



# ORACLE®

## Smart Strategies for Uncertain Times My Oracle Support – “One Stop Shop”

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ORACLE®


# Agenda

- Where we are (economy)?
- Oracle Strategy
  - How can we help you?
- Oracle Customer Services Mission
  - How to implement?
- Q&A

# Smart Companies Capitalize on the Downturn

"This is not the time for tech companies to be cutting back... **this is the time to be hitting the accelerator.**"

*Peter Thiel, Facebook board member & investor,  
BusinessWeek, November 2008*



everyone to understand the need for the change when things are tough and the risks are lower."

*- Frank Blake, CEO Home Depot,  
Wall Street Journal, June 2008*





**Complete**



**Comprehensive  
Industry Portfolio**



**Open**



**Standards-Based  
Architecture**



**Integrated**



**Designed to  
Work Together**