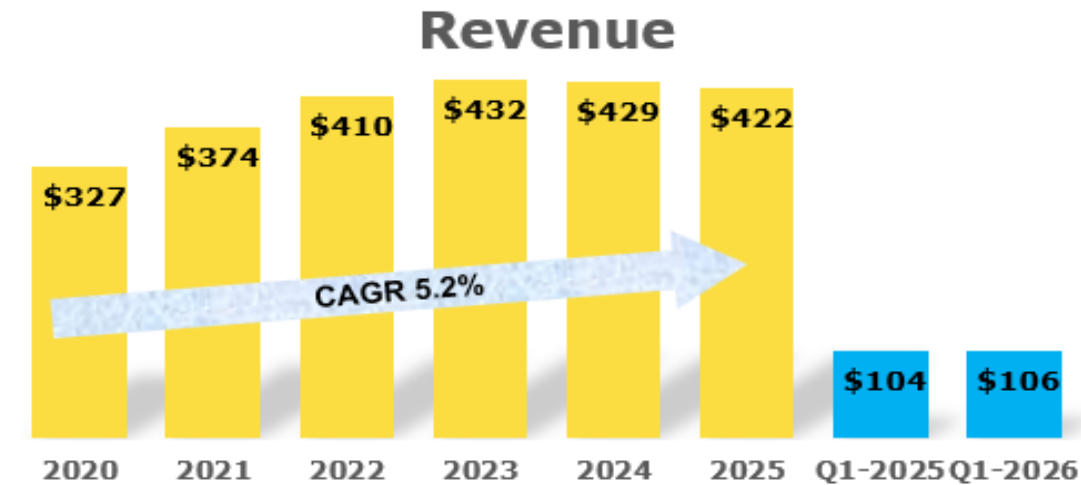
- Vendor Onboarding
- Sales Contract Creation
- S2P SLP Vendor Risk Management
- Staff Claim System Modernization
- Project Job Card Capture
- Tender Order
- Business Partner Onboarding
- Sales Commission Approval
- Reimbursement Request
- Client Onboarding
- Automating Price Discrepancies
- Store Replenishment Flow
- Order to Notification Process
- SKU Creation
- Quality Inspection
- Maintenance Management
- Order Fulfillment
- Material Master Creation
- Inventory Transfer

Financial Information

Growth Profile

Recent Billings and RPO growth provide increased visibility into future Revenue and ARR growth

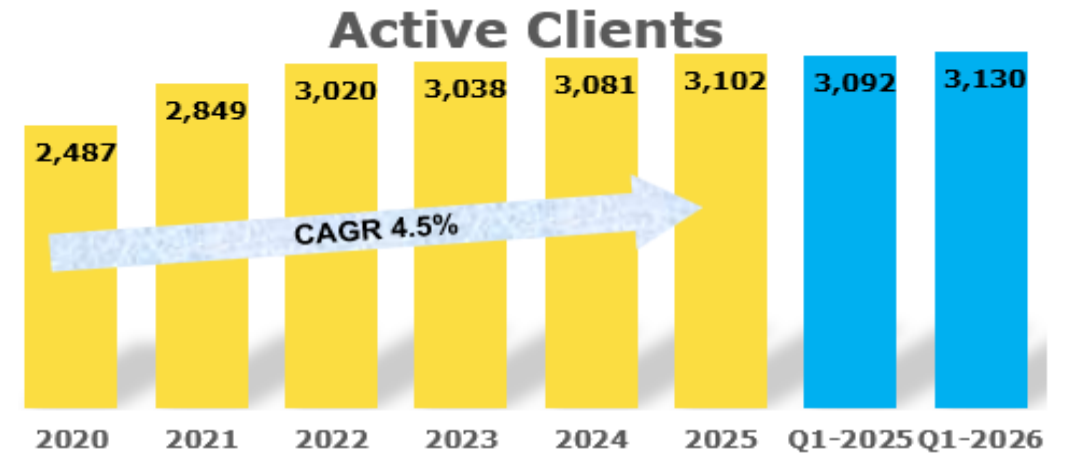
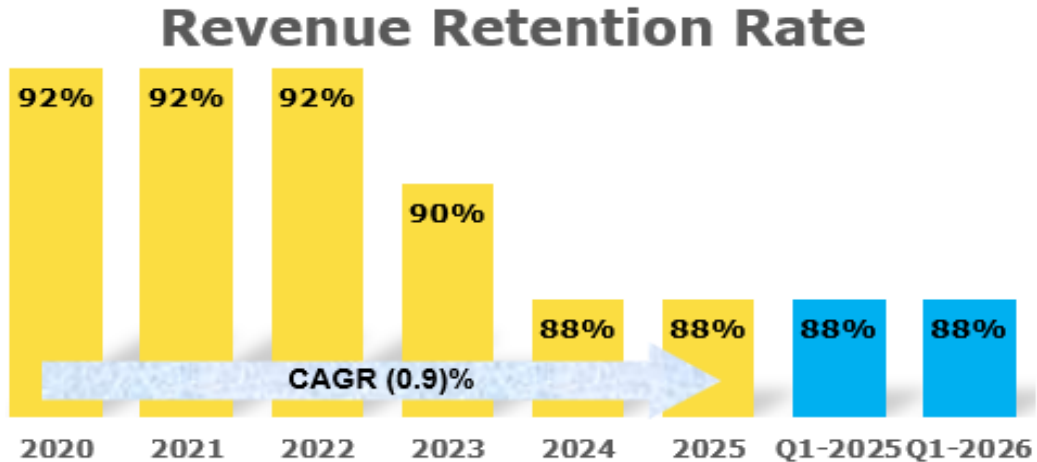
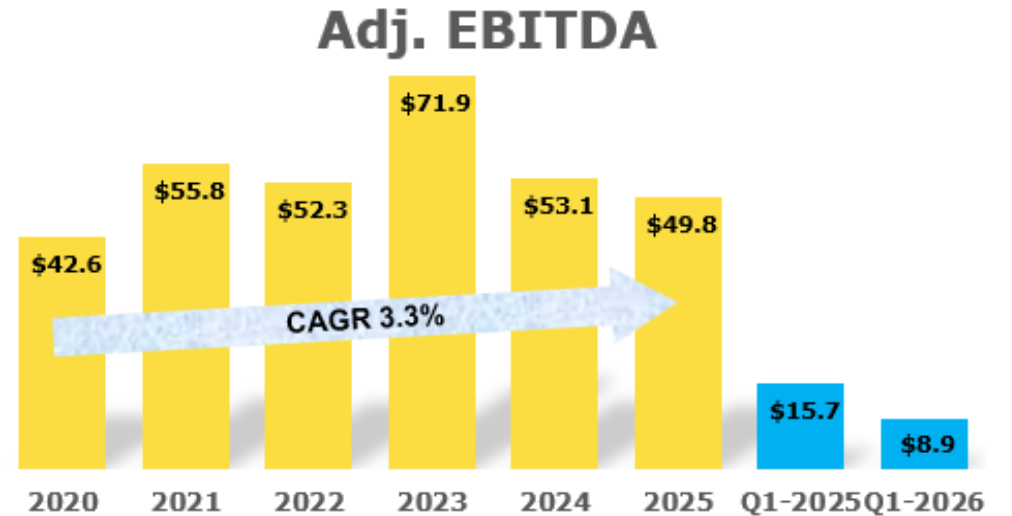
\$Millions,
Definitions
page 31



Metrics

Client Revenue and Billings growth are the path to improved performance

\$Millions,
Definitions
page 31



Target Financial Model at Scale (Non-GAAP)

Future model indicates scale at which we can achieve full leverage

<u>\$ in millions</u>	<u>FY 2025</u>	<u>FY' 2026 Guide</u>	<u>Future Model @ Scale</u>
Revenue	\$422	4% - 6% YoY	10% - 15% YoY
Gross Margin	60.9%	61.5% - 62.5%	mid 60's % range
Sales & Marketing	35.0%	33.5% - 34.5%	~ 30%
General & Administrative	15.4%	13.5% - 14.5%	~ 10%
Litigation	\$5.5	N/A	N/A
Adj. EBITDA Margin	11.8%	12.5% - 15.5%	20% - 25%
Rule of 40 measurement	10%	16.5% - 21.5%	30% - 40%

- Path to achieving Rule of 40, with a bias towards the bottom line
- Margin improvements through currently underway and future AI tools and utilization metrics
- SG&A cost optimization through process automation and improved sales effectiveness
- No further litigation related carve outs on P&L

Notes:

- Non-GAAP Gross Margin and SG&A cost ratios exclude Stock Comp Expense
- Adj. EBITDA is calculated as EBITDA (Net income plus Interest, Taxes and Depreciation), plus the impacts of outside litigation costs, derivatives and warrant expenses, asset impairment charges, reorg costs and stock-based compensation

Historical Financial Performance

<i>(US\$ in millions)</i>	2021	2022	2023	2024	2025	Q1-2025	Q1-2026
Revenue	\$374.4	\$409.7	\$431.5	\$428.8	\$421.5	\$104.2	\$105.5
Gross Profit	238.0	257.3	269.0	261.0	254.6	63.5	62.3
Sales & Marketing Expenses	128.5	143.0	142.3	149.7	151.6	34.3	38.6
General & Administrative Expenses	64.2	75.4	73.0	73.1	70.0	17.5	17.9
Litigation Expenses, net of Ins. Recoveries (a)	16.9	25.3	9.8	64.6	(31.4)	1.9	-
Reorganization Costs	-	2.5	-	5.7	4.5	0.5	0.4
Research and Development (b)	-	-	-	-	-	-	0.6
Right-of-use asset impairment charge	1.6	3.0	-	-	-	-	-
Operating Income	26.8	8.1	43.8	(32.1)	59.9	9.4	4.8
EBITDA (c)	23.4	10.6	49.6	(26.7)	65.6	10.2	4.6
Adjusted EBITDA (as previously reported) (c)	55.8	52.3	71.9	53.1	49.8	15.3	7.6
Adjusted EBITDA (revised) (c)	\$55.5	\$56.4	\$72.7	\$51.7	\$51.4	\$15.7	\$8.9
<i>Revenue Growth, YoY</i>	14.6%	9.4%	5.3%	(0.6%)	(1.7%)	(2.4%)	1.2%
<i>Gross Margin</i>	63.6%	62.8%	62.3%	60.9%	60.4%	61.0%	59.0%
<i>Sales & Marketing Expenses, % Revenue</i>	34.3%	34.9%	33.0%	34.9%	36.0%	32.9%	36.6%
<i>General & Administrative Expenses, % Revenue</i>	17.1%	18.4%	16.9%	17.0%	16.6%	16.8%	17.0%
<i>EBITDA Margin %</i>	6.2%	2.6%	11.5%	(6.2%)	15.6%	9.8%	4.4%
<i>Adjusted EBITDA Margin %</i>	14.8%	13.8%	16.8%	12.1%	12.2%	15.1%	8.4%
RPO Backlog	\$593	\$579	\$607	\$588	\$660	\$553	\$644

a. Starting Q1-2026 litigation expense rolls up with G&A, as now considered ordinary course of business expense

b. Starting Q1-2026 Research and Development broken out as a line item to reflect a pivot from service-only model to an AI-driven software company

c. EBITDA and Adjusted EBITDA are non-GAAP measures, see reconciliations on page 28 for historical reconciliation to the closest

GAAP measure and further defined on page 32, in addition, Unrealized FX gains and losses adjusted from Adj. EBITDA, as of 2026 and restated retrospectively for this schedule

Observations

- Recurring subscription revenue
- Strong gross margin from scale and efficiencies - AI and machine learning tools, client satisfaction 4.9 out of 5.0
- Working capital driven by upfront payments on subscription sales
- Attractive tax attributes driven by U.S. net operating loss carryforwards, Federal NOL \$125M and State NOL of \$123M as of December 31, 2025

GAAP to Non-GAAP Reconciliations

(US\$ in millions)

	2021	2022	2023	2024	2025	Q1-2025	Q1-2026
GAAP Net Income (Loss)	\$75.2	(\$2.5)	\$26.1	(\$36.3)	\$37.1	\$3.4	\$1.4
Interest expense	1.6	4.3	5.5	6.3	6.2	1.7	1.3
Income tax expense (a)	(55.8)	6.3	15.2	(0.4)	18.5	4.3	0.9
Depreciation and amortization expense	2.4	2.5	2.8	3.6	3.9	0.9	1.0
EBITDA	\$23.4	\$10.6	\$49.6	(\$26.7)	\$65.6	\$10.2	\$4.6
Litigation costs, net of related recoveries (b,c,d)	16.9	25.3	9.8	64.6	(31.4)	1.9	-
Loss on embedded derivatives and warrants	4.2	-	-	-	-	-	-
Impairment operating lease right-of-use assets	1.6	3.0	-	-	-	-	-
Stock-based compensation expense	9.7	10.9	12.5	9.5	11.1	2.7	2.7
Reorganization costs	-	2.5	-	5.7	4.5	0.5	0.4
Adjusted EBITDA (as previously reported)	\$55.8	\$52.3	\$71.9	\$53.1	\$49.8	\$ 15.3	\$ 7.6
Unrealized foreign exchange (gains) losses (e)	(0.3)	4.1	0.8	(1.4)	1.6	0.4	1.3
Adjusted EBITDA (revised)	\$55.5	\$56.4	\$72.7	\$51.7	\$51.4	\$ 15.7	\$ 8.9

a. 2021 includes deferred income tax gain of \$62.3 million

b. 2024 includes reimbursement to Oracle for attorney fees and cost of \$58.7 million

c. 2025 includes remittance of legal fees from Oracle of \$37.9 million

d. Litigation expenses starting in 2026 rolling up with G&A, as the expense is expected to be ordinary course of business

e. Unrealized FX gains and losses adjusted from Adj. EBITDA, as of 2026 and restated retrospectively for this schedule

Capitalization

Common Stock and equivalents (millions)	March 31, 2026	
	Face Amount	Fully Diluted (a)
Common Shares outstanding & weighted average (a)	92.1	91.8
Stock Options (b)	10.2	0.1
Restricted and Performance Stock Units (c-d)	4.8	2.0
Warrants, \$5.64 exercise price, expire June 2026	3.4	-
Total Common Stock and equivalents	110.5	93.9

Cash / Debt (\$millions)	March 31, 2026
Cash and cash equivalents	\$ 132.2
Bank Term Loan (e)	58.4
Net Cash over Debt	\$ 73.8

(a) Fully diluted analysis, see 10-Q note 10 (EPS fully diluted)

(b) Stock Options, weighted average exercise price \$4.47, cashless exercise option, see 10-Q note 6

(c) RSU's vest over three years, see 10-Q note 6

(d) PSU's vest based on financial metric achievements, see 10-Q note 6

(e) Bank Term Loan, principal outstanding, see 10-Q note 5

Rimini Street (Nasdaq: RMNI) - Investment Thesis Summary

1. **Differentiated Business Model with Durable Moat:** Pioneer in third-party enterprise software support with proven cost/value advantage, proprietary IP and awarded patents
2. **First Mover in Agentic AI ERP:** Positioned at the frontier of agentic AI ERP applications, enhancing automation, insights, client productivity and significant cost savings
3. **Expansive and Growing Addressable Market:** Operating in a large TAM with significant whitespace across industries, geographies and existing clients
4. **Land, Expand, Retain and Extend Revenue Growth Strategy:** Focused on driving new client acquisition, expanding wallet share and maintaining best-in-class retention
5. **Attractive Margin Structure:** Scalable model with clear pathway to sustained high margins and increasing free cash flow generation
6. **Prudent Capital Allocation:** Balanced between disciplined cost management, investment for growth and shareholder return
7. **Proven, Experienced Leadership Team:** Deep executive bench with a strong vision, expertise in enterprise software, services and global operations and a proven ability to execute globally

Summary of Operating Metrics

ARR: Annualized Subscription Revenue

- The amount of subscription revenue recognized during a quarter and multiplied by four
- Gives an indication of the revenue that can be earned in the following 12-month period from the Company's existing client base assuming no cancellations or price changes occur during that period

RPO: Remaining Performance Obligations

- Represents the Remaining Performance Obligations both the invoiced and unbilled non-cancellable contracts
- Gives an indication of future revenue, from both deferred revenue and non-cancellable invoicing from unbilled non-cancellable contracts

Gross Margin

- Actual subscription revenue (dollar-based) recognized in a 12-month period from clients that were clients on the day prior to the start of the 12-month period divided by the Company's annualized subscription revenue as of the day prior to the start of the 12-month period
- Provides insight into the quality of Rimini Street's products and services and the value that the Company's products and services provide clients

Number of Clients

- Active client - Distinct entity, such as a company, an educational or government institution, or a subsidiary, division, or business unit of a company that purchases Rimini Street services to support a specific product
- Growth in the number of clients is an indication of the increased adoption of the Company's enterprise software products and services

About Non-GAAP Financial Measures and Certain Key Metrics

To provide investors and others with additional information regarding Rimini Street's results, we have disclosed the following non-GAAP financial measures and certain key metrics. We have described below Active Clients, Annualized Recurring Revenue, Adjusted Annualized Recurring Revenue and Revenue Retention Rate, each of which is a key operational metric for our business. In addition, we have disclosed the following non-GAAP financial measures: non-GAAP operating income, non-GAAP net income, EBITDA, Adjusted EBITDA, Calculated Billings, Adjusted Calculated Billings, Remaining Performance Obligations and Adjusted Remaining Performance Obligations. In addition, we present certain financial metrics excluding our Oracle's PeopleSoft software product offering to permit investors to see the operation of our continuing business, excluding reductions associated with the PeopleSoft wind down. Rimini Street has provided in the tables above a reconciliation of each non-GAAP financial measure used in this earnings release to the most directly comparable GAAP financial measure. These non-GAAP financial measures are also described below.

The primary purpose of using non-GAAP measures is to provide supplemental information that management believes may prove useful to investors and to enable investors to evaluate our results in the same way management does. We also present the non-GAAP financial measures because we believe they assist investors in comparing our performance across reporting periods on a consistent basis, as well as comparing our results against the results of other companies, by excluding items that we do not believe are indicative of our core operating performance. Specifically, management uses these non-GAAP measures as measures of operating performance; to prepare our annual operating budget; to allocate resources to enhance the financial performance of our business; to evaluate the effectiveness of our business strategies; to provide consistency and comparability with past financial performance; to facilitate a comparison of our results with those of other companies, many of which use similar non-GAAP financial measures to supplement their GAAP results; and in communications with our board of directors concerning our financial performance. Investors should be aware however, that not all companies define these non-GAAP measures consistently.

Active Client is a distinct entity that purchases our services to support a specific product, including a company, an educational or government institution, or a business unit of a company. For example, we count as two separate active clients when support for two different products is being provided to the same entity. We believe that our ability to expand our active clients is an indicator of the growth of our business, the success of our sales and marketing activities, and the value that our services bring to our clients.

Annualized Recurring Revenue is the amount of subscription revenue recognized during a fiscal quarter and multiplied by four. This gives us an indication of the revenue that can be earned in the following 12-month period from our existing client base, assuming no cancellations or price changes occur during that period. Subscription revenue excludes any non-recurring revenue, which has been insignificant to date.

Adjusted Annualized Recurring Revenue is annualized recurring revenue adjusted to exclude subscription revenue associated with services for Oracle's PeopleSoft software products recognized during a fiscal quarter and multiplied by four.

Revenue Retention Rate is the actual subscription revenue (dollar-based) recognized over a 12-month period from customers that were clients on the day prior to the start of such 12-month period, divided by our Annualized Recurring Revenue as of the day prior to the start of the 12-month period.

Non-GAAP Operating Income is operating income adjusted to exclude: litigation costs and related recoveries, net, stock-based compensation expense and reorganization costs. The exclusions are

discussed in further detail below.

Non-GAAP Income Taxes is the income tax effect adjusted to exclude: litigation costs and related recoveries, net, stock-based compensation expense and reorganization costs from income before income taxes.

Non-GAAP Net Income is net income adjusted to exclude: litigation costs and related recoveries, net, stock-based compensation expense and reorganization costs after taxes. These exclusions are discussed in further detail below.

Specifically, management excludes the following items from its non-GAAP financial measures, as applicable, for the periods presented:

Litigation Costs and Related Recoveries, Net: Litigation costs and the associated litigation settlement, insurance and appeal recoveries relate to outside costs of litigation activities. These costs and recoveries reflect the litigation we are involved with, and do not relate to the day-to-day operations or our core business of serving our clients.

Stock-Based Compensation Expense: Our compensation strategy includes the use of stock-based compensation to attract and retain employees. This strategy is principally aimed at aligning employee interests with those of our stockholders and to achieve long-term employee retention. As a result, stock-based compensation expense varies for reasons that are generally unrelated to operational decisions in any particular period.

Reorganization Costs: The costs consist primarily of severance costs associated with the Company's reorganization plan.

EBITDA is net income adjusted to exclude: interest expense, income taxes, and depreciation and amortization expense.

Adjusted EBITDA is EBITDA adjusted to exclude: litigation costs and related recoveries, net, stock-based compensation expense and reorganization costs, as discussed above. In addition, it is also adjusted by unrealized foreign exchange (gains) or losses.

Calculated Billings represents the change in deferred revenue for the current period plus revenue for the current period.

Adjusted Calculated Billings is calculated billings adjusted to exclude the calculated billings associated with services for Oracle's PeopleSoft software products.

Remaining Performance Obligations represent all future non-cancellable revenue under contract that has not yet been recognized as revenue, and includes deferred revenue and unbilled amounts.

Adjusted Remaining Performance Obligations is the Company's remaining performance obligations adjusted to exclude the remaining performance obligations for services for Oracle's PeopleSoft software products.

Rule of 20 is achieved when the revenue growth percentage and adjusted EBITDA percentage of revenue equal 20% when added together.

- I. Vendor Spotlight**
 - a. ServiceNow**
 - b. VMware**
 - c. Workday**

- II. Additional Product Information**
 - a. Rimini Connect**
 - b. Rimini Protect**
 - c. Rimini Watch**

Challenges solved

1 Core Modernization

Transforming legacy systems, outdated processes and siloed data to be agile and responsive

2 Customer Experience

Providing seamless omnichannel customer experiences

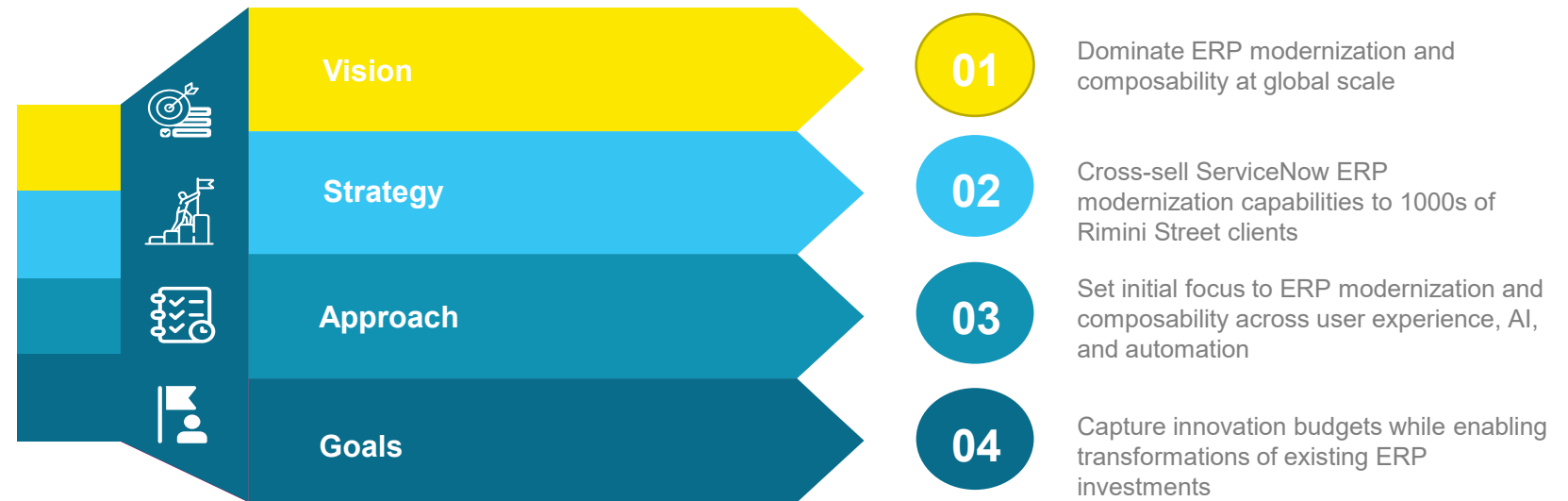
Integrating systems and data to deliver consistent, personalized experiences across devices and touchpoints

3 Data and AI

Collecting data from more sources and leveraging AI, machine learning and analytics to gain insights for innovation and improved decision making without ripping and replace existing investments.

Vendor Spotlight: Rimini & ServiceNow® on ERP Modernization

From core systems to next-gen solutions, from system of record to system of action and engagement



Rimini Consult™

Consulting Services for ServiceNow

Implementation and consulting services focusing on:

- **User Experience Enhancements** by leveraging low-code platform to significantly enhance legacy ERP systems
- **Data Normalization for AI Applications** by leveraging ServiceNow's AI capabilities to normalize ERP data
- **Workflow Automation:** by leveraging ServiceNow's workflow capabilities to automate older business processes that currently rely on ERP systems

Rimini Manage™

ServiceNow Service Provider

Subscription-based managed service for unlimited support tickets across a catalog of 100+ core administration services.

- Incident Management
- Service Requests
- Break/fix
- Performance monitoring
- Minor enhancements

Vendor Spotlight: Rimini Solutions™ for VMware®

- Broadcom purchased VMware and is reportedly raising prices, with nearly 375,000 customers facing cost increases of 2x-10x
- As part of Rimini Custom, Rimini Street launched Rimini Solutions for VMware, in a short period we have 270 total opportunities with \$45M+ in pipeline and \$3.6M in proposal

Rimini Support™

Ultra-responsive and comprehensive support services without required upgrades to stay fully supported

Rimini Protect™

Proactive, fast and cost-effective security protection, personalized to your enterprise software environment

Rimini Consult™

Optimize, evolve and transform IT with deep expertise from tenured professionals to meet your business objectives

Perpetual Licensed Supported Products

- vSphere
- ESX and ESXi
- vCenter
- vRealize
- NSX v and t versions
- vSAN
- SRM
- vLCM
- Workstation
- Fusion
- Horizon
- Workspace ONE
- Tanzu
- vCloud Director
- And more...

Workday® customers continue to face these universal challenges

1 Skills Shortage

The Workday ecosystem faces a constrained supply of specialized technical talent, driving increased competition and rising costs across implementation and support services.

Availability and expense of highly technical personnel is a universal industry challenge.

2 Ecosystem Complexity

The growing complexities of the Workday platform is a stark reality.

Design and administration of the Workday platform is getting more complex.

3 Innovation Constraints

70% of surveyed IT leaders say that technical debt poses a significant threat to their companies' ability to innovate

Sufficient resources are not consistently available for innovation projects that drive growth.

Vendor Spotlight: Rimini Solutions™ for Workday®



Signed 6/2024

Accountable and flexible expertise when you need it .

Why is this strategic for Rimini Street?

We believe Workday software is best aligned as a full lifecycle solution for PeopleSoft software clients and a strategically important transformational solution for PeopleSoft software prospects

Benefits to Rimini Street Clients

As your trusted Workday partner, Rimini Solutions™ for Workday will deliver a flexible suite of managed and consulting services delivered by global, multi-lingual ERP experts who are accountable to your evolving business needs.



Accountability

We help you focus on **needs**, **priorities**, and business **value** to manage Workday TCO and realize measurable ROI.



Flexibility

Enhancement Hours and fixed-cost **Unlimited Tickets** product features deliver the right service at the right time - when you need it most.



Multi-lingual Global Expertise

24/7/365 **multi-lingual, global** support can minimize your risk with staffing and skill gaps.

Rimini Consult™

Consulting Services for Workday

Functional and technical consulting, design, and delivery.

- Major and minor enhancements across Workday clouds
- Industry-specific data models
- Customer data strategy
- Systems architecture designed for scale
- Roadmap and resource planning

Rimini Manage™

AMS Services for Workday

Subscription-based managed service for unlimited support tickets across a catalog of 130+ core administration services.

- Incident Management
- Service Requests
- Break/fix
- Performance monitoring
- Minor enhancements

Rimini Connect™

Core Problems we Solve

Loss of compatibility:

- Vendors will drop interoperability support forcing costly upgrades to remain fully supported

Risk of vendor lock-in and ability to innovate:

- Time to implement integration fixes and/or updates
- Vendor dependencies, limiting flexibility

Business or technical challenges with:

- Operational downtime and implementation costs associated with loss of compatibility

Rimini Connect™

To enable Enterprise Software L4 support for 15+ years, Rimini Connect was created – delivering products that enable software portability and flexibility

Strategy:

Dedicated team focused on developing solutions for the most common and challenging enterprise software interoperability and integration issues often faced by Rimini clients:

- ✓ Provide interoperability / integration advisory services for L4 Clients to quickly solve their challenges
- ✓ Develop team of enterprise software experts to focus on building solutions that enable continued integration and interoperability with modern infrastructure and solutions
- ✓ Productize solutions and partner with Clients to develop a tailored roadmap for proactively future proofing their enterprise software landscape to minimize operational impact, maximize ROI, and enable portability

Services Included with L4

- Integration and interoperability advisory services to help solve the most challenging issues
- Tailored technology roadmap for proactively addressing “de-support”
- For high-value Clients and Prospects, Rimini Connect solutions may be bundled

Installation Component	2023	2024	2025	2026	2027	2028	2029	2030
Edge with IE Mode	Vendor - Desupport		Mainstream Support				1/1/2029 Desupport	
Windows 10 - GA 2015	Extended Support		Oct 14, 2025 - Desupport					
Windows 11	Mainstream Support							
Windows 12			Expected GA 2025					
Office 2013 - GA 2013	Apr 11, 2023 - Desupport							
Office 2016 - GA 2015	Extended Support		Oct 14, 2025 - Desupport					
Microsoft 365 - GA 2015				Mainstream Support				
SAP 4.6				Rimini Support				
SAP ECC 6				Rimini Support				
NetWeaver				Rimini Support				
Business Objects				Rimini Support				
Windows Server 2008 (R2)	Vendor - Desupport							
Windows Server 2012 (R2)	ESU - Vendor - Desupport							
Windows Server 2016	Mainstream Extended Security Updates					Jan 12, 2027 Vendor - Desupport		
Windows Server 2019	Mainstream Extended Security Updates						Jan 9, 2029	
Windows Server 2022	Mainstream Support				Oct 14, 2028 ESU			
Windows Server 2025				Expected GA Fall 2024				
MS*SQL Server 2008 (R2)	2019 Vendor - Desupport							
MS*SQL Server 2012	2022 Vendor - Desupport							
MS*SQL Server 2014	Extended Support		ESU 7/19/24			7/12/27 Vendor - Desupport		
MS*SQL Server 2016	Mainstream Support					Extended Support 7/14/28		
MS*SQL Server 2019	Mainstream Support					Extended Support 7/1/25		*no SPs announced yet
MS*SQL Server 2022	Mainstream Support							Extended Support 1/11/28

Subscription Products

- Rimini Connect™ for OS
- Rimini Connect™ for Browsers
- Rimini Connect™ for Email
- Rimini Connect™ for Java
- Rimini Connect™ Custom
- Included with above: Rimini Connect™ Console

Core problems we solve

No new security updates:

- When leaving vendor support
- For versions in sustaining support or past maintenance expiration dates

Worries about speed and scope of coverage:

- Faster time to protection
- Known and unknown vulnerabilities

Business or technical challenges with:

- Operational downtime, implementation costs, and protection for custom code

Rimini Protect™

Born out of necessity to enable L4 support, proactive security services and solutions purpose built for enterprise software where others fail

Strategy:

Monitor Common Vulnerability Exposures (CVEs), mapping solutions to Common Weakness Enumerations (CWEs) against secure coding and configuration violations as defined MITRE and OWASP:

- ✓ Bundle security services with Rimini Support (L4) to address minimum viable needs of most clients
- ✓ Build partner ecosystem for unparalleled expertise in Enterprise Software security by product
- ✓ Develop teams, security solutions and services to enhance any organizations Enterprise Software security as a subscription – built on Rimini Street's service methodology and capabilities

Services included with L4

- Security Vulnerability Analysis Reports (SVARS)
- Hardening guides
- Assessment services
- Security rules and policies deployed at client

SOW-based professional services

- Security Product Implementations
- In-Depth Security Assessments
- Strategic Security Roadmaps

Subscription security solutions

- (AAMS) Advanced Application and Middleware Security
- (ARM) Advanced Risk Management
- (ADS) Advanced Database Security
- Security Solution Managed Services

Rimini Watch™

Core Problems we Solve

Downtime:

- Missed risks and issues can turn into major outages that materially impact company operations

Lack of Awareness and Visibility of Enterprise Software:

- Time to resolve is more challenging without visibility into system performance

Loss of Vendor monitoring tools:

- Impacting Prospects and Clients who have grown dependent on their monitoring applications

Rimini Watch™ - Observability Solution

Enhance Rimini Managed Services and Support by proactive monitoring and alerting to keep Enterprise Software up and running

Strategy:

Develop observability tools to improve and enable proactive Support and Managed Services, helping address Enterprise Software risks and issues before they impact a Client:

- ✓ Build monitoring tools using recognized technology (e.g., Nagios) or partner with solutions that are as good or better than the vendors (e.g., Realtech)
- ✓ Create and continuously improve monitors for applications and databases leveraging Rimini Street experts to deliver application and database reliability by eliminating downtime
- ✓ Include with Rimini Manage to deliver proactive managed services

Subscription Products



Rimini Watch™ for Applications

Comprehensive suite of ERP applications monitoring tools and services to optimize your environment and reduce downtime



Rimini Watch™ for Database

Optimize performance through increased database availability, capacity trending, and planning -- as well as faster issue identification and resolution

Coverage

- EBS
- JDE
- PSFT
- Hyperion
- SAP
- Database
- Open-Source DB



Rimini Watch™

A revolutionary suite of operational tools for Monitoring, Health Checks, Change Management, RPAs/BPAs, and Automation to address incidents. Designed with a focus on application, infrastructure, and cloud components. Used to support our main services, Rimini Support and Manage.

- **Specialized Solutions:** With 20 years of experience in mission-critical systems, crafted custom monitors for each application, meticulously tailoring their complexity.
- **Vigilant Partner:** Proactive in identifying potential issues before they escalate and creating major challenges for your business.
- **Seamless Integration:** The suite effortlessly and flawlessly integrates with ITSM, emails, and ERP systems, providing you with a comprehensive and unified operational environment.
- **Automated:** Striving to solve problems without impacting the business, using the best automatic resolution methods.



Customer Challenges

Our Solution Addresses

- Offer scripts to automatically solve a basic problem
 - Solve several instances of downtime due to slow incident resolution
 - Offer monitoring and proactive resolution.
- Modernization of my legacy systems with RPAs/BPAs
 - Looking to streamline and automate basic business processes to save time and effort
 - Eliminate repetitive and daily activities that are running your operation
- Looking for a substitute for the SAP Charm product
 - Change Management process is manual and without control
 - Constant delays in getting new capabilities in production because of errors
- Constant downtimes and performance issues need to be addressed
 - There is a lack of a holistic view of my enterprise application.
 - Understanding potential issues before they impact your business