

ORACLE®

A photograph of two men sitting at a table in a modern office setting. The man on the left, wearing a blue button-down shirt, is smiling and gesturing with his hands while looking at a laptop. The man on the right, wearing a plaid shirt and headphones, is looking towards the first man. In the background, other people are blurred, suggesting a busy office environment. A white coffee cup sits on the table in front of the man with the laptop.

Understanding How Oracle Platinum Services Works, What to Expect, and How to Prepare for Implementation

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ORACLE

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Program Agenda

- Introductions
- What is Oracle Platinum Services?
- Get Connected and Receive Services at No Extra Charge
- How Oracle Platinum Services Work
- Preparing for Implementation
- Questions and Next Steps

What is Oracle Platinum Services?



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.

Oracle Platinum Services

Engineered for Exceptional Performance

MAXIMIZE AVAILABILITY & PERFORMANCE

- Proactive, integrated approach to sustaining system health
- Best practice configs and patching
- Critical issue prevention:
 - **50% reduction in Severity 1 service requests¹**
 - **31% faster resolution time¹**

"We believe Oracle Platinum Services can improve the way we support our environment so that we are able to meet our service levels and, at the same time, lower our costs."



REDUCE SUPPORT COMPLEXITY

- Single-vendor access to engineering expertise for complete Oracle stack
- Service Requests (SRs) opened automatically through monitoring
- Oracle performs patching when it's best for your business

"It took barely over a week to get both systems configured and get all the monitoring in place. One week later, we patched one of our Exadata systems at a time that worked for us and everything went flawlessly."



DECREASE I.T. RESOURCE REQUIREMENTS

- Oracle experts perform support and maintenance services at no extra cost on your behalf:
 - Remote patch installation
 - Fault monitoring/restoration
- Automated SR creation decreases administration time

thetrainline.com leveraged Oracle Platinum Services to reduce IT resource workload by 30%



IDDEEA

Optimum performance, maximum return on investment



Oracle Customer: IDDEEA

Location: Banja Luka, Bosnia and Herzegovina

Industry: Public Sector

Employees: 240



[View full story](#)

Continuous system monitoring, ensure **optimum performance**, benefit from **faster upgrades**, and maximize return on investment.

First Investment Bank

Ensure continued availability for core banking processes



Oracle Customer: First Investment Bank
AD

Location: Sofia, Bulgaria

Industry: Financial Services

Employees: 2,200

Annual Revenue: \$100 to \$500 Million



View full story

Reduce operational risk with around-the-clock fault monitoring and ensure continued availability for the core banking processes running on Oracle Exadata.

Get Connected and Receive Oracle Platinum Services at No Extra Charge



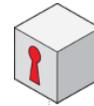
Requirements for Service Eligibility



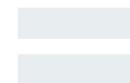
Certified Configurations



Covered by Oracle Premier Support



Oracle Advanced Support Gateway



ORACLE
SUPPORT

What is a Certified Configuration?

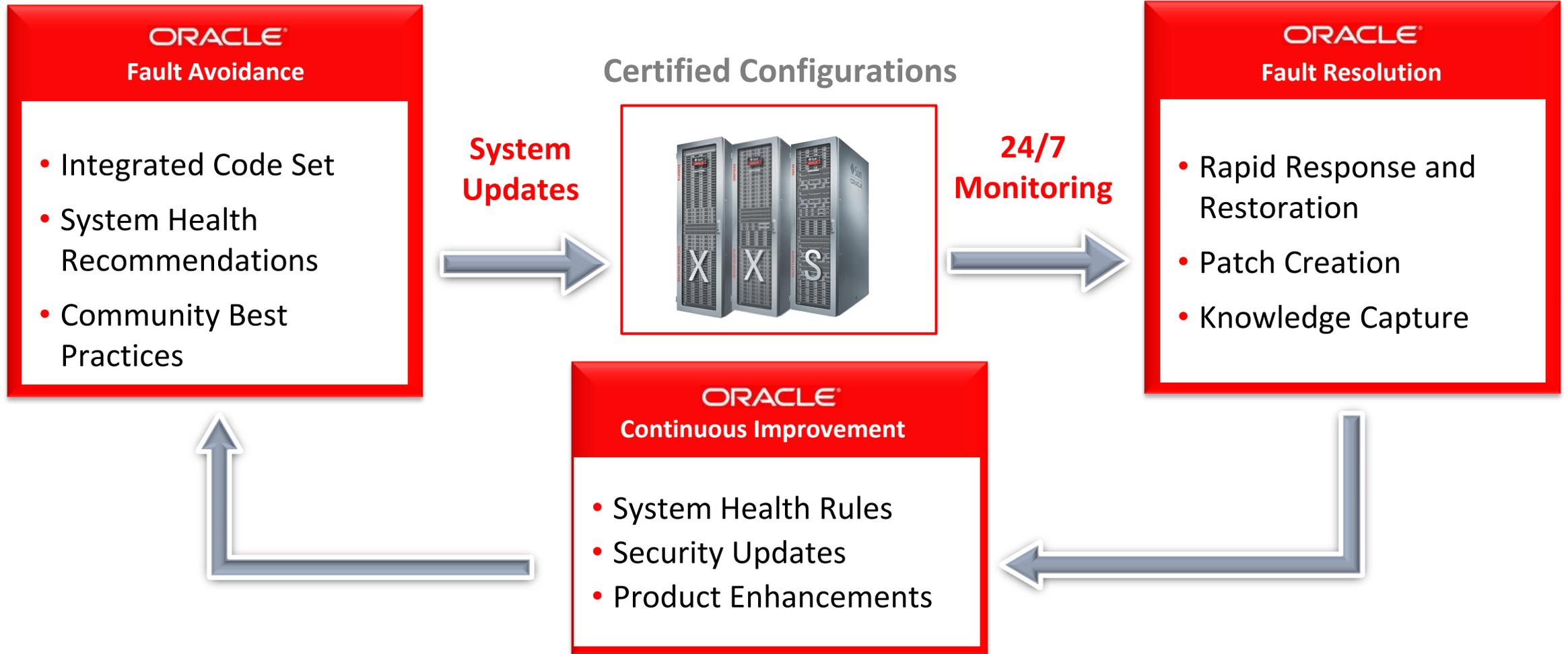
- Oracle Database
- Running on:
 - Oracle Exadata Database Machine
 - Oracle Exalogic Elastic Cloud
 - Oracle SuperCluster



View the latest configurations at

<http://www.oracle.com/us/support/library/certified-platinum-configs-1652888.pdf>

Why are Certified Configurations Required?

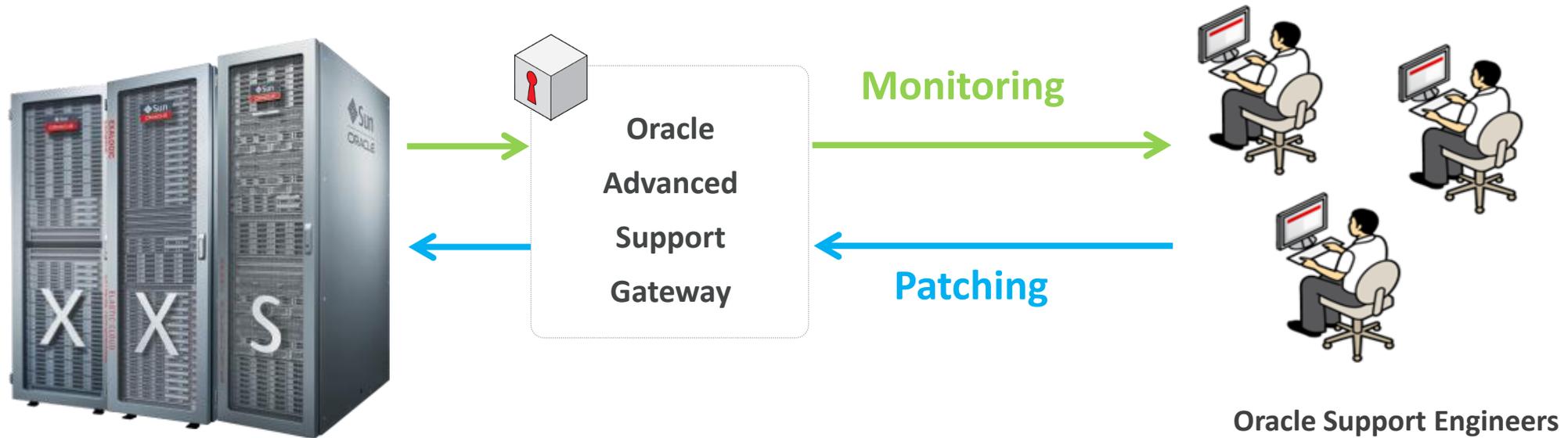


How Oracle Platinum Services Work

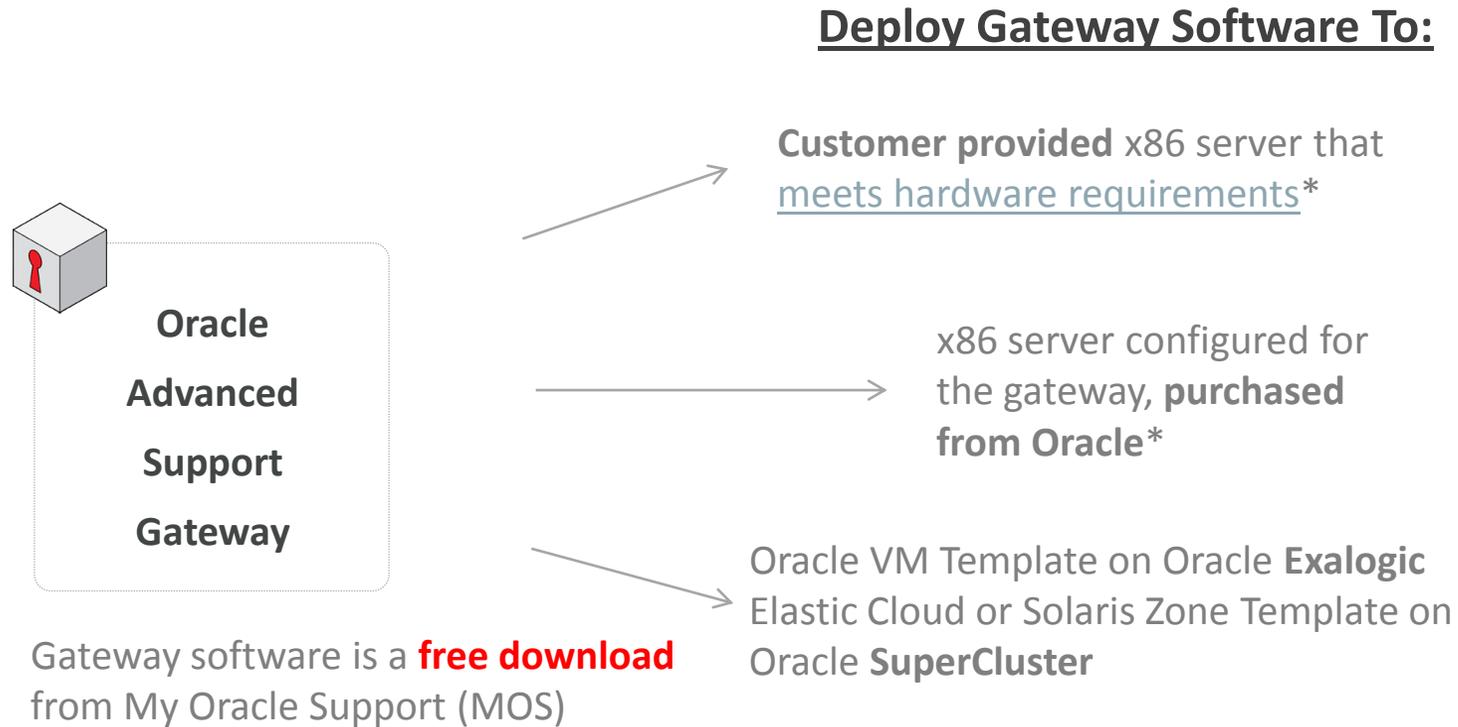
Oracle Advanced Support Gateway
Fault Monitoring
Remote Patch Installation
Security



Services are enabled through the Oracle Advanced Support Gateway



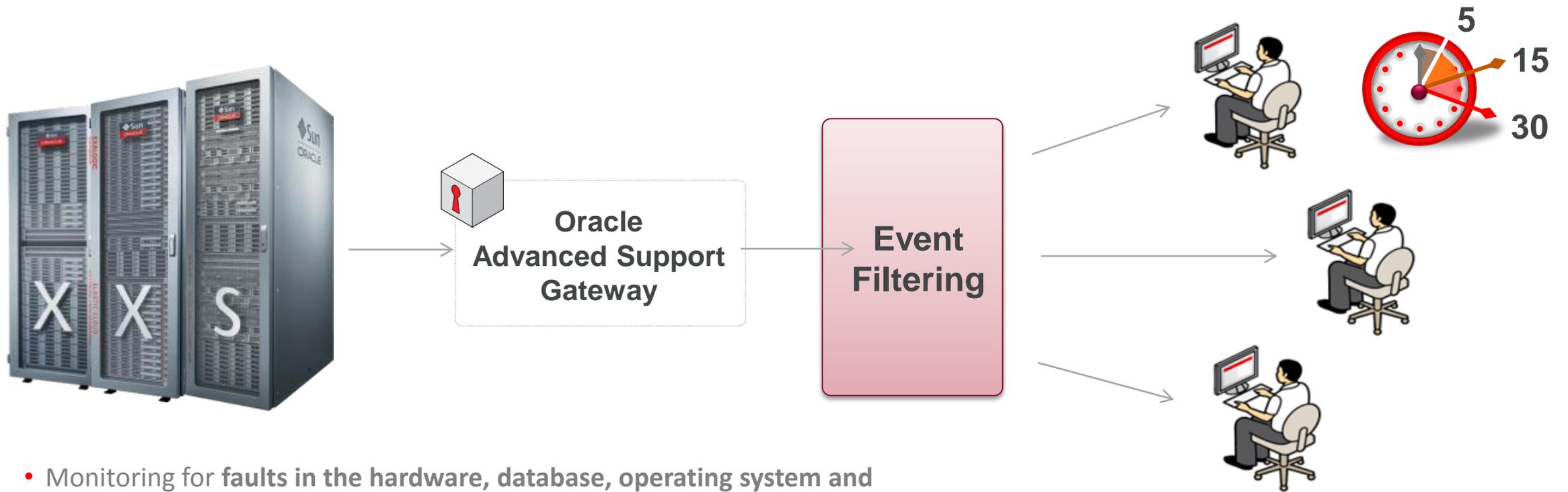
Deploying the Gateway



* If the Oracle Advanced Support Gateway software is hosted on 3rd party hardware, the customer is responsible for hardware maintenance. Oracle Premier Support is required if the gateway server hardware is purchased from Oracle.

24/7 Remote Fault Monitoring

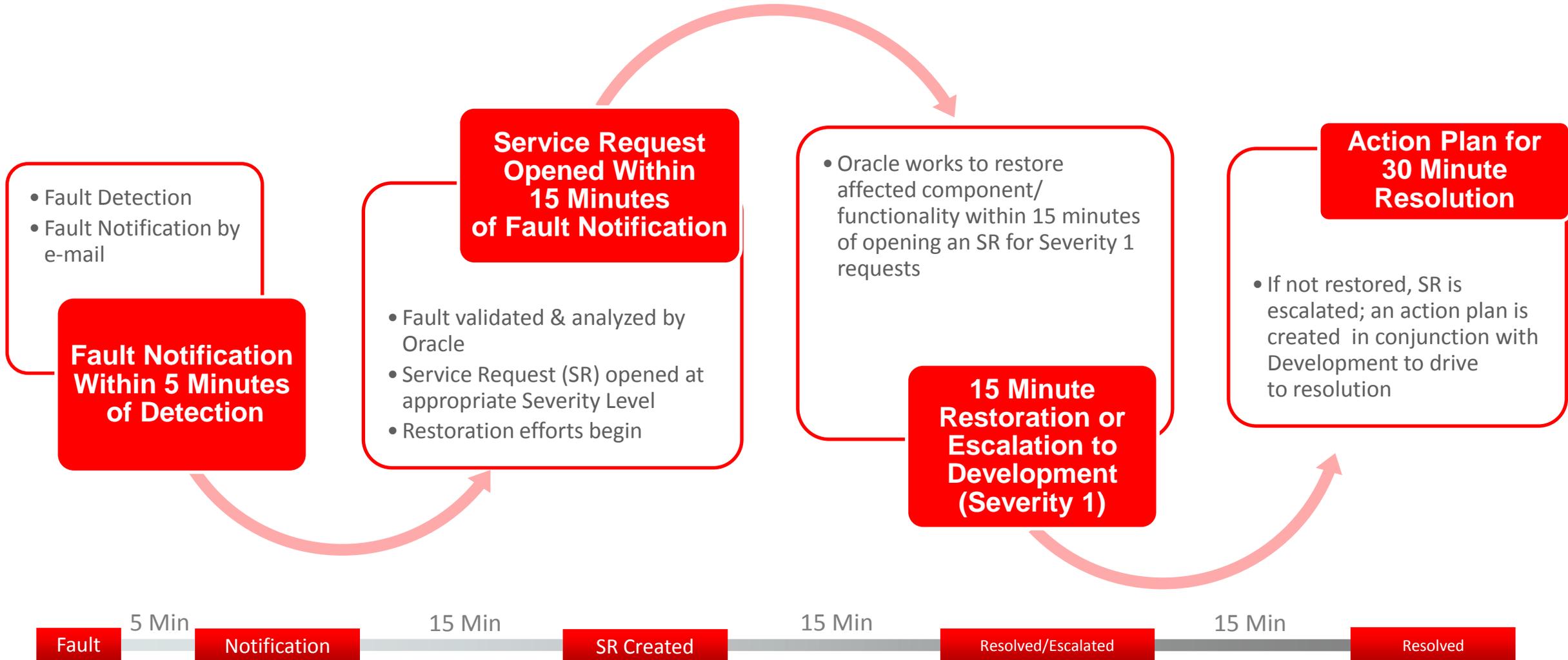
Fastest identification, notification and restoration of issues



Oracle Support Engineers

- Monitoring for faults in the hardware, database, operating system and networking components of covered systems
- Focused on **identifying issues** with the ability of core system components to function properly in order to **maintain system availability**

Accelerated Response Targets



Scope of Fault Monitoring

Exadata Example

Hardware, Database, OS, & Networking Components	Targets
Oracle Database and Grid Infrastructure	<ul style="list-style-type: none">•Hardware•Oracle Instance•Automatic Storage Management (ASM)•Listener•Clusterware•RAC•High Availability Service
Database Compute Nodes	<ul style="list-style-type: none">•Hardware (ILOM represented as standalone target in OEM)•Operating System
Exadata Storage Server	<ul style="list-style-type: none">•Hardware (ILOM represented as part of the Storage Server target in OEM)•Cell Software
Infiniband, KVM, Cisco Switch and PDUs	<ul style="list-style-type: none">•Hardware

View more details on Remote Monitoring here:

<http://www.oracle.com/us/support/library/platinum-fault-monitoring-1958297.pdf>

Customer Requirements & Obligations

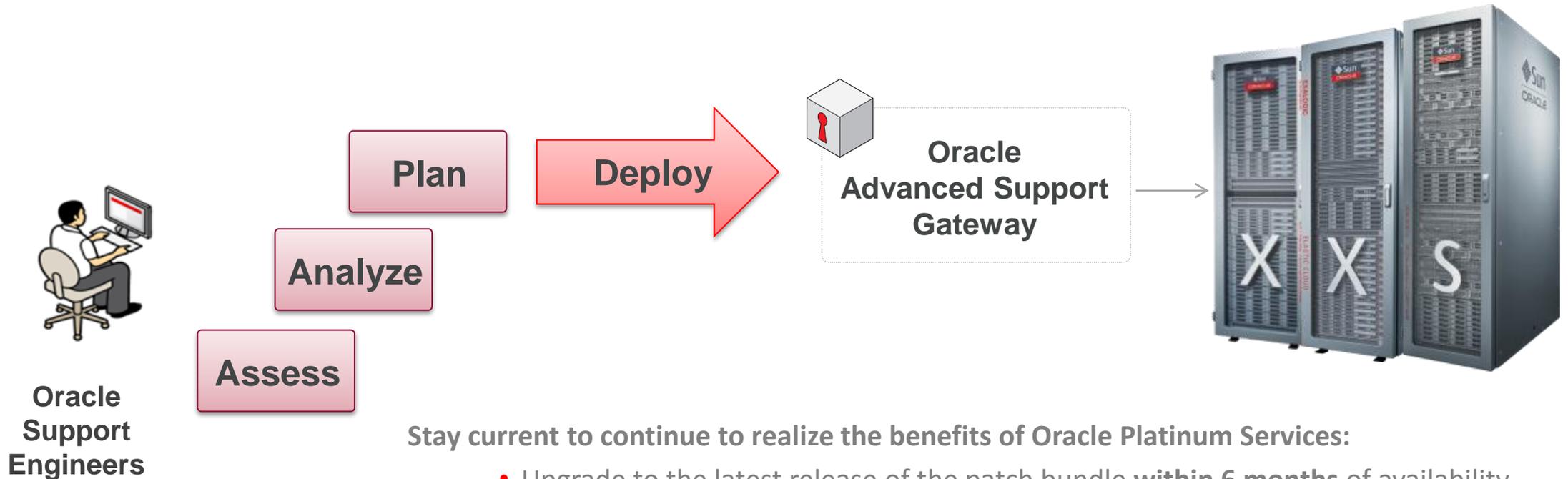
Oracle Platinum Services: Remote Fault Monitoring

Item	Requirement/Obligation
Network Connectivity	<ul style="list-style-type: none">• Provide continuous inbound VPN connection via Oracle Continuous Connection Network (OCCN)• Open ports between Oracle Advanced Support Gateway and Engineered System for agent communication and diagnostics
Deployment	<ul style="list-style-type: none">• Provide root or “sudo” access for agent deployment and monitoring configuration• Provide a dedicated user for agent process• Provide monitoring account credentials
Service Delivery	<ul style="list-style-type: none">• Provide root or “sudo” access for management of agents and Service Request troubleshooting• Provide notification of changes to Engineered System and associated targets, such as new databases to be monitored; databases that are removed; IP address changes, and password changes.• Work with Oracle Support to resolve any agent issues that cannot be corrected remotely

Note: Without continuous inbound connection, Oracle will not be able to validate faults, which negates the 15-minute resolution / 30-minute joint debug Oracle Platinum Services response.

Remote Patch Installation Four Times Per Year

Mitigate risks and complications. Access continuous improvement.



Stay current to continue to realize the benefits of Oracle Platinum Services:

- Upgrade to the latest release of the patch bundle **within 6 months** of availability
- Be **no more than 2 patch bundle releases behind** the latest release

Scope of Remote Patch Installation



Oracle Exadata

Oracle Exalogic

Oracle SuperCluster

Bundle Patch or Quarterly Full Stack Download

Quarterly Patch Set Update

Quarterly Full Stack Download

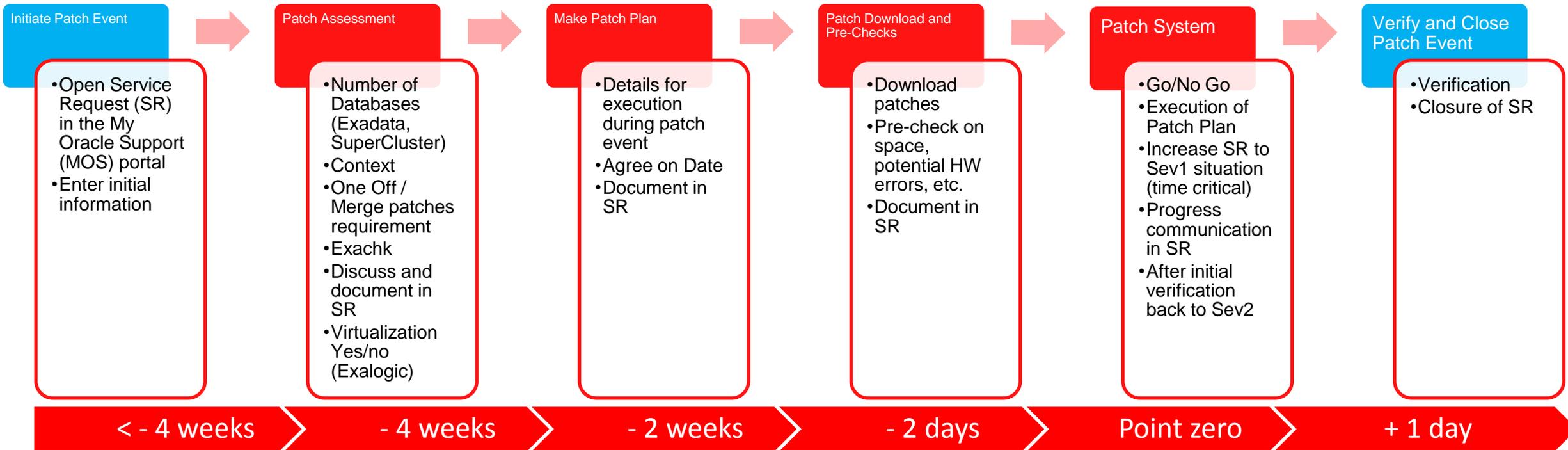
Database Patching: Up to 8 DB and 2 DB homes (Exadata/SuperCluster full rack)
Up to 4 DB and 2 DB homes (Exadata/SuperCluster 1/2 rack or smaller)
NOTE: All DBs are monitored

Oracle Advanced Support Gateway is patched quarterly and as needed to address critical security patches

View more details on Remote Patch Installation here:

<http://www.oracle.com/us/support/library/platinum-remote-patch-checklist-1958298.pdf>

Example of Remote Patch Installation Activities



Customer Responsibility

Oracle's Responsibility (with Customer Involvement)

Out of Scope for Remote Patch Installation

- Database and Patch Set Release Upgrade
- CPU Upgrades (Outside of Exadata BP)
- Patching to recommended level to qualify for Platinum
- Patching of additional components e.g. E-Business Suite, EM
- Reactive Patching
- One-off Patching
- Onsite Patching

Oracle can perform work on the items listed above for an additional fee.

Comprehensive Approach to Security

“Need to Know” Data Collection

- Fault telemetry data
- Diagnosis Data for SR
- Customer contact info
- Configuration Data

Defense-in-Depth

- Multiple Layers of
- Encryption
 - Authorization
 - Access Controls
 - Data Security

Policies/ Processes

- Access limited by role
- Small pool of engineers with access
- Standard access for monitoring
- Privileged access for patching, diagnostic collection and restore

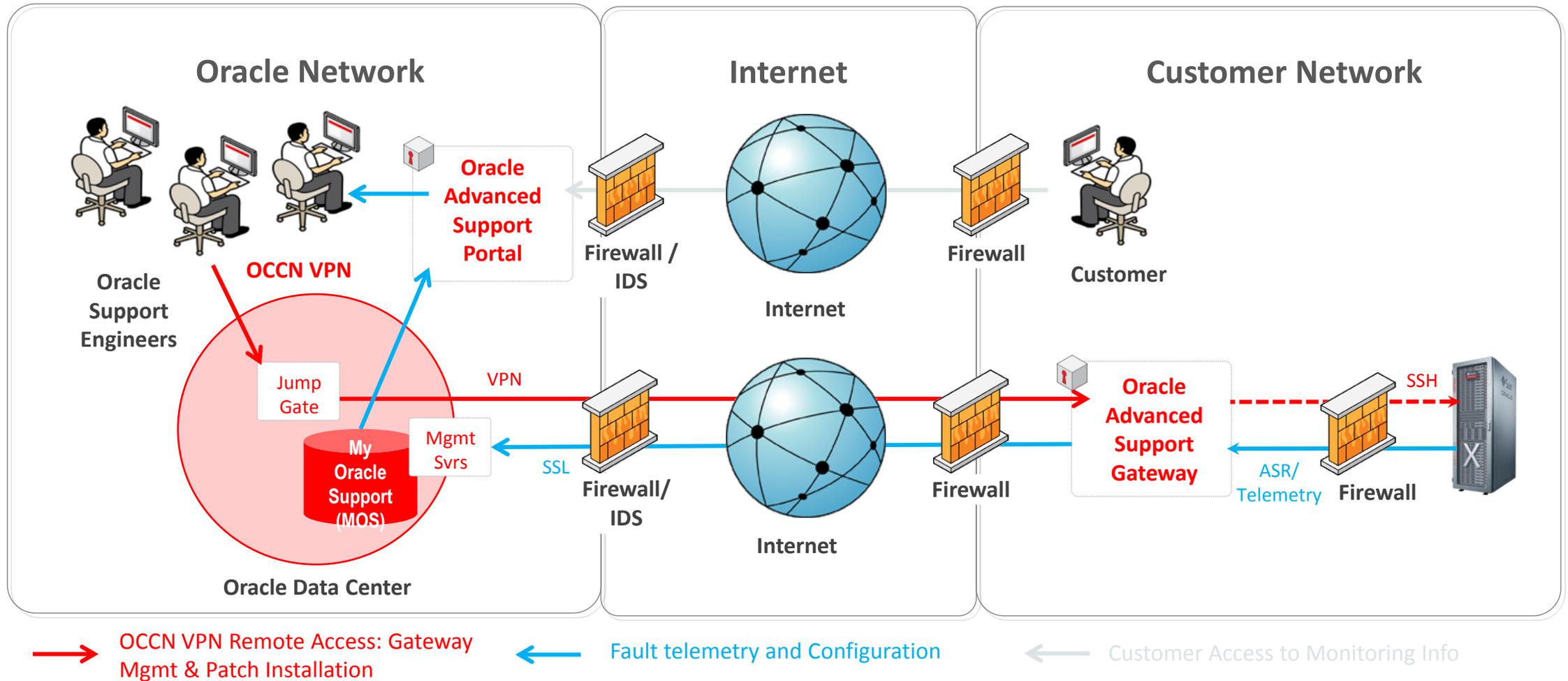
Audits/ Certifications

- ISO27001 Certified
- PCI in progress

Designed to ensure security of customer information and IT environments

View a security overview online at: <http://medianetwork.oracle.com/video/player/2081705303001>

Multiple Layers of Encryption, Authorization, Access Controls, and Data Security



Accounts Needed for Implementation & Delivery

Account	What it is used for
orarom	<ul style="list-style-type: none">• An account created for administration of the Oracle Enterprise Manager (OEM) agent on an engineered system• Also used for ongoing access by Platinum Services Support Engineers for diagnostics and patching• Read-only and does not need administrative access to the OS or database
DBSNMP	<ul style="list-style-type: none">• Within the database, OEM Agents use a generic DBSNMP account only enabled for monitoring
<i>Neither orarom or DBSNMP have access to data in the database. Users cannot run SQL commands, navigate the Tablespaces, or maliciously query the Databases</i>	
root oracle	<ul style="list-style-type: none">• Access to the root and oracle accounts is required for the initial installation, but is not needed after that• However, during patching cycles, the orarom account will require elevation to root level privilege - for example via sudo

Specific OEM, ASR, and OCM KPIs can be provided

Preparing for Implementation



Pre-implementation Prerequisites

Checklist

Before we can start planning for your Oracle Platinum Services implementation, we need to be sure that:

- You have reviewed the Platinum Customer Information Package
- All of your questions have been answered
- Your system meets the certified-configurations requirements
- You agree to the terms and conditions documented in the [Oracle Platinum Services Technical Support Policy](#)
- You have a suitable hardware or virtual environment for the Oracle Advanced Support Gateway software ([requirements here](#))

Questions?



Next Steps

- Oracle to provide the Customer Information Package with Configuration Worksheets
- Customer to provide completed worksheets back to Oracle by *<insert date – minimum 1 week prior to system install>*
- Oracle to schedule Implementation kickoff with customer once all pre-implementation checklist items are complete
- *<for Rep/Platinum driver use – customize to situation – such as check certification, schedule follow-up call with SMEs, etc.>*

Additional Resources

Where to go for more information about Oracle Platinum Services

Oracle Platinum Services

High Availability Support for Engineered Systems
Available at no additional cost to Oracle Premier Support customers who maintain certified configurations on Oracle engineered systems. Features include: 24/7 fault monitoring, faster response and restore times, and patch deployment services.

[Download Data Sheet](#)



Overview and Benefits

Remote Fault Monitoring and Update Services in a Standard Support Package
Oracle Platinum Services provides remote fault monitoring with faster response times and patch deployment services to qualified Oracle Premier Support customers—at no additional cost.

Optimized for High Availability and Performance
We know that disruptions in IT systems availability can seriously impact your business. That's why we engineer our hardware and software to work together. Oracle engineered systems are fault tolerant and pre-integrated to reduce cost and complexity while increasing productivity and performance.

And now, when you choose the extreme performance of an Oracle Exadata Database Machine, Oracle Exalogic Elastic Cloud, or Oracle SPARC SuperCluster T4-4, you can also gain access to extreme support—Oracle Platinum Services.

Extreme Support Value
Customers with certified configurations running on Oracle engineered systems can gain access to:

- 24/7 Oracle remote fault monitoring
- Industry-leading response and restore times - 5 minute fault notification

Video: Mark Hurd announces Oracle Platinum Services (10:35)



Customer Success Stories

"The platinum services offering has been a great addition to Oracle Premier Support. This level of support is unique in my experience. We saw results very quickly. Our experience has exceeded my expectations."

— Vincent Biddlecombe, CTO, Transplace

[See all customer stories](#) 1 / 2



- Data Sheet
- FAQ
- Platinum Certified Configurations
- Technical Support Policy
- Gateway Host Requirements
- Security Video
- Overview Video
- Much more!

www.oracle.com/goto/platinumservices

Hardware and Software

ORACLE®

Engineered to Work Together

ORACLE®