



DATA SHEET

Modernize Without Disruption: **Rimini Street + ServiceNow** **for Federal Agencies**

IN PARTNERSHIP WITH MERLIN CYBER

The Rimini Street logo, featuring the company name in a black sans-serif font with a yellow horizontal line underneath.The ServiceNow logo, featuring the company name in a black sans-serif font with a green dot over the 'o' in 'Now'.

A Strategic Alliance Driving Mission-Ready Innovation in Government

Federal agencies are tasked with modernizing aging ERP and IT systems, however, the path to innovation is often blocked by tight budgets, legacy software constraints, and resource shortages. That is why Merlin Cyber is proud to bring to market the powerful solution with Rimini Street and ServiceNow, tailored for the unique needs of federal agencies.

This solution enables agencies to overlay modern capabilities like AI, intelligent automation, and advanced workflow orchestration on top of existing ERP systems, with no need for disruptive, expensive rip-and-replace projects or cumbersome lift-and-shift migrations. By integrating Rimini Street's third-party software support and enterprise software expertise with ServiceNow's AI-driven Now Platform, government customers can now unlock self-funded innovation while maintaining full operational continuity. With Merlin Cyber as your federal-focused partner, transformation is not only achievable, but sustainable and aligned to your agency's mission priorities.

Why Federal Agencies Are Choosing Rimini Street and ServiceNow



Modernize Mission-Critical Systems In-Place

Enhance existing ERP investments (e.g., SAP ECC and S/4HANA, Oracle EBS) with dynamic UX, automation, and AI—without costly migrations.

Avoid multiyear SaaS transitions while still enabling digital transformation aligned to federal mandates.



Self-Fund Innovation Through Cost Optimization

Rimini Street's third-party support model **saves agencies up to 90% on software support and maintenance**.

Reinvest savings into other modernization initiatives, delivering measurable value across mission objectives.



Mission-Driven Digital Transformation at Scale

Combining Merlin Cyber's deep federal expertise, Rimini Street's third-party support, and ServiceNow's single data model and AI-driven platform, agencies can implement secure and compliant automation to drive efficiency across core mission functions.

Government-Trusted Innovation with Merlin Cyber

As the exclusive go-to-market channel for this partnership in the U.S. public sector, Merlin Cyber brings decades of experience helping agencies deploy secure, scalable, and mission-aligned IT solutions. Merlin provides:

Federal Readiness

Expertise in:

FedRAMP

FISMA

FAR

NIST CSF

NIST 800-53

CISA BOD 22-01

CISA BOD 23-01

And other agency-specific compliance requirements.

Strategic Enablement

Alignment with agency priorities like:

Zero Trust

Software Supply Chain Security

Identity and Access Management (IAM)

Post-Quantum Cryptography (PQC)

AI Adoption

Lifecycle Partnership

From acquisition to deployment to sustainment, Merlin drives success.

Solution Highlights: **Built for Government Operations**



Integrated Workflows and Unified Visibility Across Systems

ServiceNow connects disparate systems into unified workflows, enabling enhanced efficiency and real-time decision-making—essential for agencies managing complex, siloed environments. Converge data, KPIs, outcomes, and operational performance metrics through a digital control tower interface designed for cross-departmental collaboration and insight.



Seamless AI and Automation Overlays + Modern UX

Add intelligent features around your existing ERP systems without waiting years for costly upgrades. Deliver intuitive, consumer-grade experiences for staff and citizens alike while embedding AI and automation into everyday processes.



Secure and Compliant Managed Support Services

Rimini Street's managed services (Rimini Manage™ and Rimini Consult™) ensure strategic alignment and integration, system integrity, and proactive performance optimization—essential for FedRAMP-ready environments.

“ServiceNow’s partnership with Rimini Street gives customers a more unified, intelligent platform to maximize their existing software investments. Together, we’re enabling a brighter future where technology unlocks unprecedented potential.”

Bill McDermott, CEO, ServiceNow

A Real Path to IT Modernization

Whether you are managing SAP ECC, SAP S/4HANA, Oracle EBS, or another mission-critical platform, Rimini Street and ServiceNow empower you to modernize in place, unlock new capabilities, and future-proof your systems—without mission disruption.

This partnership is ideal for agencies that:

Require long-term sustainability of ERP investments.

Face budgetary constraints but need to implement AI and automation to drive efficiency.

Need to comply with federal security, compliance, and operational mandates.

With Merlin Cyber, Rimini Street, and ServiceNow, your agency can:

Extend the life and ROI of their existing ERP and enterprise applications without disruptive downtime.

Seamlessly integrate AI-driven innovations now, not in 3–5 years.

Reduce dependency on high-cost vendor upgrades and support.

Drive operational efficiency and data visibility across siloed systems and departments.

Modernize and Innovate with Merlin Cyber

About Merlin Cyber

Merlin Cyber is the go-to-market and Zero Trust Modernization affiliate of Merlin Group, a network of companies that invests in, enables, and scales technology companies with disruptive cyber solutions. Through Merlin Cyber, the U.S. Government can access innovative, public sector-ready cybersecurity solutions that are designed to meet government requirements and mission priorities. Merlin does this by selectively partnering with best-in-class cybersecurity brands, investing in visionary emerging technologies, and enabling the U.S. Government to successfully keep ahead of today's critical threats, accelerate Zero Trust modernization initiatives, and defend our nation.



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