



Commonwealth of Kentucky  
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**AGENCY CONTACT MEMORANDUM #2017-0601**

**To:** Agency IT Leadership, Technical Contacts  
**From:** Jim Barnhart *J B*  
Acting Chief Information Officer  
**Date:** June 30, 2017  
**Subject:** New SAP Business Objects Suite Support Provider

Please be advised that a new support provider for the Enterprise SAP Business Objects Suite maintained by the Commonwealth's Enterprise Business Intelligence (EBI) Program has been selected. Effective June 29, 2017, Rimini Street, a global leader in providing independent enterprise software support services, is supporting the existing SAP Enterprise Business Objects licenses. Through this change, the Commonwealth expects to improve the quality of support.

End users of the Business Objects Suite will see no change in the support model:

- End users are still encouraged to contact their Agency/Business Area Business Objects Administrator for technical support.
- EBI Agency Administrators or COT Technical Contacts should continue to contact the Commonwealth Service Desk and request a support ticket with the EBI Support team within the COT Data Intelligence Branch.
- The EBI Support team will work directly with Rimini Street for additional software support, as needed.

Additional information about the Commonwealth's EBI Program is available at <http://technology.ky.gov/oad/Pages/applicationDevelopment.aspx>.

Should you have additional questions, please contact your [Business Relationship Manager](#).