

ORACLE®



Vrijednost Oracle Supporta

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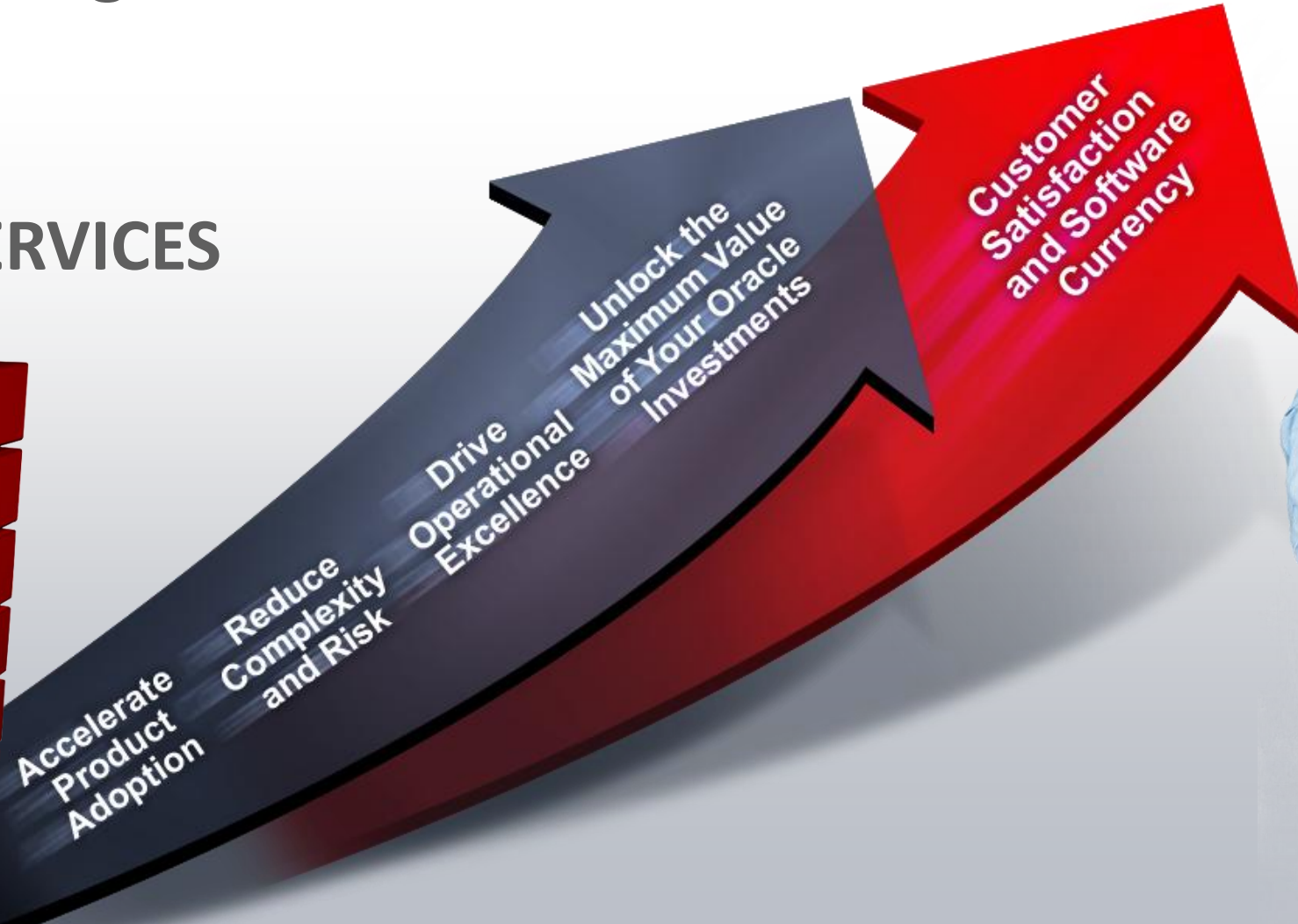
Oracle Customer Support Services



Enabling the success of your Oracle software and hardware investments through a **LIFECYCLE OF SERVICES** covering the complete Oracle stack

Increasing Value for our Customers

ORACLE SERVICES



Why Customers Need Premier Support?

- **RUN THE BUSINESS** - High Availability, Security and Compliance are a must
- **KEEP IT CURRENT** - Legal Access to Updates, Enhancements, Patches and Fixes
- **KEEP IT EFFICIENT** - Optimize performance and maintain Service Level Agreements
- **KEEP COSTS DOWN** - Operational Efficiency and Maximum ROI from IT Assets
- **KEEP IT AGILE** - Agility to cope with changing demands.

Enabling the Success of Your Oracle Investments

Three Key Drivers of Business Value



The Value of Uninterrupted Operations

Trust Oracle to Support Your Critical Business Systems

- Proactively maintain your Oracle product with health checks, system risk analysis reporting, scripts, tools and resources
- Resolve issues rapidly with 24/7 coverage, expert Oracle support personnel, diagnostic tools, auto service requests and fast onsite hardware service
- Mitigate risk and maintain productivity with critical software and firmware updates



**Annual
Support
Cost**

**Solution
Availability,
Security and
Performance**

Value of Support

The Value of Ongoing Business Strength

Achieve Sustained Success with Oracle Support

- Move your technology and business forward together with Oracle's Lifetime Support Policy
- Keep up with ever-evolving security threats, competitor strategies and compliance needs
- Take advantage of product innovation to run your business more effectively, and open up new areas of opportunity
- Implement enhancements faster and with minimum risk using Oracle resources and tools



**Annual
Support
Cost**

**Sustained
Competitiveness**

**Solution
Availability,
Security and
Performance**

Value of Support

The Value of Leverage

Partner with Oracle to Maximize IT Staff Productivity

- Tap in to thousands of Oracle product experts around-the-clock to supplement in-house competencies and IT resources
- Enable your IT staff to maintain focus on other business priorities with fast answers, prompt resolution, and code updates from Oracle
- Access a wealth of resources to streamline daily support and management
- Speed diagnosis of issues with a single point of accountability for the complete Oracle stack



**Annual
Support
Cost**

**Operational
Efficiency**

**Sustained
Competitiveness**

**Solution
Availability,
Security and
Performance**

Value of Support

Services Industry Excellence

INDUSTRY FIRSTS

- ISO 9001:2008/TickIT Certified in Support Delivery for Oracle Server Technology (Database, Enterprise Manager and Middleware), Oracle Industries, Oracle E-Business Suite, and Oracle Applications from Customer Support Centers Worldwide (2008 – present)
- Lifetime Achievement and Induction into STAR Award Hall of Fame in recognition of a cumulative 15 STAR Award wins, TSIA (2010)
- Best Embedded Product Support, SSPA (2008)
- Services Industry Leader Award, SSPA (2007)
- J.D. Power and Associates Global Certification for Outstanding Services and Support (2006)



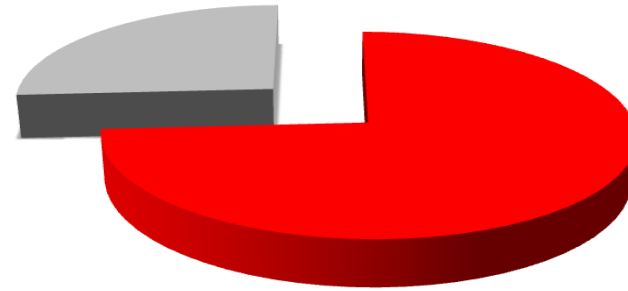
INNOVATION AND INVESTMENT

- Innovation in the Delivery of Support Services, TSIA (2013)
- Excellence in Customer Satisfaction & Loyalty, NorthFace ScoreBoard Award, Omega (2012)
- Service Excellence in Customer Commitment, TSIA (2012)
- Service Excellence in Mission Critical Support Hardware, TSIA (2011)
- Service Excellence in Complex Application Support, TSIA (2010)
- Outsourcing Excellence Award, Outsourcing Center (2010)
- Service Excellence in Integrated Services, TSIA (2009)
- Best On-Site Support, SSPA (2008)
- Best Service Delivery Optimization, SSPA (2008)
- Best Value-Added Support, SSPA (2008, 2007)
- Service Excellence in Mission Critical Support, SSPA (2008)
- Best Knowledge Management, SSPA (2007)
- Best On-Site Service, SSPA (2007)
- STAR Award for Innovative Support, SSPA (2006-2004, 2002)
- WebSTAR Service Excellence Award, SSPA (2006-2003)
- Lifetime Achievement & Induction into STAR Award Hall of Fame, SSPA (2005)

The VALUE is there. Let's talk about how we can help you take fuller advantage...

Solutions

- Faster resolution through OCM, ASR, etc.
- Problem prevention through patch plans, health checks..
- New functionality through product enhancements
- Tools/resources to upgrade efficiently



74% of CIO's see
an opportunity to more fully utilize
existing vendor service agreements.

Oracle Premier Support

Comprehensive Coverage

Service and Support

Quickly diagnose and resolve issues

- ✓ Expert technical support
- ✓ Rapid-response field service
- ✓ Lifetime Support



Tools and Resources

Get the most of your Oracle products with proactive services

- ✓ Oracle knowledgebase
- ✓ Product health checks
- ✓ My Oracle Support Community



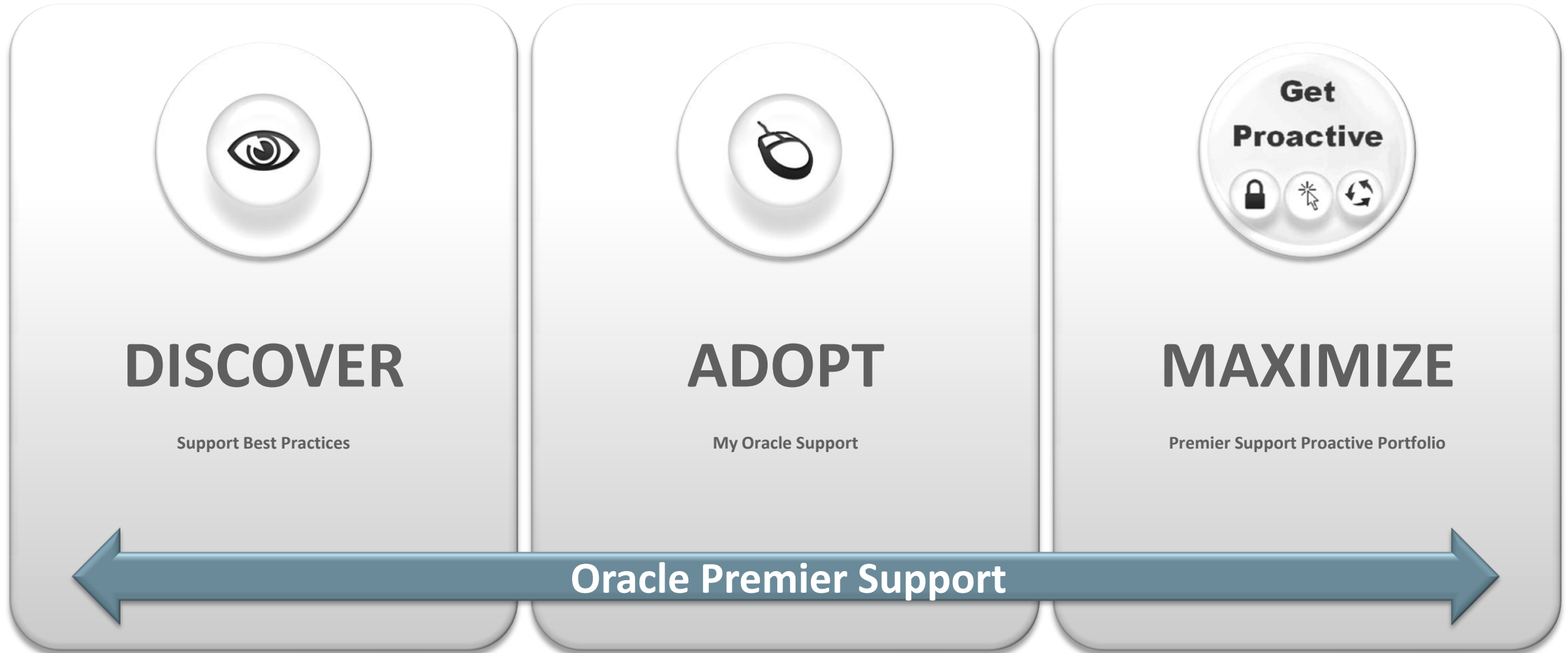
Product Innovation

Keep pace with change and capitalize on new opportunities

- ✓ Updates
- ✓ New releases
- ✓ Tools to assist with patching and upgrades



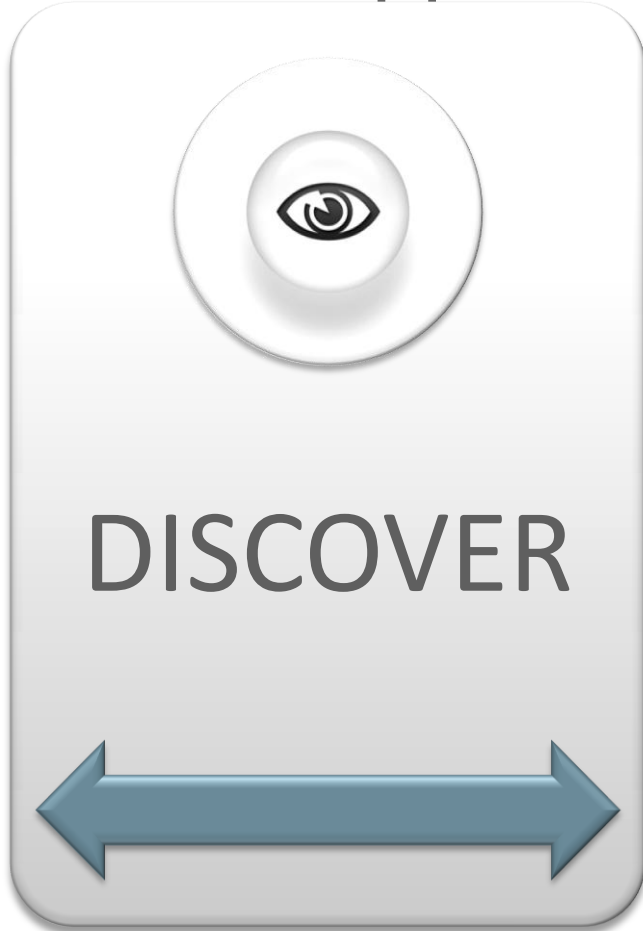
Support Best Practices—Maximize Business Value





DISCOVER

Discover: Support Best Practices



- Oracle Technical Support Policies
- Oracle Lifetime Support Policies
- Working effectively with Support – Best Practices

Discover: Technical Support Policies

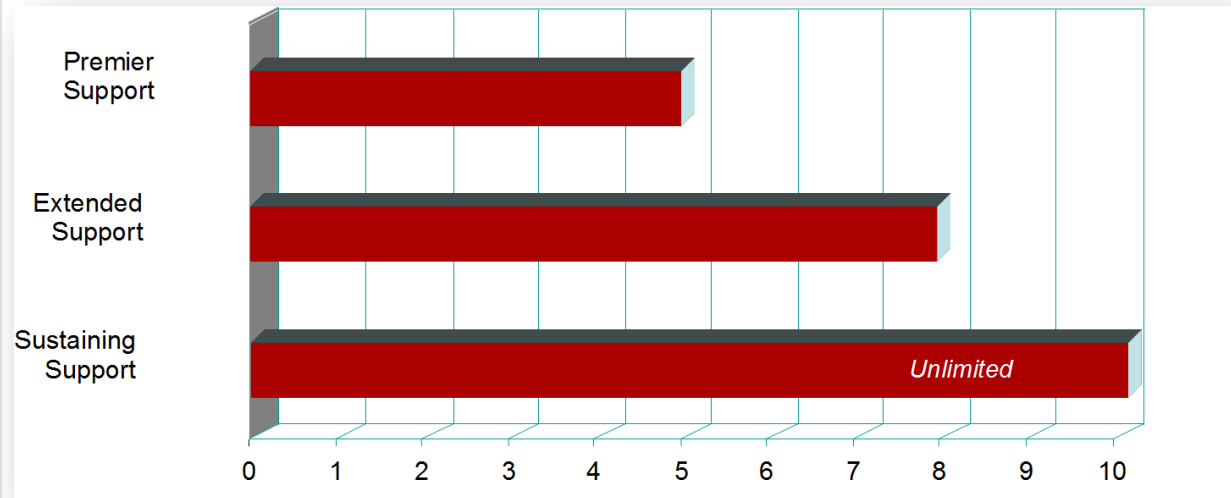
Support terms and technical support levels

Oracle Software Technical Support Policies http://www.oracle.com/us/support/library/057419.pdf	Oracle Financial Services Software Technical Support Policies http://www.oracle.com/us/support/library/fs-software-tech-support-policies-069179.pdf
Oracle Hardware and Systems Support Policies http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf	Oracle Exadata Technical Support Policies http://www.oracle.com/us/support/library/exadata-technical-support-policies-069177.pdf
Oracle Linux and Oracle VM Support Policies http://www.oracle.com/us/support/library/enterprise-linux-support-policies-069172.pdf	Oracle Hardware Warranty http://www.oracle.com/us/support/library/oracle-hardware-warranty-069192.pdf
Oracle Software as a Service Support Policies http://www.oracle.com/us/support/library/saas-support-policies-069195.pdf	Oracle Global Customer Support Security Practices http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf

<http://www.oracle.com/us/support/policies/index.html>

Discover: Lifetime Support Policies

- Simple, predictable and flexible. Oracle Lifetime Support helps drive your business success across your entire Oracle technology environment.
- From database to middleware to applications and hardware, you can enjoy the benefits of the industry's most comprehensive support coverage.



<http://www.oracle.com/us/support/lifetime-support/index.html>

Discover: Lifetime Support Policies

Continued piece of mind

Premier Support

Delivers full system support for your Oracle hardware, operating systems and applications software with an upfront, minimum five-year support commitment that helps you plan and budget.

Extended Support

Offers an additional three years of support for select Oracle software and operating systems for an additional fee so you can effectively manage your upgrade strategy.

Sustaining Support

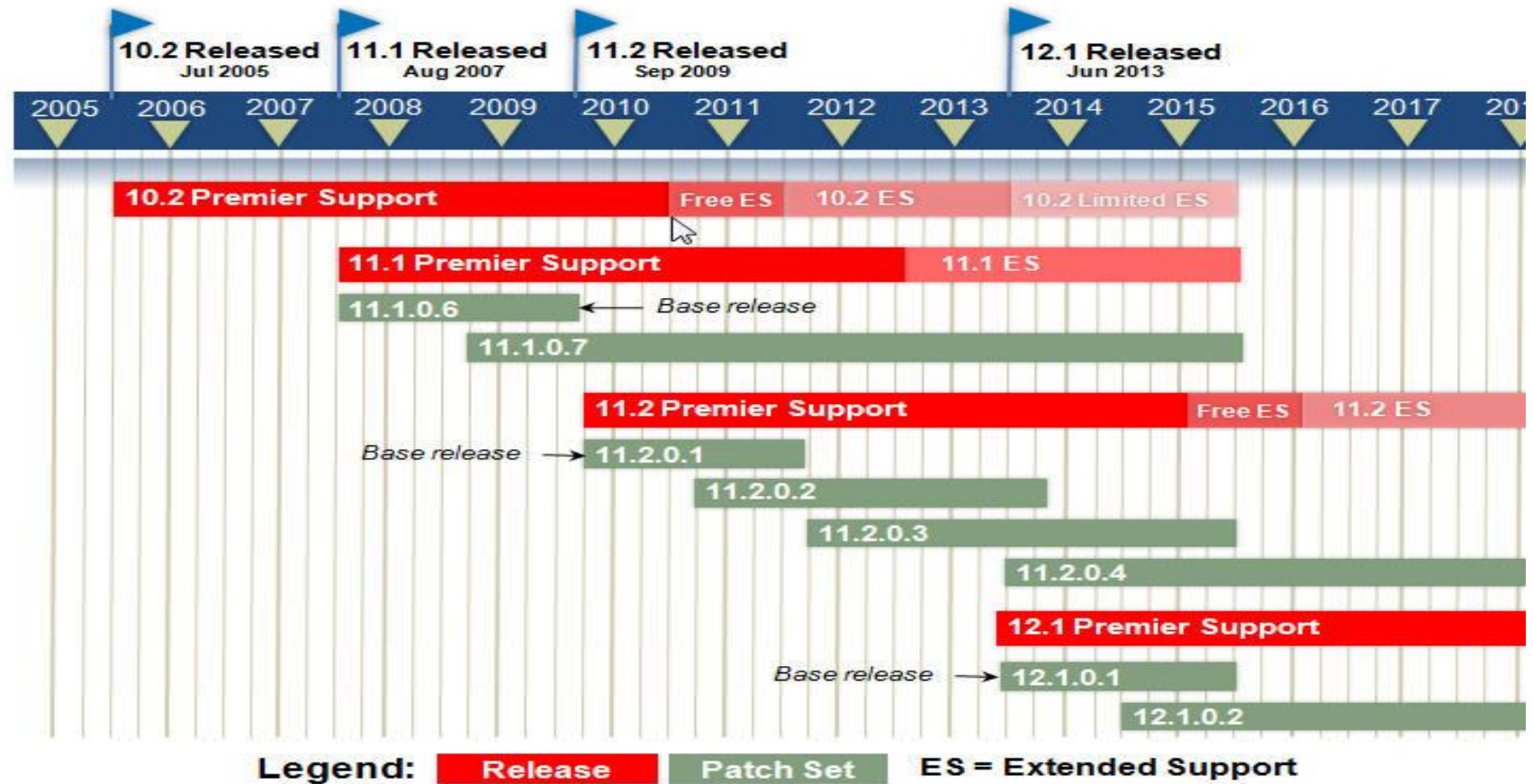
Provides investment protection with unlimited support for Oracle software and operating systems. Features include access to online support tools, knowledge base, pre-existing fixes, and assistance from Oracle technical support experts.

<http://www.oracle.com/us/support/lifetime-support/index.html>

Database product roadmap

Release Schedule
of Current
Database Releases
[MOS Note 742060.1](#)

Database Patch Set Release Roadmap





DISCOVER

Best Practices

Working Effectively With Support Best Practices

When you have a question, need, or issue...

...chances are, an answer or solution already exists

Find answers fast, search the **Knowledge Base** for a solution

Visit **My Oracle Support Community** and seek answers from Oracle experts & industry peers

Unable to locate a solution?
Submit a Service Request through **My Oracle Support**

ANSWERS

Discover: Working Effectively With Support Best Practices

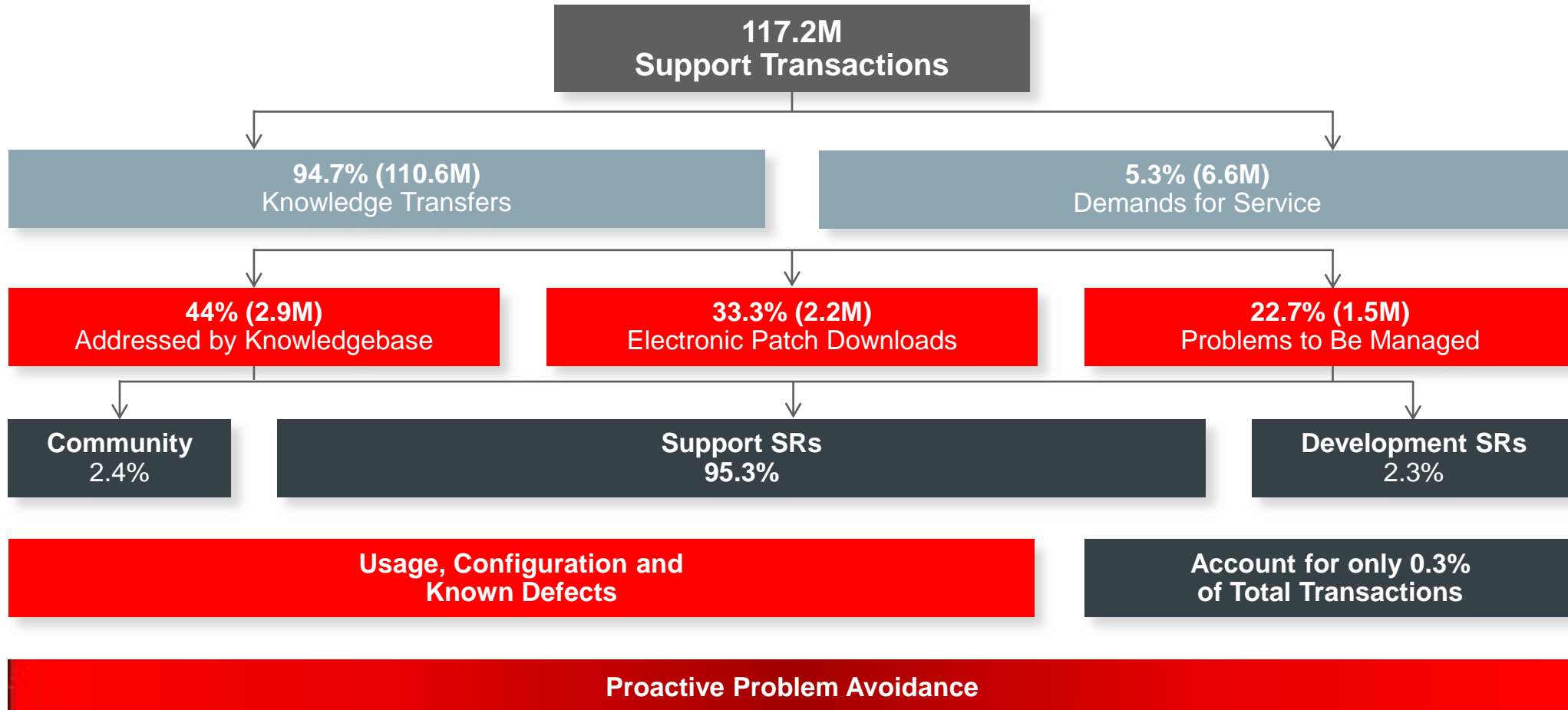
When you are looking for an answer

Find answers fast, search the
Knowledge Base for a
solution

- My Oracle Support Knowledge Base contains all known solutions and best practices from Oracle Support
- My Oracle Support offers a unified search that searches the Knowledge Base, My Oracle Support Community, documentation, and known bugs
- 400,000+ active and 350,000+ archived articles in the Knowledge Base
- 4+ million Knowledge Base searches per month
- **More than 50% of Service Requests logged by all customers can be solved by searching the Knowledge Base and accessing existing articles that contain a fix**

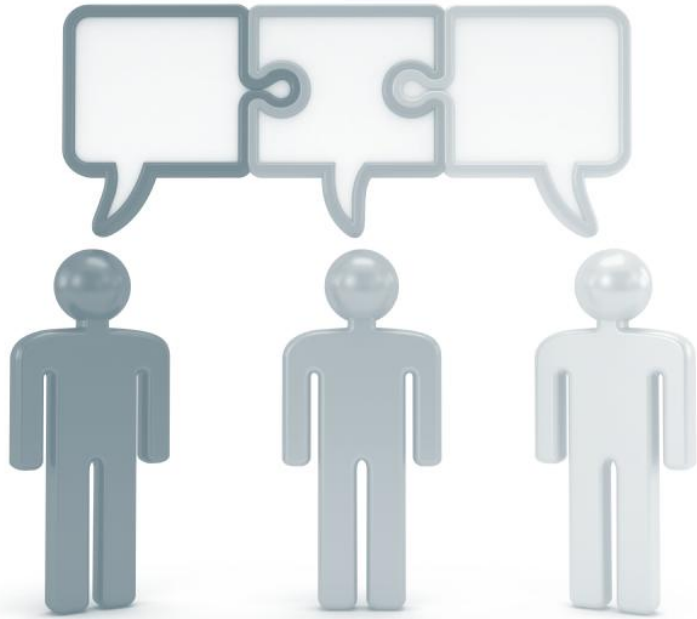
Support Status Overview

Support Summary – Total for ALL Support Customers



Working Effectively With Support Best Practices

Actual user experiences and advice offer an alternate source of problem resolution



Visit **My Oracle Support Community** and seek answers from Oracle experts & industry peers

When should I use My Oracle Support Community or OTN Forum?

If you have a low severity question or problem, need advice, or if you are interested in discovering **how to do** something

If you have been unable to locate an answer in the Knowledge Base

When you have knowledge or experiences to share with your peers

- My Oracle Support Community is a multi-channel interactive community where you can post questions and find answers fast
- OTN Forums are the world's largest community of developers, administrators, and architects using industry-standard technologies in combination with Oracle products

Discover: Working Effectively With Support Best Practices

Submitting a well formed Service Request

Unable to locate a solution?
Submit a Service Request
through **My Oracle Support**

- Provide a comprehensive description of the issue
- Ensure that the business impact is described in detail
- Diagnostic data is a vital element of your Service Request as it will help expedite analysis and diagnosis of critical errors
- Verify that the Severity Level is set appropriately and accurately represents the business impact



Discover: Matching Severity Level To Business Impact

Severity Level	Business Impact Technical Impact	1 st Response	Update Frequency	Resolution Time
Severity Level 1	Mission Critical Business Impact	< 1 Hour (Telephone Preferred)	Continual Updates 24x7	Co-Owned
Severity Level 2	Serious Business Impact	Communication Preference	Multiple Updates 24-48 Hrs.	Co-Owned
Severity Level 3	Minor Business Impact	Communication Preference	Updates 2-3 Business Days	Co-Owned
Severity Level 4	No Business Impact	Communication Preference	Updates 3-5 Business Days	Co-Owned

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Discover: Working Effectively With Support Best Practices

Service Request Routing

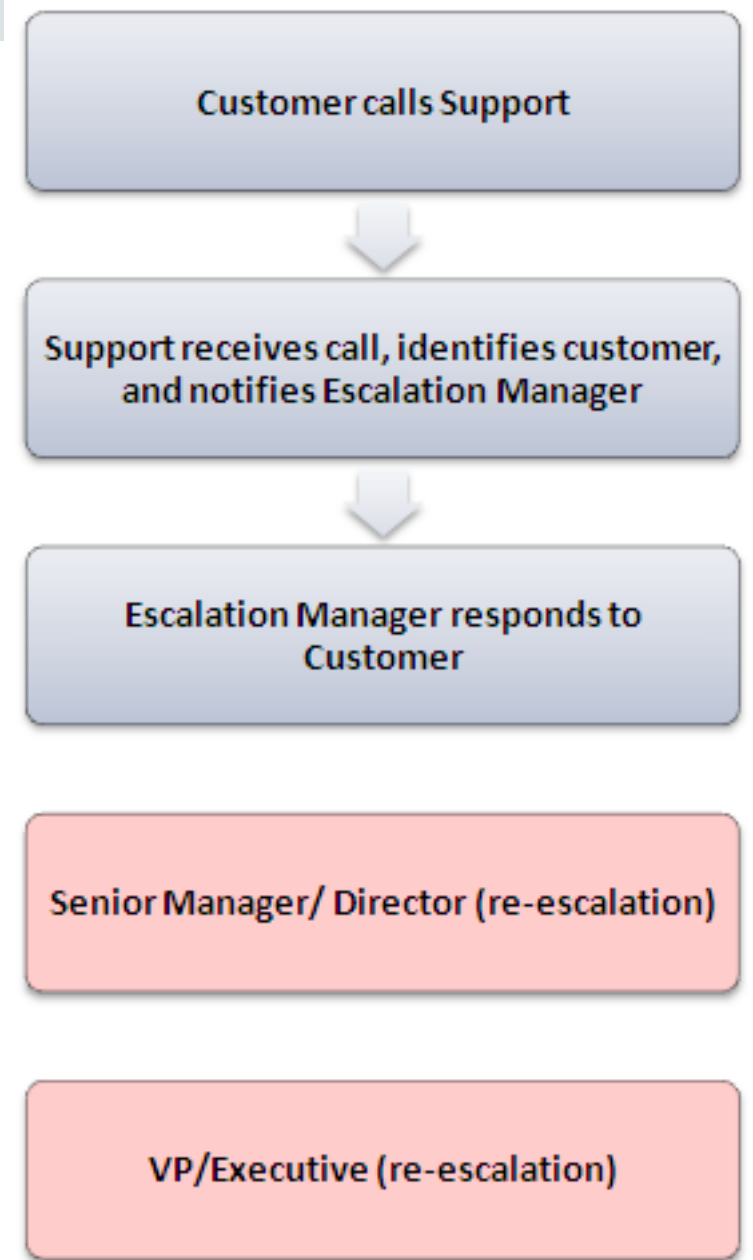
- Frontline/backline misconception (*“how do I skip the frontline?”*)
- Engineer availability match with the best level of expertise
- Timing of submission and geography for Service Request assignment
 - If you are experiencing day long turnovers due to geographical incompatibility, request reassignment (via the HUB) to an engineer in a closer geographical location to the customer
 - Risk is that you may be reassigned to an engineer who is not necessarily the expert in that field



Discover: Escalation Process

Bringing Management Attention to a Service Request

- Call Support: www.oracle.com/support/contact.html
- Accessibility and accountability from Support Management
- Escalation and severity are different processes
- Severity increases and Sev1s are not escalations
- Escalation is a focused, collaborative process
- Escalations yield
 - Management Contact
 - Action Plan
 - Communication Plan



Discover: Oracle Advisor Webcasts

Stay Informed

Hear from Oracle Premier Support Subject Matter Experts who will discuss methods and solutions to help you avoid potential pitfalls with your Oracle services, products, and technologies.

support.oracle.com | ID 740966.1

Live virtual events delivered straight to your desktop or replay events on-demand.



My Oracle Support Accreditation



- Program launched in Sept 2013.
- My Oracle Support learning path and product-specific paths.
- Targeted to experienced Customers and Partners.
- Validates existing knowledge based on 6-9 months active use of My Oracle Support functions, including service requests.
- Best practices and recommendations enable user to fully leverage core tools and capabilities.

Why Get Accredited?

- Build your personal support toolkit through further adoption of My Oracle Support capabilities.
- Implement high-value best practices to help manage 'information overload.'
- Experience a continuous accreditation learning arc that delivers a single narrative to help you support your product.
- Achieve efficiency with Oracle tools and spend more time on primary business role.
- Enhance your reputation and skills.
- Address common questions with product use cases from subject-matter experts.



Available Accreditations



- **My Oracle Support – Sept 2013**
- Oracle Database – Sept 2013
- Oracle E-Business Suite – Sept 2013
- Oracle Fusion Middleware – Jan 2014
- Business Analytics – April 2014
- Oracle Enterprise Manager – May 2014
- Fusion Applications – June 2014
- Systems Disk Storage – June 2014
- PeopleSoft – June 2014
- JD Edwards EnterpriseOne – June 2014
- Siebel – June 2014
- Oracle Retail – Sept 2014



ADOPT

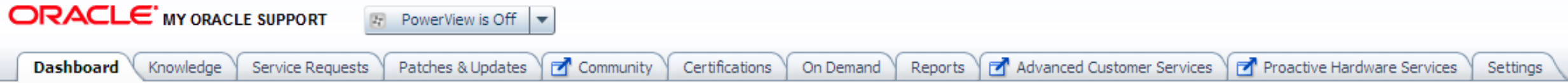
Support Best Practices—Portal Adoption

- My Oracle Support Portal
- Getting Started
- My Oracle Support Access



Adopt: My Oracle Support Portal

One-stop shop



- One-stop shop for knowledge, community, proactive best practices, capabilities, tools, and much more
- Guidance, ideas, and solutions based on real-world experience from Oracle experts and industry peers
- Access to patches and updates, product certifications, and reporting
- Stay informed, configure email notifications to ensure you receive targeted alerts for Critical Patch Updates (CPUs), Security Alerts, and Third Party Bulletin updates
- Direct access to Advanced Customer Services and Proactive Hardware Services
- Create, monitor, and manage Services Requests



**Get
Proactive**



MAXIMIZE

Support Best Practices—Get Proactive



- Proactive Product Portfolio
- Prevent. Resolve. Upgrade.

Oracle Premier Support Delivering Value At No Extra Cost

Get Proactive Portfolio—an integral component of your Premier Support Contract

PREVENT 	RESOLVE 	UPGRADE 
<p>Prevent known problems, help keep your Oracle software and systems healthy and your resources focused on business goals.</p>	<p>If issues do occur, discover capabilities and tools to help you resolve issues and get your business back on track.</p>	<p>Oracle Premier Support's integrated methodology provides capabilities and tools to help guide you through the upgrade process.</p>

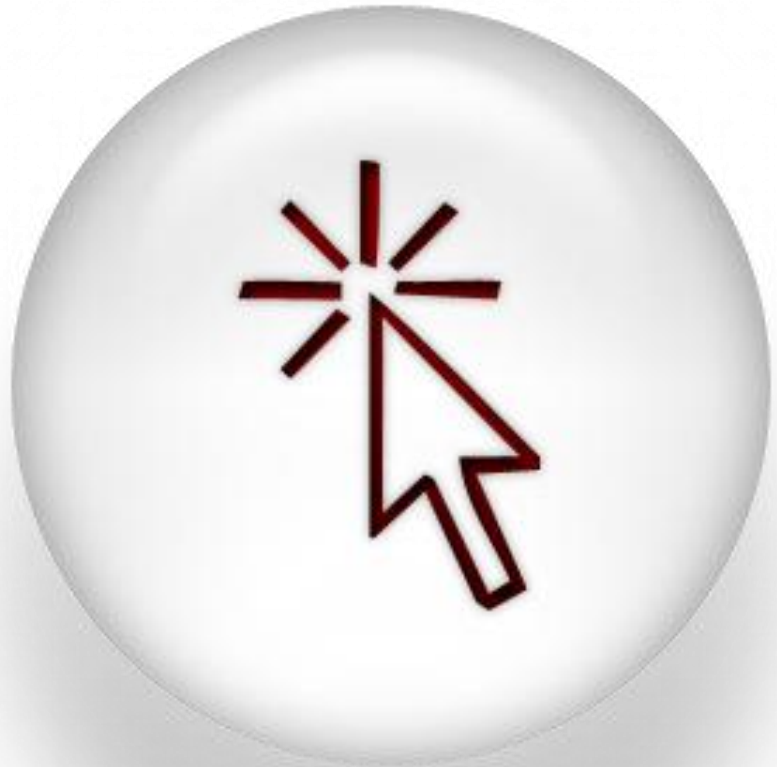
Maintain Systems Health And Availability

- Leverage configuration-based health and risk recommendations to improve your systems health and increase systems uptime
- Review product and security alerts
- Stay informed: personalize knowledge, and sign up for hot topics



PREVENT

Find Answers Fast With The Right Tools And Knowledge



RESOLVE

- Visit Product Information Centers, a one-stop shop for important resources
- Utilize auto-detect capabilities to dispatch assistance for known issues
- Participate in our vibrant online Support Community and find answers quickly
- Explore the powerful My Oracle Support Knowledge Base

Oracle Support for Engineered Systems

Get Connected to Monitoring and Patching Services at No Extra Charge

ORACLE
PREMIER SUPPORT

Complete. Proactive.

- Specialized Engineered Systems support team
- 24/7 support
- 2-hour onsite response to hardware issues¹
- Updates and upgrades for Database, Server, Storage, and OS software
- Proactive support portal (MOS)



ORACLE
PLATINUM SERVICES

Integrated. No Additional Cost.

- Only available for Exadata, Exalogic, and SuperCluster
- Oracle engineers perform remote patch installation and 24/7 fault monitoring
- Faster response and restore service:

5 Minute Fault Notification



15 Minute Restoration or Escalation to Development

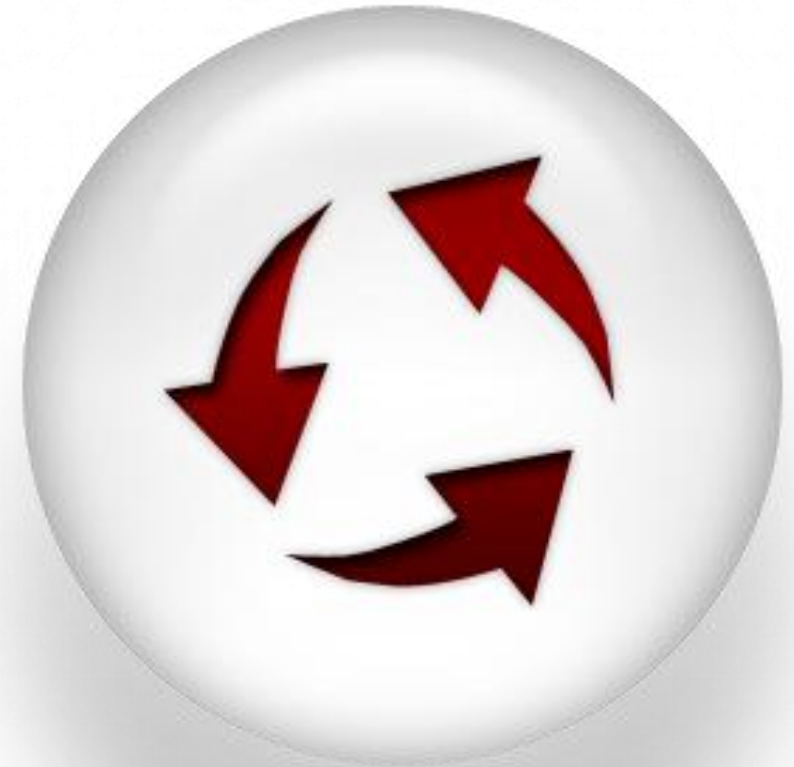
30 Minute Joint Debugging with Development

Available now for certified configurations of Oracle Exadata, Oracle SuperCluster, and Oracle Exalogic

¹ Covered system must be within an Oracle two-hour service area to receive two-hour response as a standard service.

Create A Reliable And Repeatable Process

- Review and verify your products are certified
- Utilize Upgrade Advisors with best practices by product, business process, version and phase
- Deploy patch and upgrade plan validations



UPGRADE



Upgrade

Certification — ACT | DISCOVER

Maintain a Certified platform for your Oracle Database implementation.

Upgrade Planner — ACT | DISCOVER

Use the Upgrade Planner to move from one release to another using the Configuration Manager to create a complete plan of all the software and patches required to upgrade from your current release to a new release.



Patching and Maintenance Advisor — ACT

Plan and Execute a viable patching and maintenance strategy including a complete project patch plan specific to your environment.

Patch Planner Wizard — ACT | DISCOVER

Create, view, validate your patch plan for deployment in targeted environments and configurations. 

Upgrade Advisor — ACT | DISCOVER

Upgrade with confidence using the Upgrade Advisors designed to provide information from various sources using best practices and, where applicable, step-by-step instructions.

Guided Resolution tool for Database Upgrade/Migrate — ACT

Let the Guided Resolution tool for DB Install/Migrate guide you through the issue analysis and present resolution recommendations.

Oracle Database Patchsets — ACT

Quick links provide easy access to the latest Oracle Server/Tools Patchsets.

ific to your Oracle

rticular topic.

tion tool for ORA-4031,
diagnosing and

Black Box, Procwatcher,
or Performance problems

ID 432.1

Information Center: Oracle Database Resource Portfolio (Doc ID 1573428.2) To Bottom

- Getting Started
- Support Tools
- Install, Upgrade & Patching
- Performance
- High Availability, Backup/Recovery
- RAC/Scalability
- Security

Welcome to the Oracle Database Resource Portfolio Home Page

This index note provides a single, easy-to-navigate comprehensive library of Oracle Database resources. Quickly and easily access the latest alerts, news, best practices, health checks, tools, recommended communities, and troubleshooting information.

Stay Informed

- Stay Informed
- Database Support News [Document 230.1]
 - Get Proactive with Oracle Database [Document 1389167.1]
 - Index of Oracle Database Information Centers [Document 1568043.2]
 - Advisor Webcasts for Oracle Database [Document 1456176.1]
 - Diagnostic Tools Catalog [Document 559339.1]
 - Documentation Library

Support Policies

- Support Policies
- Oracle Lifetime Support (portal)
 - Lifetime Support and Support Policies - Oracle Database Overview [Document 1351163.1]
 - Lifetime Support Policy: Oracle Technology Products (pdf)
 - Oracle Software Technical Support Policies (pdf)
 - Release Schedule of Current Database Releases [Document 742060.1]
 - Database, FMW, EM Grid Control, and OCS Software Error Correction Support Policy [Document 209768.1]
 - Oracle Database (RDBMS) Releases Support Status Summary [Document 161818.1]

Stay Connected

- Stay Connected
- Oracle Database Twitter
 - Oracle Database Facebook
 - Database Communities
 - Oracle Database YouTube
 - Oracle Blogs

Webcasts

- Webcasts
- My Oracle Support Accreditation - Series Index [Document 1583898.1]
 - Oracle Database Advisor Webcast Schedule and Archive recordings [Document 1456176.1]

Related

- Products
- Oracle Database Products > Oracle Database Suite > Oracle Database > Oracle Database - Enterprise Edition > RDBMS
 - Oracle Database Products > Oracle Database Suite > Oracle Database > Oracle Database - Enterprise Edition > RDBMS

Keywords
11GR2; 12C; 12CR1; HIGH AVAILABILITY; INSTALL; INSTALLATION; LOGICAL STANDBY; MIGRATE; MIGRATION; OS WATCHER; RAC; RACCHECK; RELINKING; RMAN; SCALABILITY; SQL TUNING; STATSPACK; TROUBLESHOOT; UPGRADE; WEBCASTS

Oracle Premier Support

Maximize Business Value

Premier Support Value

You benefit from:

- **Product Enhancements and Updates.** Access to continuous product enhancements. You receive rights to future product releases, product upgrades, security updates, and patches and fixes, as well as tax, legal and regulatory updates. You can stay focused on your core business while Oracle Support ensures your systems deliver optimal performance with the latest technologies, industry best practices, and new product advancements.
- **Our Global Support Infrastructure.** You can access our state-of-the-art online support tools and our Global Support Center anytime, anywhere. Rely on Oracle Support to resolve issues quickly and effectively—before they become mission critical—and to ensure that your Oracle solutions are always available and helping to drive your business success.
- **Proactive Support.** Run Oracle systems more efficiently with the industry's most advanced support technologies. Our tools and business practices provide faster problem resolution, faster system performance, and faster updates – saving you time and money.
- **Lifetime Support** with Oracle Lifetime Support allowing you to unlock the full value of your Oracle products and puts you in control of your upgrade strategy.
- **Ecosystem Support.** Multivendor support and increased collaboration between participating vendors. Premier Support can help you reduce the time, effort, and cost of operating your Oracle systems.

Oracle Advanced Customer Support Mission Critical Support Services

Maximize availability, accelerate return on investment, and optimize performance

- Tailored mission critical support services for customers with complex IT requirements
- Advanced Support Packs combine unique Oracle Development and Advanced Support expertise with Oracle tools and best practices
- Advanced Support Engineers provide highly proactive and preventive support with diagnostic and monitoring tools to anticipate, identify, and remediate issues for all Oracle mission critical systems
- Strategic support relationships focused on collaborative, long term partnerships

Companies that rely on
**ORACLE ADVANCED CUSTOMER
SUPPORT SERVICES:**

94% of the “S&P Global 100”
companies

94% of the Dow Jones STOXX 50*

78% of the global Fortune 100
companies

5 of the top 5 telecommunications
companies

9 of the top 10 global banks

4 of the top 5 aerospace and defense
companies

*Europe’s leading Blue-chip index for the Eurozone

Oracle Advanced Customer Support Offerings



Oracle Solution Support Center

1

Personalized and Proactive Support from a Named Team of Oracle Engineers

Oracle Priority Support

2

Priority Service Request Handling for Your Most Critical Oracle Solutions

Oracle On-Site Support

3

Advanced Support Engineers at Your Site to Provide Immediate Assistance

Oracle Systems Optimization Support

4

Start-up, Go-live, Tuning, Hardware and Software Changes, and More

Oracle Advanced Support Cloud Services

5

Connectivity Enables a Wide Range of Engineered Support Offerings

Hardware and Software Engineered to Work Together

Oracle Customer Services

Hardware and Software *and Support* Engineered to Work Together



ORACLE®
FUSION MIDDLEWARE
APPLICATION DEVELOPMENT
FRAMEWORK

ORACLE®
DATABASE



ORACLE®
LINUX



ORACLE®