Oracle Advanced Customer Support

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Oracle Advanced Customer Support

1 Who We Are

2 What We Offer

3 How You Can Take Advantage

Oracle Advanced Customer Support (ACS) delivers personalized and proactive **mission-critical support** for organizations seeking to maximize the availability, performance, and value of their Oracle solutions

About Oracle Advanced Customer Support

We Operate Globally as part of Oracle Customer Support Services

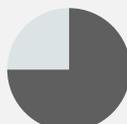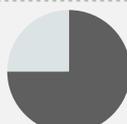We Bring Expertise and Experience across the Complete Oracle Stack

ACS Works Closely with Oracle Development to Enhance Supportability

#1 Our #1 Focus is Customer Success

Oracle Advanced Customer Support: Our Customers

Global 50 Governments by GDP	84%	
Global Fortune 100 Companies	82%	
Telecommunications Companies	5 of top 5	
Banks	4 of top 5	
High Tech Companies	4 of top 5	
Aerospace and Defense Companies	5 of top 5	
Auto Companies	5 of top 5	

ACS works with 4,000+ public and private sector organizations

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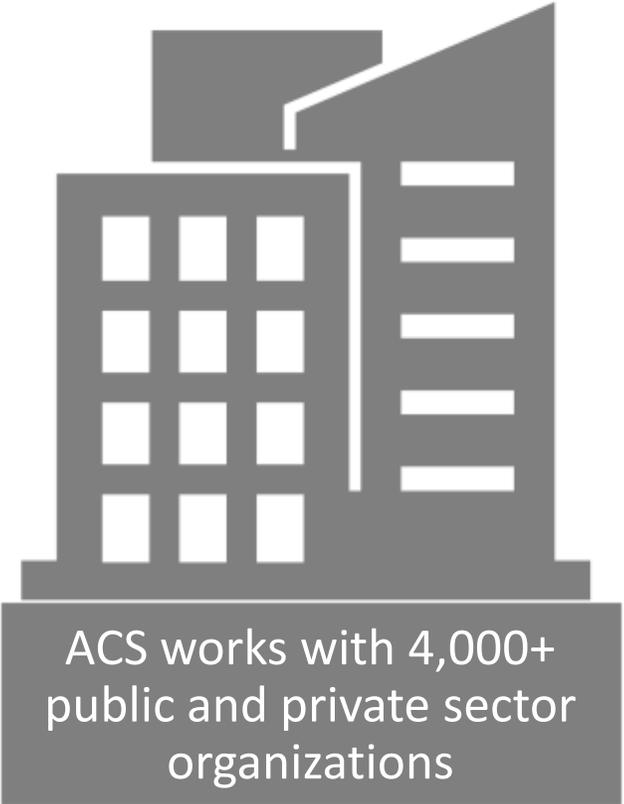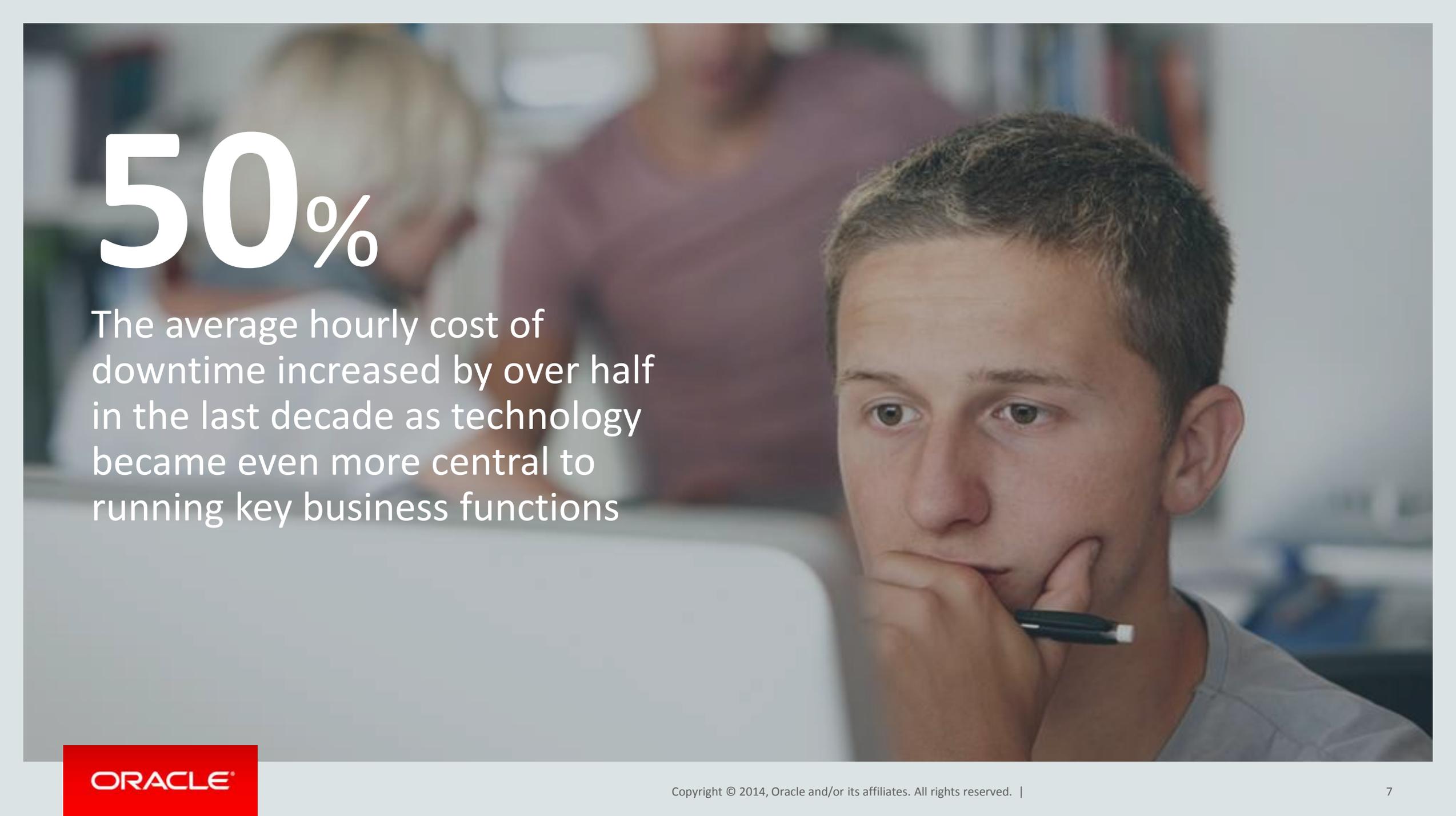
50%

The average hourly cost of downtime increased by over half in the last decade as technology became even more central to running key business functions

50%

CIOs plan to increase use of service providers by 50% over the next 3-5 years to reduce operating costs and focus limited staff on innovation

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Oracle Advanced Customer Support:
What We Help You Achieve

MAXIMUM AVAILABILITY

MAXIMUM PERFORMANCE & VALUE

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Supportability at Every Step of Your Lifecycle

ACS Seamlessly Builds Upon Oracle Premier Support

Oracle Premier Support

1 Enterprise-Class Technical Support

- 24/7 Support
- 24/7 Hardware Service

2 Self-Service Proactive Support Tools

- My Oracle Support
- Oracle Configuration Manager, Health Checks and other Tools

3 Software Updates and Update Resources

- Fixes, Security Updates, Enhancements, New Releases
- Documentation, Upgrade Advisors, Communities

Oracle Advanced Customer Support

1 The Fastest Problem Resolution

- Assigned Support Team and Priority Service Response
- 24/7 Remote Monitoring and Resolution

2 Personalized Proactive Support

- Reviews/Assessments Delivered by ACS Experts
- Outages Mitigated or Prevented via Early and Predictive Detection

3 Deployment of Updates & New Products

- Provisioning, Patching, Upgrades, Tuning, Consolidation Planning, Migrations, and more
- New Systems: Readiness, Start-up and Go-live

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ACS Seamlessly Extends the Value of Platinum Services

Oracle Platinum Services

1 24/7 Fault Monitoring

- Event Filtering and Qualification
- Event Reporting and Online Visibility to Activity

2 Accelerated Support Response

- 5-minute Fault Notification
- 15-minute Restoration or Escalation to Development

3 System Patching (Up to 4 Times Per Year)

- Patch Planning
- Patch Deployment

Oracle Advanced Customer Support

1 Advanced Monitoring and Resolution

- Proactive and Predictive Monitoring & Resolution to Complement Platinum Services Fault Monitoring
- End User Performance Monitoring

2 Solution Support Center

- Named Advanced Support Team and Technical Account Manager Become Expert in Environment
- Regular Reviews, Guidance, Personalized Support

3 Additional Patching and Other Services

- Out-of-cycle or Out-of-scope Patching
- Engineered Systems and Platinum Services Readiness, Start-up and Go-live

Oracle Advanced Customer Support Offerings

Oracle Solution Support Center	Oracle Priority Support	Oracle On-Site Support	Oracle Systems Optimization Support	Oracle Advanced Support Cloud Services
1	**2**	**3**	**4**	**5**
Personalized and Proactive Support from a Named Team of Oracle Engineers	Priority Service Request Handling for Your Most Critical Oracle Solutions	Advanced Support Engineers at Your Site to Provide Immediate Assistance	Start-up, Go-live, Tuning, Hardware and Software Changes, and More	Connectivity Enables a Wide Range of Engineered Support Offerings

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Oracle Solution Support Center (SSC)

DEDICATED SUPPORT TEAM	• 24X7 Dedicated Hotline & Immediate Response • Intimate Knowledge of Customer Business & Environments • Onsite & Remote Support Engineers • Root Cause & Corrective Action Plans	
ORACLE TECHNICAL ACCOUNT MANAGER	• Local / Onsite & Assigned to Customer • Customer Single Point of Contact for Support Issues • Escalation Management • Proactive Support Reviews	
PRIORITY SERVICE REQUEST HANDLING	• Faster Service Request response times • Prioritization of Service Requests in Support work queue • Escalations of Service Requests to Duty Managers based on elapsed time	
PREVENTIVE SERVICES	• Preventive advice delivered based on specific Customer Knowledge • Advanced Diagnostic Tools providing Actionable Recommendations • Patching, Configuration & Product Use Guidance	

BENEFIT

✓ Increase Availability

✓ Improve Performance & Reliability

✓ Reduce Risk

✓ Reduce Operational Cost

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

Oracle Priority Support
Rapid Response and Resolution
Priority Service Request Handling for Your Most Critical Oracle Solutions

WHO

- **Customers who require prioritized support for their most critical systems**
- **Customers who require greater urgency in response to their service requests**

WHAT

- **SRs prioritized higher in Premier Support Queues**
- **Access to a named TAM**
- **Webcasts and exclusive discussions with Oracle Product Managers related to new technologies**

WHY

- **Faster resolution of SRs related to critical systems and projects**
- **Access to a named Oracle Support professional who is an advocate and can be called upon in critical situations**

Key Features and Benefits

Oracle Priority Support	Priority Response and Personalized Support for Service Requests

Features	Benefits
Oracle Technical Account Manager	Personal knowledge of IT environment and objectives
Service Request & Bug Prioritization	Faster response times, Faster mean-time-to-restore-service
Service Level Standards and 24x7 Time-based Alerts	Consistent response guidelines based on severity of incident
Quarterly Service Reviews	Assesses response performance against best-practice standards and review potential service improvements
Product Webinars	Leverage Oracle's deep experience, learn best practices
Personalized Portal	Single-source for up-to-date support information

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Oracle On-Site Support
The Support You Need, When and Where You Need It
Hands-on Support from Oracle Experts Embedded Directly in Your Team

WHO

- **Customers who require embedded Oracle support experts working directly with their IT staff**
- **Scenarios where remote delivery is not an option, or**
- **Remote services need to be augmented with on-site assistance**

WHAT

- **Ultimate personalized support delivered by on-site support experts embedded at key customer location(s)**
- **Oracle solutions, knowledge transfer, and leadership for diverse, complex technical challenges**

WHY

- **Customer's IT team gains direct real-time access to on-site Oracle experts**
- **Customer benefits from best-practices, timely advice and guidance, hands-on assistance, and knowledge transfer**

Oracle Advanced Customer Support **Experts**

ACS engineers and technical account managers pair deep knowledge of Oracle products with an intimate understanding of your environment and objectives to deliver truly personalized support

- 2,600+ delivery professionals with an average 15+ years Oracle experience

- Extensive ongoing training

- Consistently high customer satisfaction

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Oracle Systems Optimization Support
Gain Full Value from Your Oracle Solution – Right from the Start
Startup, Go-live, Tuning, Critical System Changes and more

WHO

- **Customers who need assistance with provisioning & deployment of hardware, software, infrastructure, and key data center events**
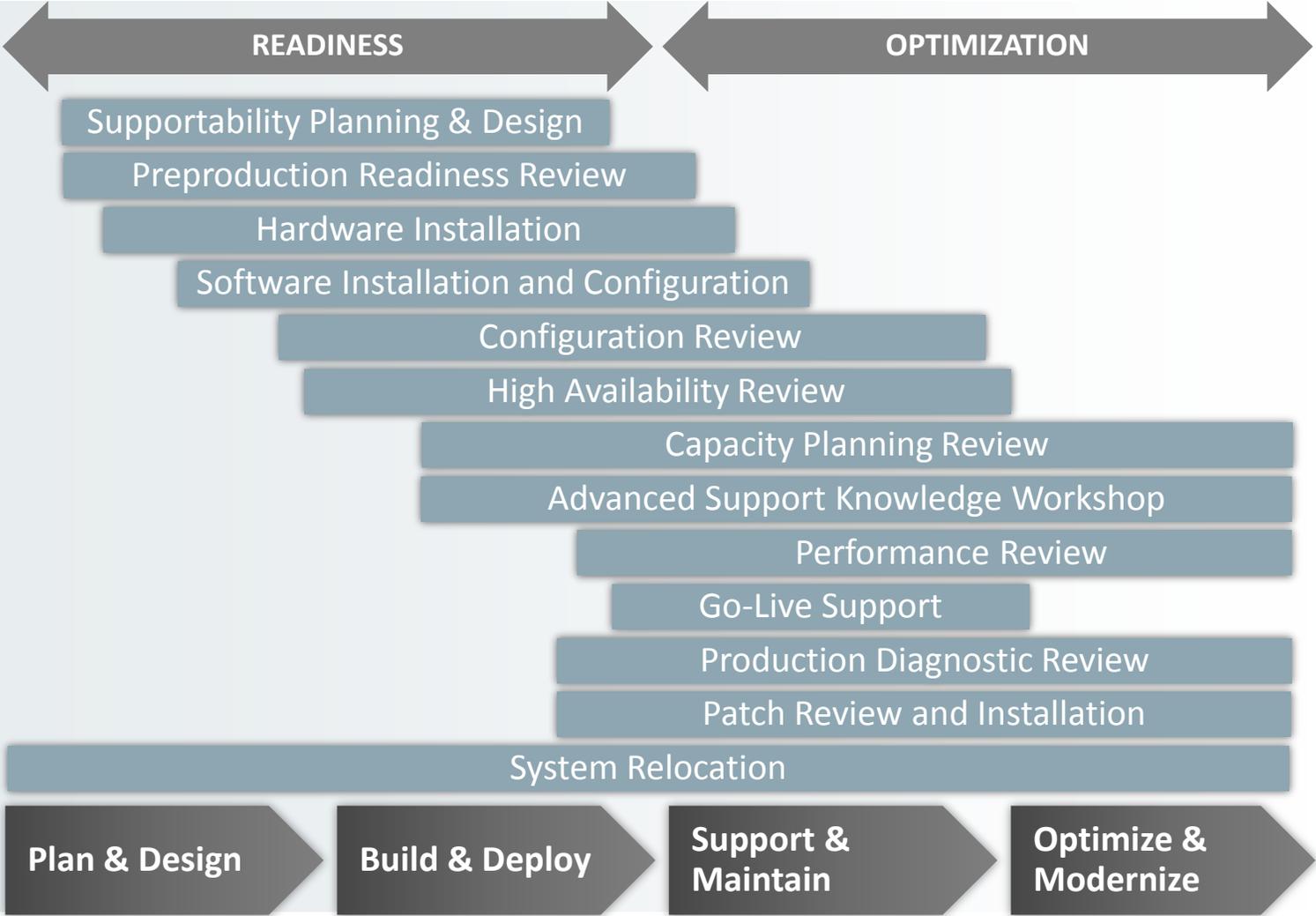
WHAT

- **Packaged support solutions specifically geared to systems & data center customers**
- **Offerings span from installation & start-up, to system reviews, upgrades, and data center relocation**

WHY

- **Provides customers with a proven blueprint for deployment, maintenance, and availability**
- **Reduces customer risk and accelerates ROI**

Full Lifecycle Support

READINESS → **OPTIMIZATION** →

- Supportability Planning & Design
- Preproduction Readiness Review
- Hardware Installation
- Software Installation and Configuration
- Configuration Review
- High Availability Review
- Capacity Planning Review
- Advanced Support Knowledge Workshop
- Performance Review
- Go-Live Support
- Production Diagnostic Review
- Patch Review and Installation
- System Relocation

Plan & Design → **Build & Deploy** → **Support & Maintain** → **Optimize & Modernize**

Choose from a set of advanced support packaged services that span the entire solution lifecycle.

Applications
Middleware
Database
Operating System
Virtual Machine
Servers
Storage

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Oracle Advanced Support Cloud Services
Your Connection to Success
Secure, Personalized, Engineered Support

WHO

- **Customers who have adopted a cloud model, lights-out data center, and/or are capable of accepting engineered support connected to a service cloud**
- **Customers who seek continuous access to Oracle's "always on" expertise**
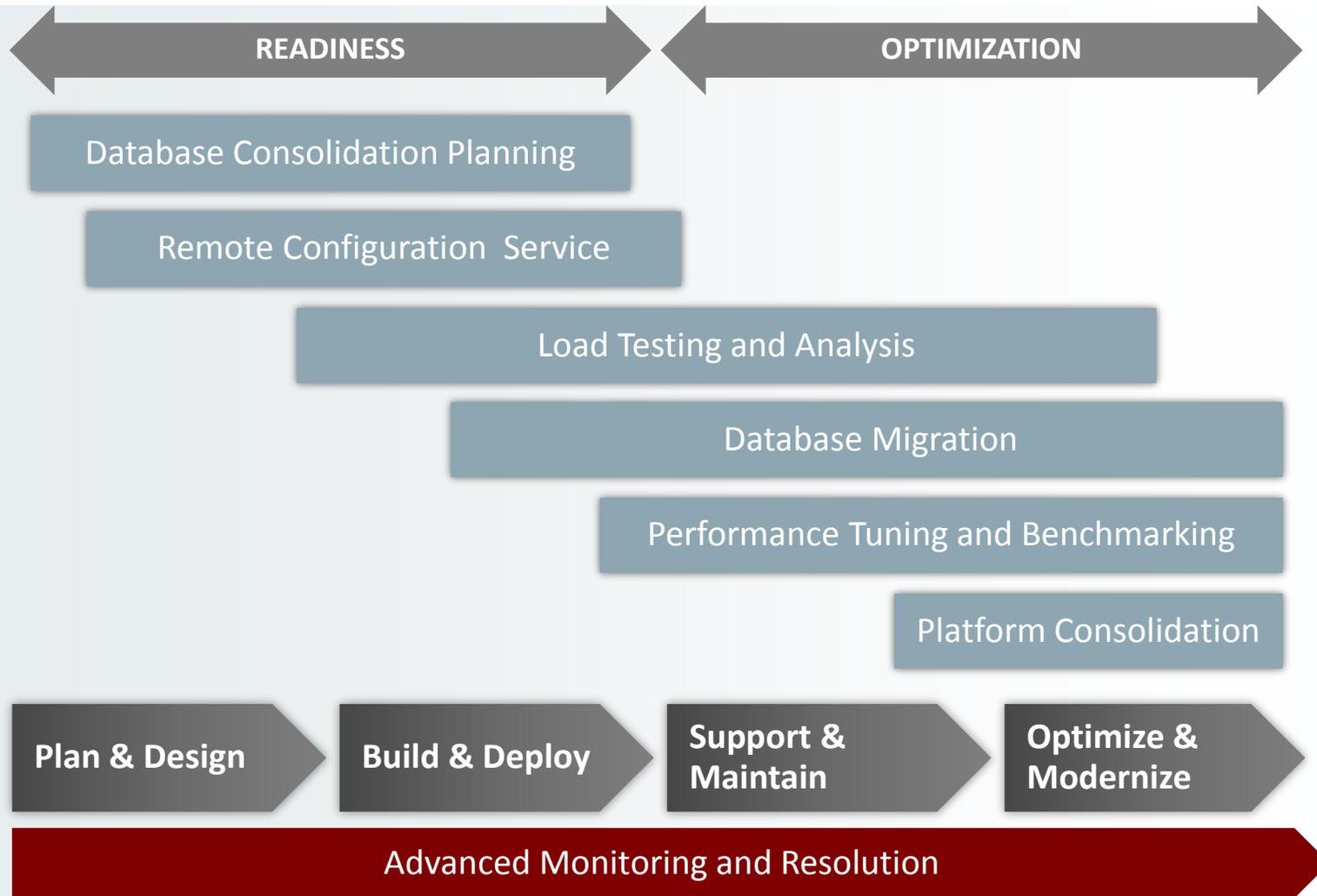
WHAT

- **Enables secure connectivity to a rich suite of engineered support capabilities optimized for Oracle technologies**
- **Continuous detection, prevention, correction, and oversight of critical events**
- **Provisioning, consolidation, remote patching, and more**
- **Foundational platform for innovation**

WHY

- **Provides the highest level of engineered support to deliver system availability & reliability**
- **Direct access to Oracle experts from any location in the world**
- **Outages are mitigated or prevented via early & predictive detection**

Lifecycle Support using the ACS Cloud

READINESS

OPTIMIZATION

Database Consolidation Planning

Remote Configuration Service

Load Testing and Analysis

Database Migration

Performance Tuning and Benchmarking

Platform Consolidation

Plan & Design

Build & Deploy

Support & Maintain

Optimize & Modernize

Advanced Monitoring and Resolution

Choose from a set of Advanced Support Cloud services that span the entire IT lifecycle.

Applications

Middleware

Database

Operating System

Virtual Machine

Servers

Storage

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Oracle Advanced Monitoring and Resolution
Key Features and Benefits

ADVANCED MONITORING

- **24x7x365 monitoring of advanced telemetry by Oracle Advanced Support Engineers**
- **Event filtering**
- **Alerts when specific metrics exceed predefined thresholds**
- **Reporting on event management, performance and availability**
- **A single global knowledge base, tool set and Mission Critical portal**
- **Response Time SLAs**

ADVANCED RESOLUTION

- **24x7x365 closed-loop incident resolution by Oracle Advanced Support Engineers**
- **Root cause analysis and corrective action**
- **Problem management**
- **Proactive analysis and preventive maintenance**
- **Patch reviews and recommendations**
- **Performance and availability reporting**
- **Storage and database provisioning**
- **Response time SLAs**

BENEFIT

- ✓ Maximum Availability
- ✓ Optimize Performance and Reliability
- ✓ Reduced Risk
- ✓ Predictable Operational Costs

Oracle Advanced Customer Support – Take Advantage

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ORACLE®

Hardware and Software
Engineered to Work Together

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