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omer Support Services za sve vaše p

on mission critical systems pe

to resolve an incident that
planned outage

200
Minutes

Average cost of downtime p
on a mission critical system

\$17,000

Critical Support services to customers with complex IT

combine unique Oracle Support expertise with Oracle **accelerate ROI, optimize reliability**

ers provide highly **proactive &** diagnostic and monitoring tools to mediate issues for all Oracle

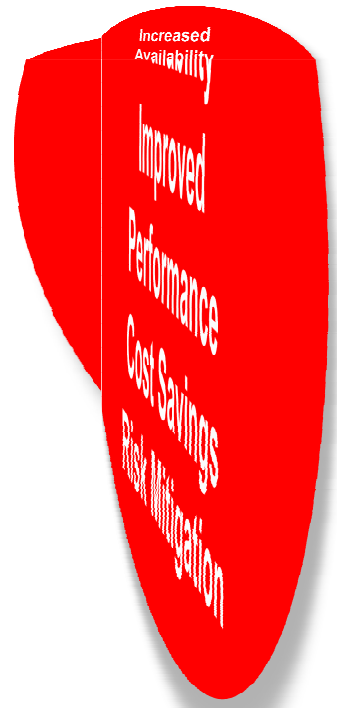
- 94% of the “S
- 94% of the D
- 78% of the gl
- 5 of the top 5 companies
- 9 of the top 1
- 4 of the top 5 companies

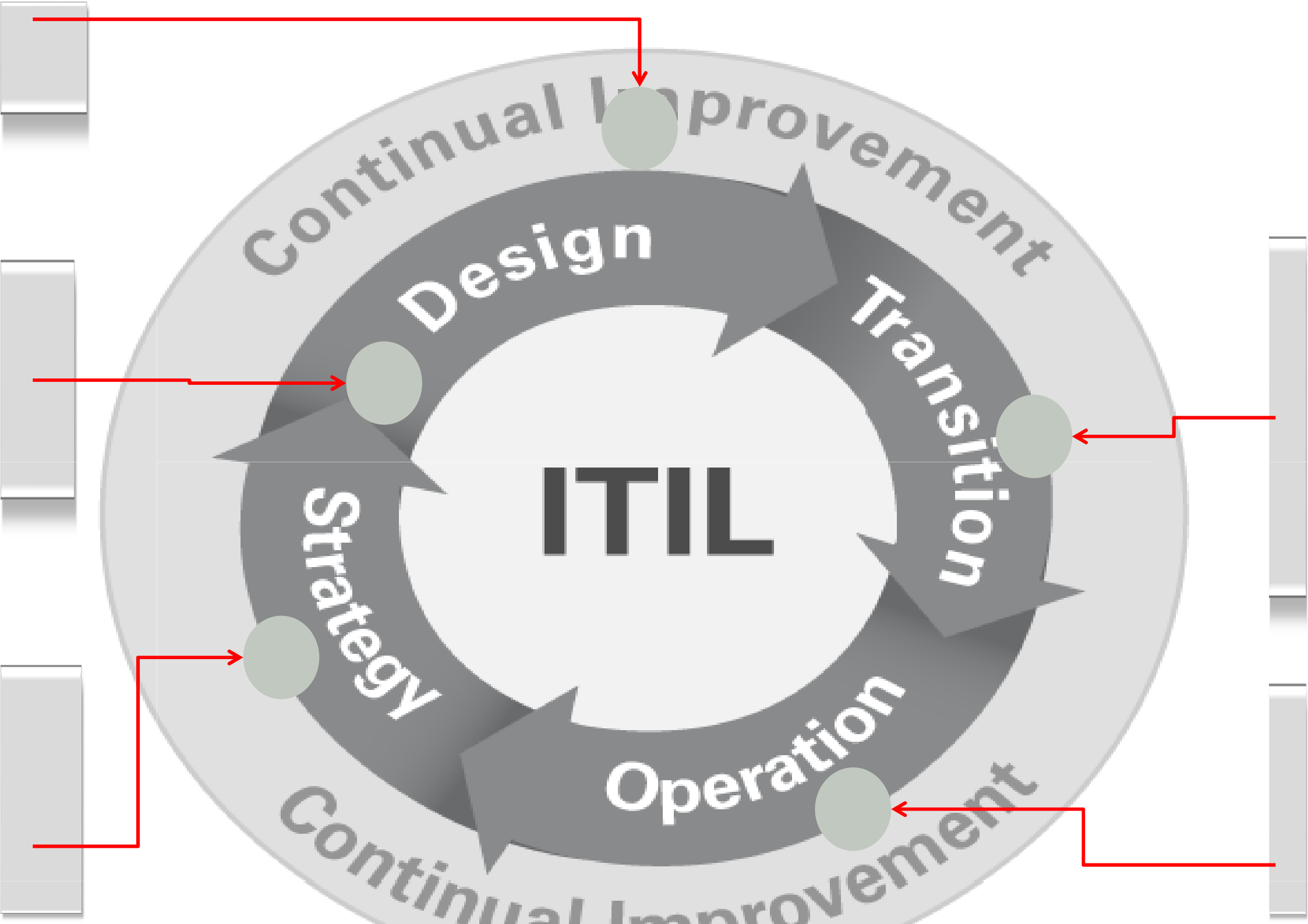
Accelerate
Product
Adoption

Reduce
Complexity
and Risk

Drive
Operational
Excellence

Unlock the
Maximum Value
of Your Oracle
Investments





Continual Improvement

Design

Transition

ITIL

Strategy

Operation

Continual Improvement



3. ANNUAL SERVICES

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Support Center

Business Critical Assistance

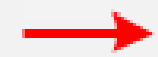
- Preventive Support
- Dedicated Support Team
- Priority Service Request Handling
- Escalation Management
- Advanced Support Delivery Manager

- Production Optimization
- Preventive Support
- Dedicated Support Team
- Priority Service Request Handling
- Escalation Management
- Advanced Support Delivery Manager

- Advanced Resolution
- Advanced Monitoring
- Production Optimization
- Preventive Support
- Dedicated Support Team
- Priority Service Request Handling
- Escalation Management
- Advanced Support Delivery Manager

Preventive

Predictive



& Environments

- Onsite & Remote Support Engineers
- Root Cause & Corrective Action Plans
- Local / Onsite & Assigned to Customer
- Customer Single Point of Contact for Support Issues
- Escalation Management
- Proactive Support Reviews
- 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 advice delivered based on specific Customer Knowledge
- Advanced Diagnostic Tools providing



- 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



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



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Figure

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Production Support Readiness

Senior Support Qualification

Performance & Availability Reviews

Patch Review & Deployment

Relocations

Go-live Support

Knowledge Transfer Sessions

Post-Production Optimization

requirement

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- Comprehensive packaged services performed by Oracle Advanced Support Engineers
- Accelerate deployment time using pre-tested 'gold images'
- Reduce downstream system stability and reliability issues
- Delivered utilizing a unique combination of Oracle expertise, tools & best practices
- Designed to compliment 3rd party implementers & Oracle partners



- Maximize availability through proactive & preventive maintenance packs
- Keep current with Oracle recommendations based on industry specific advice
- Reduce risk & change management delays by leveraging the best Oracle expertise available
- Scalable and modular packs that can be tailored to business & operational needs



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ORACLE®

for Oracle Application

expertise

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- Customer Advocate with Oracle Support & Development
- Advanced Technical Support for complex deployments
- Trusted Advisor for optimizing Oracle Applications
- Average 10+ years Oracle applications experience

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Advanced Support Engine for Fusion Middleware & Exalogic

- Oracle FMW Technical Support Specialist
- Application & data integration expertise
- Complex SOA deployment experience
- Build, configuration & performance review

Advanced Support Delivery Manag

se
ed deployments

- Advanced Customer Support Service Management
- Single Point-of-Contact & Escalation Management

- 4,000+ Advanced Support Engineers
- Working in 127 countries in 45 languages
- Industry-specific expertise
- Industry-leading customer satisfaction rates
- Focused on pre-production readiness, go-live support & production optimization
- Experienced supporting large –scale, complex Oracle technology deployments
- Deep relationships with Oracle Support & Development
- Knowledge transfer & specialist guidance
- Average 10+ years Oracle experience
- Complete stack coverage





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Production Support Readiness



**Installation and
Configuration Services**



**Quarterly
Deployment**

Implementation Services

Education Services

Oracle Premier Support

**Solution Support Center
Advanced Monitoring and Resolution**

Hardware and Software

ORACLE®

needed to Work Together

