ORACLE

Complete Support for Oracle Exadata

Oracle Exadata is an industry-leading the best-in-class, integrated platform for all of your database application needs—an enterprise-ready solution that offers extreme performance. You need a complete, integrated support service that matches this standard and keeps your systems delivering for your business.

SUPPORT FROM AN INDUSTRY LEADER

With Oracle, you get expert support when you need it on a global scale for your Oracle Exadata systems. Oracle Premier Support and Oracle Premier Support for Systems provide the following:

Oracle Premier Support

SUPPORT PROVIDED	DESCRIPTION
Complete solution coverage	Comprehensive support from Oracle is essential to your success. You'll get full coverage of your Oracle Database software and Exadata Storage Server Software, along with the server and storage hardware, integrated software (such as firmware), and the Oracle Linux operating system. Support of any additional licensed Oracle software that you add is priced separately but is delivered as a single service solution.
Unlimited, 24/7 access to Oracle specialists	Our specialized and experienced Oracle Exadata enterprise support team experts are ready to help 24/7 with fast answers and proven solutions.

ORACLE Support

Trusted

- Oracle's solid business reputation is built on more than 40 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Oracle helps to protect your Oracle investment, using rigorously tested updates, innovative upgrades, and security patches.
- More than 430,000 customers choose Oracle, and rely on Oracle Support, to protect their technology investment.

Secure

- Security features at every layer of the software stack.
- Security patching is essential and is standard operating practice—Oracle has the tools, owns the source code, and has the ability to develop security updates.
- Regression testing across the full stack at the core application/database code level.

Comprehensive

- Leverage consistent and ongoing innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.

SUPPORT PROVIDED	DESCRIPTION
Hardware services	If hardware service is required, local service engineers are ready to respond 24 hours a day, 365 days a year. Oracle provides onsite hardware service for your Oracle Exadata server and storage hardware within two hours[1].
Essential product updates	Updates for integrated software (such as firmware) and covered software provide access to critical security patches, bug fixes, feature enhancements, and any new releases that become available while you maintain support coverage.
Proactive capabilities	Embedded hardware diagnostic capabilities provide "phone home" automated service requests, and configuration details enable targeted proactive advice. Includes a powerful collection of tools and personalized technical resources, proactive systems management, and access to industry expert and peer expertise.
Customer Implementation Manager	Assigned to you for the first 90 days following installation, this key resource helps to ensures that you get the best out of Oracle Support for the long term and that service requests are prioritized and progress during this initial period.

ORACLE PLATINUM SERVICES—ENHANCED SUPPORT, NO ADDITIONAL COST

Oracle Platinum Services is a special entitlement under Oracle Premier Support for certified Oracle Exadata Database Machine configurations that provides additional services, such as remote fault monitoring, faster response times, and patch deployment services—at no additional cost.

In addition to receiving the complete support essentials with Oracle Premier Support with qualifying Oracle Platinum Services, you also receive:

- 24/7 Oracle remote fault monitoring
- Industry-leading response and restore times
  - 5-Minute fault notification
  - 15-Minute restoration or escalation to development
  - 30-Minute joint debugging with development
- Update and patch deployments four times per year

Oracle Platinum Services goes well beyond the typical IT support model to help you unlock the value of your technology investments. To learn more about these enhanced services and how to become certified, visit us online at www.oracle.com/goto/platinumservices.

Key Features

- Unlimited, 24/7 access to Oracle's software and hardware specialists.
- Essential patches, feature enhancements, new releases, and lifetime support for covered software.
- Two-hour onsite hardware service response (24/7)[1].
- Experienced technicians and OEM replacement parts.
- Knowledge base access and configuration-specific update recommendations.
- Personalized, proactive support tools.
- Services that cover the full solution lifecycle.
- Eligible for Oracle Platinum Services with a certified configuration.

Key Benefits

- Free your staff to concentrate on core business challenges with consistent, well-defined Oracle Premier Support services, helping you manage and resolve issues quickly and efficiently.
- Save time and money when you reduce IT and management complexity with a single point of service accountability.
- Run your business technology confidently with secure, dependable support.
- Protect your data and help maintain data availability.

"Oracle Platinum Services lets me sleep nights—I have a team of Oracle Exadata experts handling patching, working proactively, and monitoring my system 24/7 at no additional charge."

Purnima Kasarabada, Service Delivery Manager, Cerner

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[1] Your system must be within an Oracle two-hour service coverage area to receive two-hour onsite service as a standard feature. Please refer to the Oracle Technical Support Policies for details.

ADDITIONAL LIFECYCLE SERVICES

When you select Oracle Premier Support, you also have the option to augment your support coverage through these additional Oracle Customer Services offerings:

Additional Lifecycle Services

SERVICE	DESCRIPTION
Mission Critical Support Services for Oracle Exadata	With our most comprehensive support offerings from Advanced Customer Services, Oracle Solution Support Center includes dedicated access to experts for customers who choose to manage their system technology themselves.
	Depending on your level of engagement, custom service features include escalation management through an Oracle Service Delivery Manager, prioritized service requests, a dedicated hotline, virtual center of excellence, and performance optimization services.
	In addition, Oracle Advanced Monitoring and Resolution leverages unique service management capabilities and intellectual property. It provides 24x7 proactive system monitoring which helps to reduce the basic workload of an IT operations team with proactive notification of potential issues. As a result, your IT staff can focus on core business activities.
Oracle Engineered System Quarterly Patch Deployment Service	The Oracle Engineered System Quarterly Patch Deployment Service delivers a proactive patch deployment process to help ensure that your Oracle engineered system is optimally maintained once per quarter for one year. Oracle performs a high-level check of your system's configuration profile to identify known configuration issues. Oracle support experts then generate a standardized report of findings, based on Oracle's recommended practices. Oracle implements the required updates every quarter in a unified and proactive manner across all system components.
Oracle Customer Data and Device Retention service	Global data retention and auditing laws impose significant constraints on data storage security practices. While our engineering and support teams strive to avoid any possible problems, the Oracle Customer Data and Device Retention service helps to enable the secure retention of any nonfunctioning disk drives or flash devices containing sensitive data that need to be removed from the Oracle Exadata Database Machine.

COMPLETE SOLUTIONS. COMPLETE CONFIDENCE. COMPLETE SUPPORT.

Oracle Exadata support offers complete, enterprise-ready services to help you get the most of your Oracle Exadata investment and consistently achieve your business objectives. In addition to start-up services and 24/7 global support for both software and hardware, you also get unrivaled technical expertise from our world-class support organization. Oracle Exadata support services provide a single point of accountability so when you do need help, you can count on consistent, integrated support for your complete Oracle solution.

"With Oracle Platinum Services, we achieved a 40% increase in operational efficiency—virtually eliminating the need for dedicated resources to perform updates, monitor systems, and resolve incidents. Oracle Platinum Services freed our team to focus on improving the quality and availability of insurance and reinsurance information across the organization."

Roland Schiller, Architect, Swiss Re

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