Oracle Support – pogled za managere

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Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

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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.

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
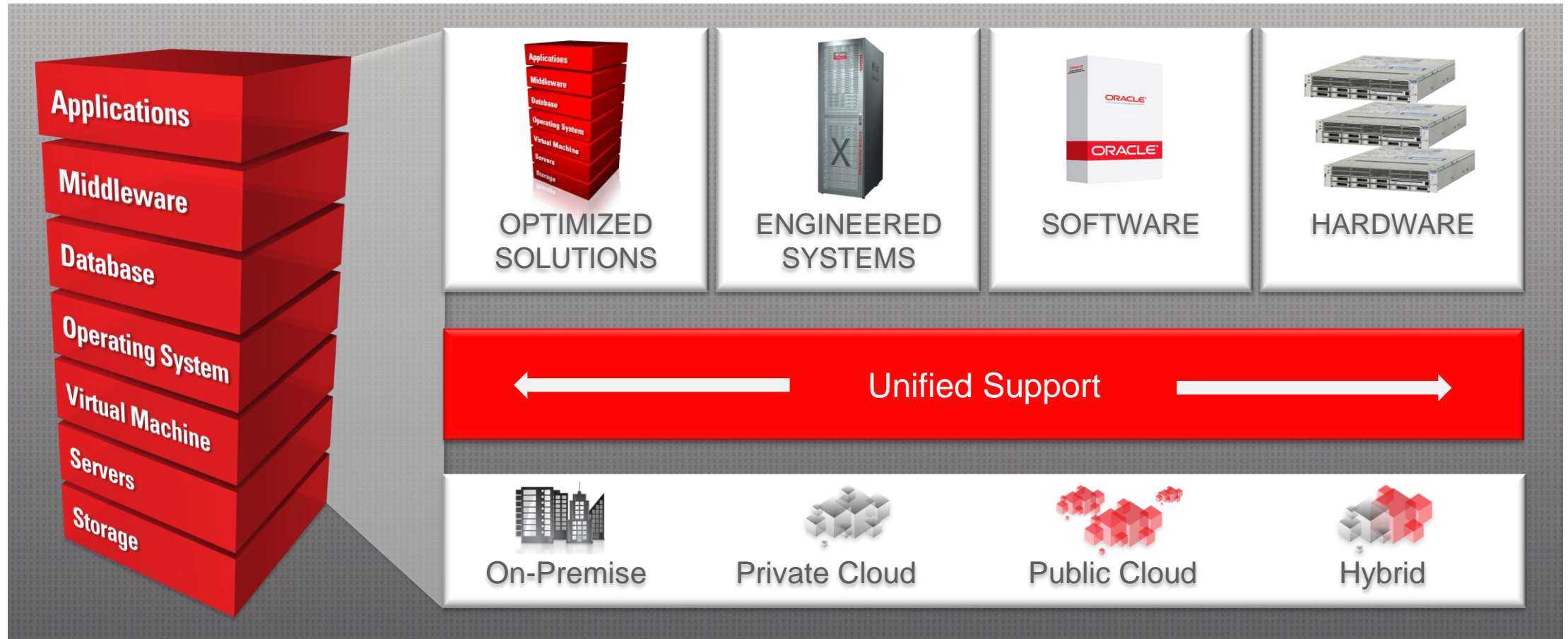- ✓ My Oracle Support Community

Product Innovation

Keep pace with change and capitalize on new opportunities

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

EXADATA

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Support Strategy and Execution
Unified Support across the Complete Stack and Deployment Models

OPTIMIZED SOLUTIONS

ENGINEERED SYSTEMS

SOFTWARE

HARDWARE

Unified Support

On-Premise

Private Cloud

Public Cloud

Hybrid

Applications
Middleware
Database
Operating System
Virtual Machine
Servers
Storage

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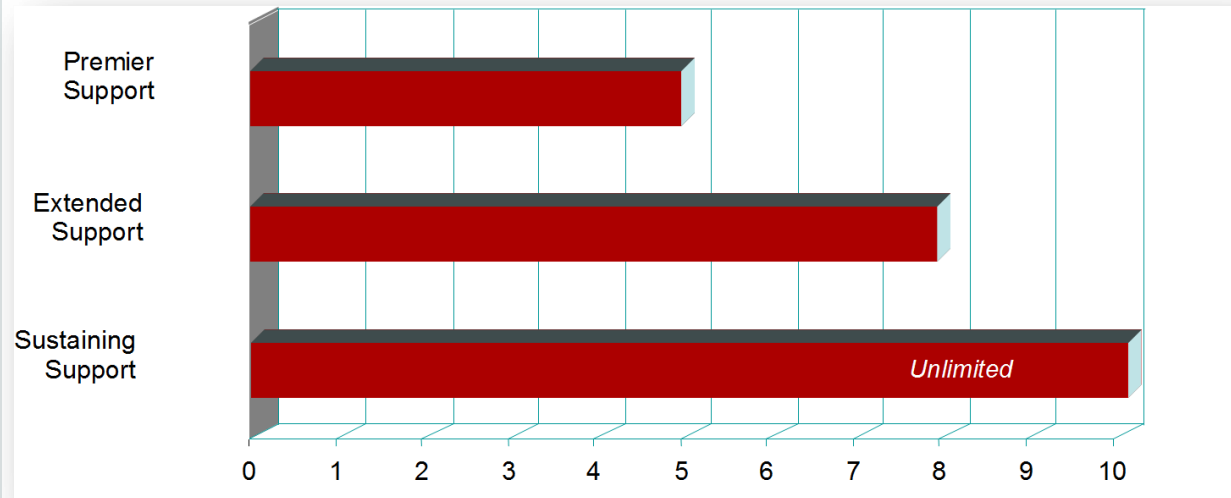ORACLE

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
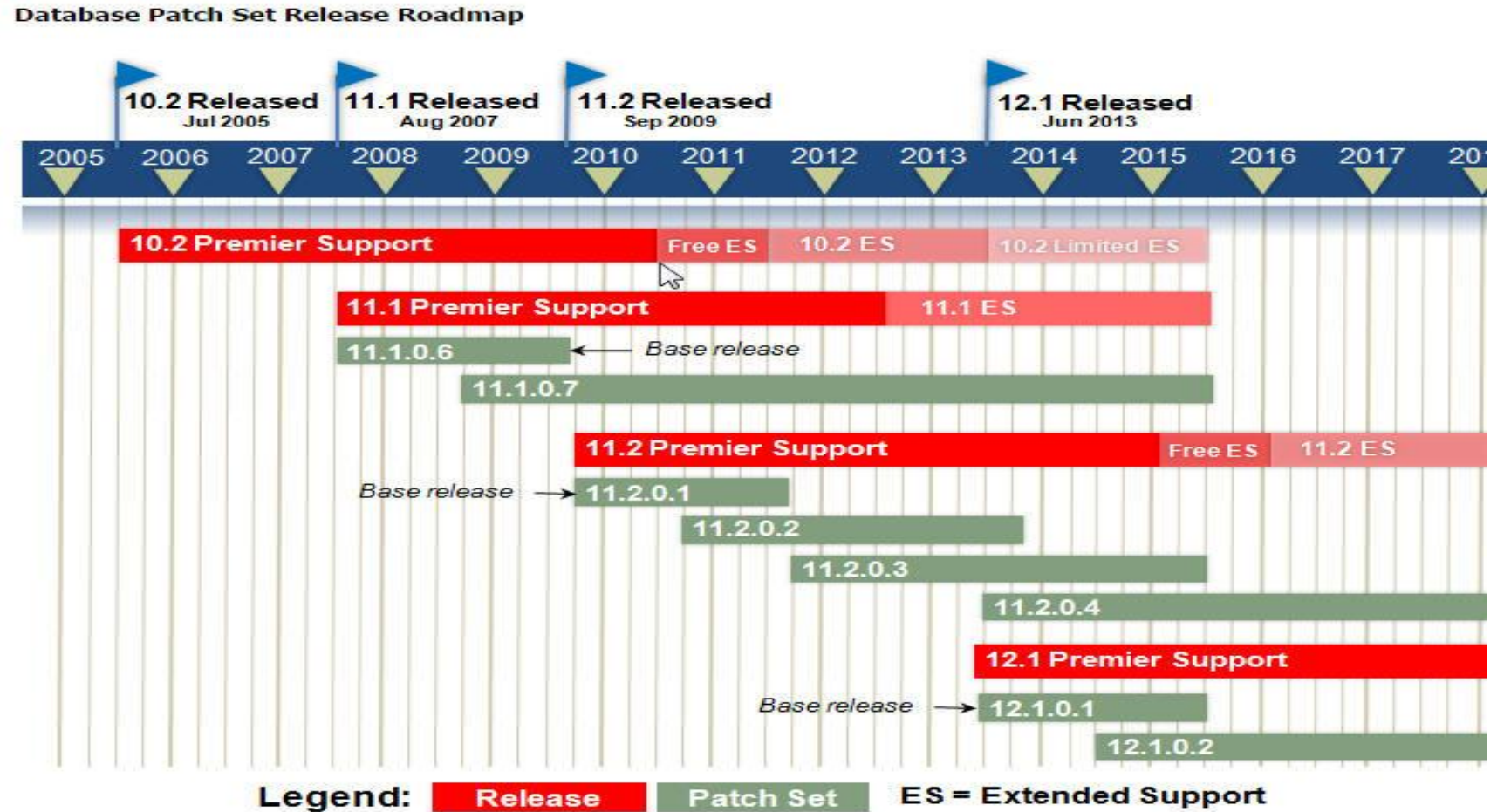
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Lifetime Support Policies

■ 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.

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Database product roadmap

Release Schedule

of Current

Database Releases

[MOS Note 742060.1](#)

My Oracle Support Portal
One-stop shop

ORACLE MY ORACLE SUPPORT   PowerView is Off ▾

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | On Demand | Reports | Advanced Customer Services | Proactive Hardware Services | Settings

- 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

Adopt: Access to My Oracle Support

User privileges and options

- User versus administrator roles

- Users can be granted independent access to My Oracle Support Community and the Knowledge Base to facilitate reduction of internal support tickets

- Service Request access can be restricted

- Patch Download access can be restricted and/or limited

- Knowledge preferences and PowerViews can be defined to tailor user experience and improve search results

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

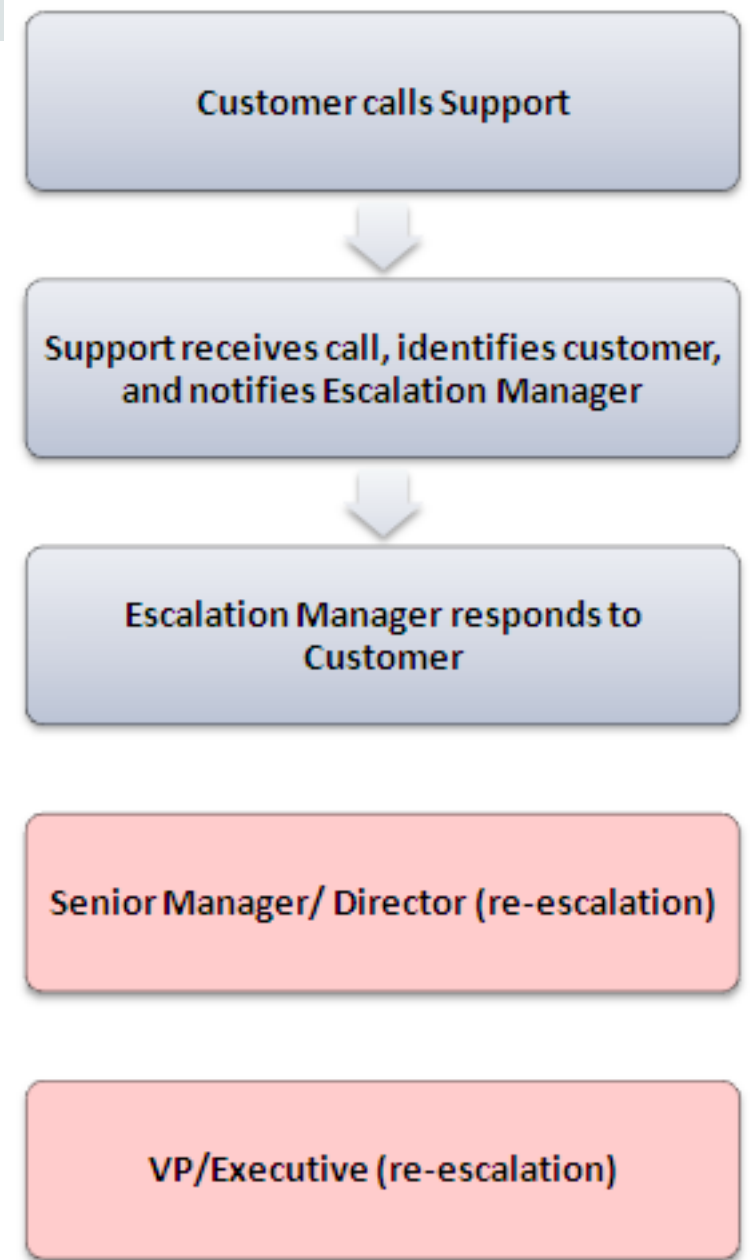# Find Answers Fast With The Right Tools And Knowledge
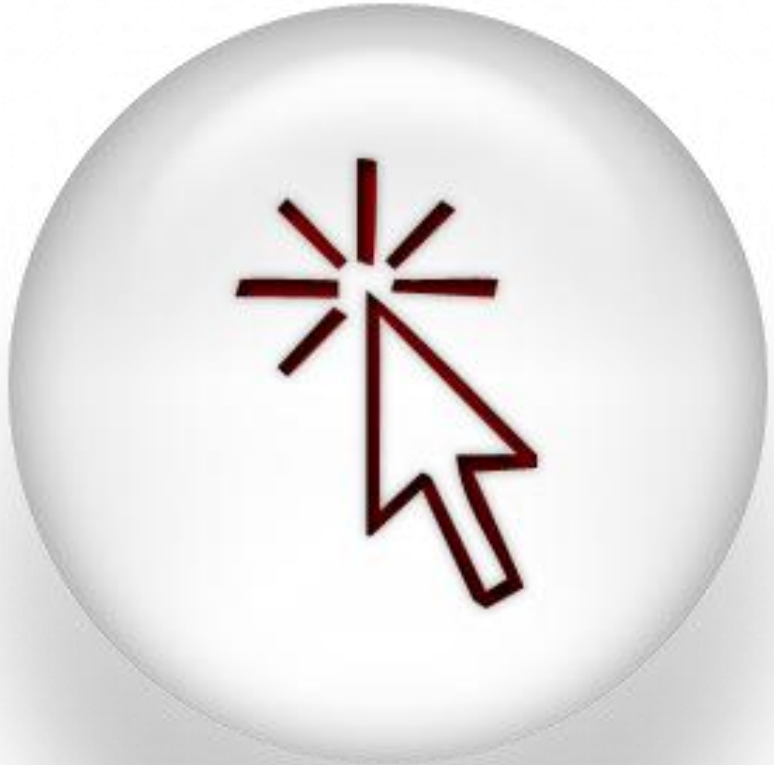
RESOLVE

- 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

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

Customer calls Support

Support receives call, identifies customer, and notifies Escalation Manager

Escalation Manager responds to Customer

Senior Manager/ Director (re-escalation)

VP/Executive (re-escalation)

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 issues**[1]

- **Updates and upgrades for Database, Server, Storage, and OS software**

- **Proactive support portal (MOS)**

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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

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
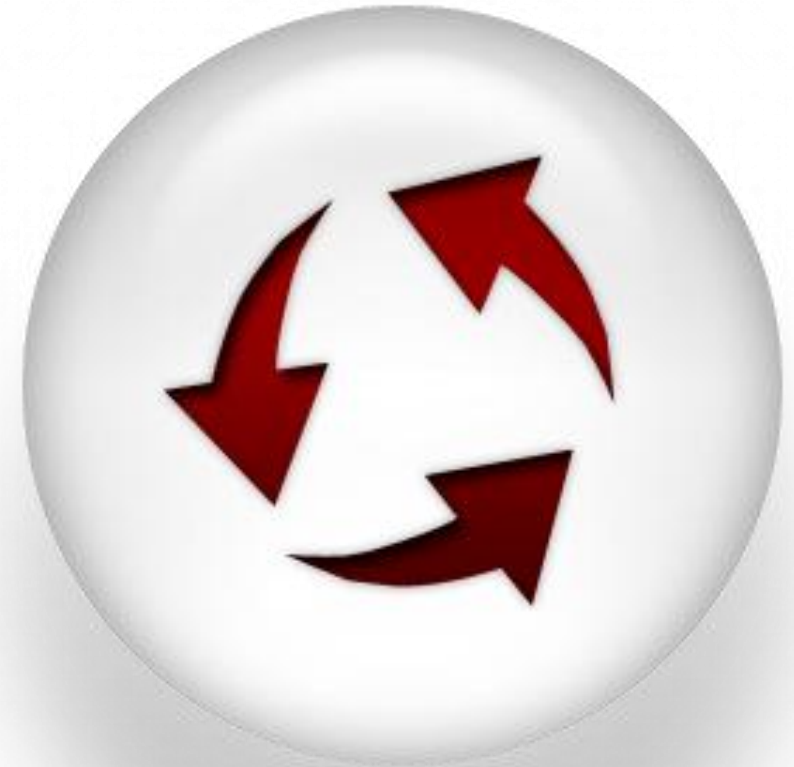
UPGRADE

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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.

ORACLE®

Hardware and Software
Engineered to Work Together

Oracle Customer Services