ORACLE

Oracle Platinum Services

Oracle Platinum Services helps you maximize the availability and performance of Oracle Engineered Systems with 24/7 remote fault monitoring, industry-leading response times, and patch deployment services—at no additional cost.

HELPS MAXIMIZE AVAILABILITY AND PERFORMANCE

Oracle understands that disruptions in IT systems availability can seriously impact your business. When you choose the extreme performance of an Oracle Engineered System, you also gain access to Oracle Platinum Services—enhanced support for availability and performance.

HELPS REDUCE IT RESOURCE REQUIREMENTS

Oracle Platinum Services is a special entitlement available to Oracle Premier Support customers running certified configurations of Oracle Engineered Systems. Customers can access this enhanced support for eligible systems under their existing support agreement—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 targets
- 5-minute fault notification
- 15-minute restoration or escalation to development
- 30-minute joint debugging with development
- Remote patch deployments up to four times per year

Highly trained, specialized Oracle support experts deliver these services, helping to reduce the costs and complexity of ongoing maintenance and support.

"If you follow the Oracle Platinum Services best practices, you should have zero disruptions—we're living proof."

Peter O'Brien,

Principal Product Owner Oracle & Middleware, Vodafone Cloud & Infrastructure

Extraordinary Support for Extreme Performance

Key Features

- 24/7 Oracle remote fault monitoring.
- Industry-leading response and restore:
  - 5-minute fault notification
  - 15-minute restoration or escalation to development
  - 30-minute joint debugging with development
- Remote patch deployment.
- Included with Oracle Premier Support—at no additional cost.

Key Benefits

Unlock extreme value with Oracle Platinum Services:

- **Helps Maximize Availability and Performance**—Assistance with preventing critical issues and resolving them faster. Support to help you achieve the full performance potential of your Oracle Engineered System.
- **Helps Reduce IT Resource Requirements**—Assistance with reducing risk and administrative tasks while also helping you to enable higher business productivity, freeing you up to focus on innovation and new projects instead of maintenance and support.
- **Helps Reduce Complexity**—Single-vendor access to support and engineering expertise for the complete Oracle stack.

ADVANCED SUPPORT DELIVERY

Remote fault monitoring, around-the-clock: As shown in the *Figure 1. Oracle Platinum Services Support Delivery Model* below, Oracle Platinum Services is enabled through our two-way monitoring gateway, which is backed by patented technology to help improve both security and reliability compared to traditional remote connections. Telemetry from all monitored systems is collected, consolidated, and transmitted via the Oracle Advanced Support Gateway using a single connection between you and Oracle.
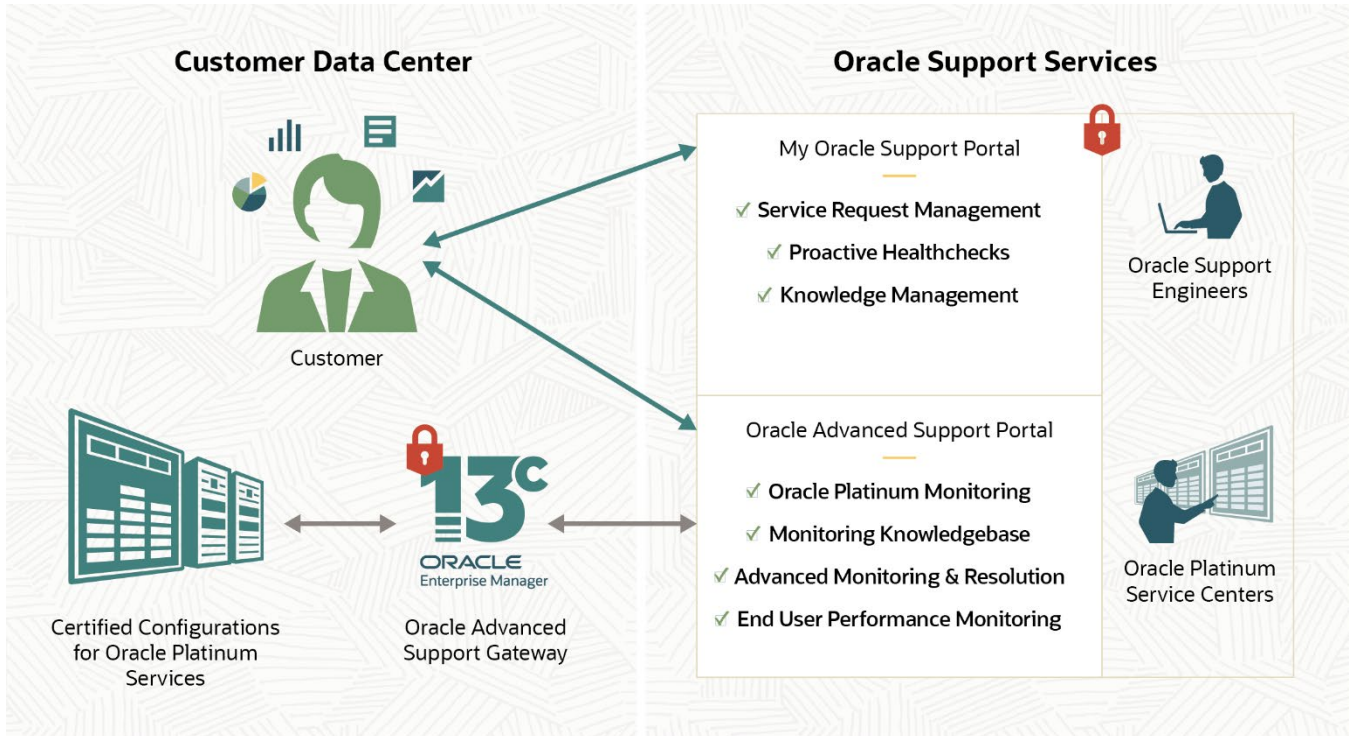
Figure 1. Oracle Platinum Services Support Delivery Model

Faster Response and Restore Times: Oracle engineers in Platinum Services Centers of Excellence are standing by 24 hours a day, seven days a week to rapidly respond to fault alerts transmitted via the Oracle Advanced Support Gateway. Within 5 minutes of a fault occurrence, notifications will be sent to your designated contacts and restoration efforts begin. You can view the status of alerts and service requests via the Oracle Advanced Support Portal.

Senior support engineers at Oracle reference a single, global knowledgebase and support toolset to quickly diagnose issues and begin restoration. To further ensure that systems are restored to full performance as quickly as possible, Oracle Platinum Services includes a defined escalation process, as well as dedicated hotline and escalation managers to provide expert support anytime, day or night.

After the opening of a priority 1 service request, Oracle provides 15-minute restoration or escalation to development. If the issue is not resolved within 30 minutes of the opening of the service request, a joint debugging session is held with development to find a resolution.

Remote Patch Deployment: Oracle Platinum Services also includes patching services in which Oracle applies patches to covered systems four times per year via the Oracle Advanced Support Gateway. We work collaboratively with you to assess, analyze, plan, and deploy updates and patches to mitigate risks and complications. Through this continuous improvement, you can experience greater system performance, availability, and security.

To view a list of Certified Platinum Configurations, the programs that will be patched, and the scope of the remote patching deployment, visit http://www.oracle.com/us/support/library/remote-quarterly-patching-scope-1652890.pdf

REMOVE COMPLEXITY WITH CERTIFIED CONFIGURATIONS

To be eligible to receive Oracle Platinum Services, customers must be running a Certified Platinum Configuration—a defined combination of certified components that have been tested and certified by Oracle. By maintaining technology on a standard configuration, we can further help remove complexity from the supportability of the IT stack.
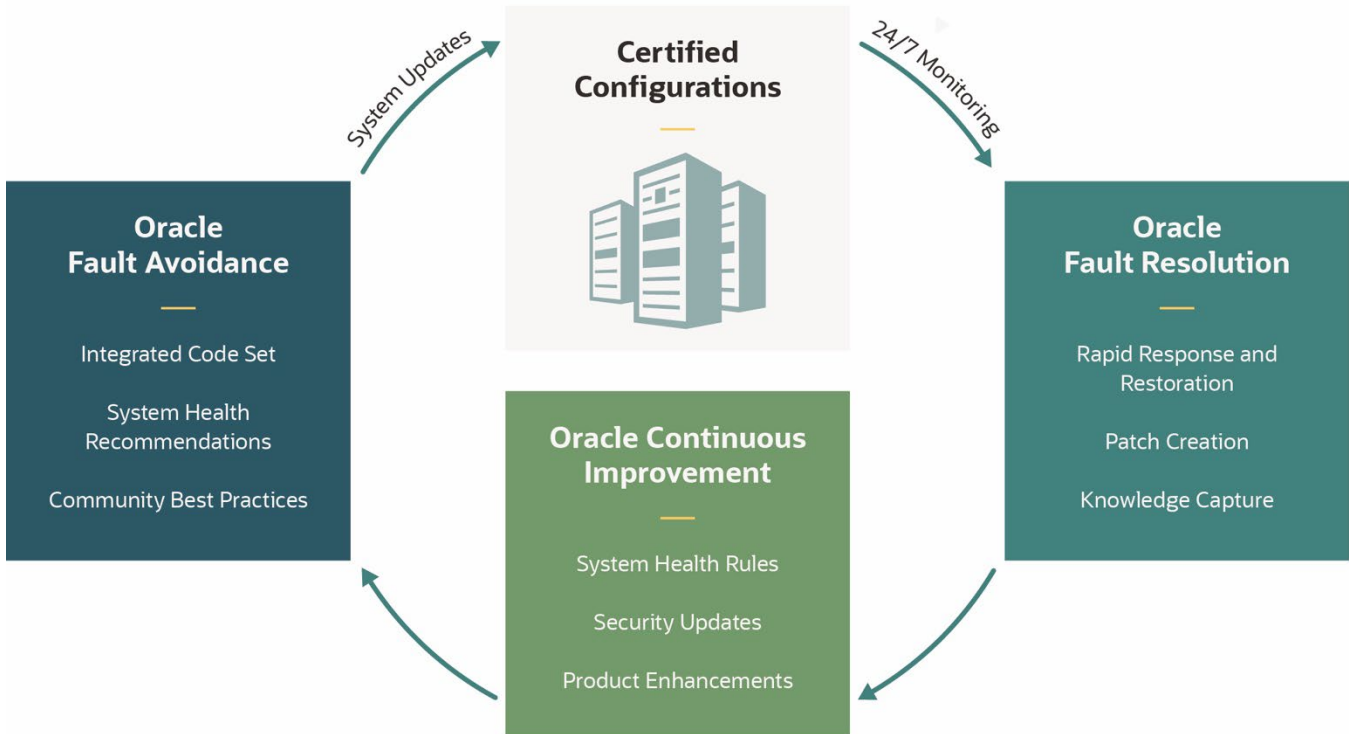

Figure 2. Unified Basis of Support for High Availability

As shown in the *Figure 2. Unified Basis of Support for High Availability Model* above, Certified Platinum Configurations create a unified basis which enables us to deliver a new level of high availability support for Oracle systems within our standard support offering. Oracle runs these same certified configurations in our service centers to enable fault replication and troubleshooting. Because we are working with known configurations across our systems, as well as those of our customers, we are able to leverage collective knowledge and a continuous cycle of improvement to more effectively avoid faults and to respond to them much more rapidly when they do occur. Everyone benefits from the knowledge captured and the updates deployed as a result.

To view qualifying Certified Platinum Configurations, visit http://www.oracle.com/us/support/library/certified-platinum-configs-1652888.pdf

“Oracle Platinum Services’ patching is excellent. This is a delicate activity where the timely actions of trusted specialists are very important for success. Having Platinum Services apply patches regularly has freed us from bugs and security breaches.”

Giovanni Pinheiro,

Database Architect, Para Secretaria De Estado Da Fazenda

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