



**ORACLE®**

**Oracle Advanced Customer Support Services**

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Support Director

**ORACLE®**  
ADVANCED CUSTOMER  
SUPPORT SERVICES

# Agenda

- Oracle Customer Services
- Advanced Customer Support Services Portfolio
  - Annual Services
  - Fixed Scope Services
  - Time and Materials Services
  - Start-Up Packs
- Summary



# Oracle Customer Support Services



Enabling the success of your Oracle software and hardware investments through a **LIFECYCLE OF SERVICES** covering the complete Oracle stack

# Oracle Lifecycle Services

**ORACLE**  
CONSULTING

Transforming your Business  
Using Oracle Solutions

**ORACLE**  
SUPPORT

Complete Support for Oracle Software,  
Hardware, Engineered Systems

**ORACLE**  
ADVANCED CUSTOMER  
SUPPORT SERVICES

Mission Critical Support Services for All  
Oracle Applications and Technologies

**ORACLE**  
UNIVERSITY

Your Complete Training Source for  
Oracle Software and Hardware

**ORACLE**  
ON DEMAND

The Power of Oracle in the Cloud



# About Oracle Advanced Customer Support Services

## Mission Critical Support Services

- A global organization within Customer Support Services, providing **tailored Mission Critical Support services** to **maximize availability** for customers with complex IT requirements
- **Fixed Scope Services** combine unique Oracle Development & Advanced Support expertise with Oracle tools & best practices to **accelerate ROI, optimize performance and improve reliability**
- **Advanced Support Engineers** provide highly **proactive & preventive support** with diagnostic and monitoring tools to anticipate, identify and remediate issues for all Oracle mission critical systems
- **Strategic Support relationships** focused on collaborative, long term partnerships

## Companies who use ACS Services

- 94% of the “S&P Global 100” companies
- 94% of the Dow Jones STOXX 50\*
- 78% of the global Fortune 100 companies
- 5 of the top 5 telecommunications companies
- 9 of the top 10 global banks
- 4 of the top 5 aerospace and defense companies

# Why Oracle Advanced Customer Support Services?

## Tailored Mission Critical Support Services

- Engineered to meet unique business and IT requirements
- Prevent predictable downtime; lower risk; reduce TCO
- Direct link to Oracle Engineering and Support for faster problem resolution
- Personalized support focused on strategic long-term relationships



## Advanced Monitoring

- 24x7x365 comprehensive advanced monitoring and analysis of all Oracle systems
- Highly advanced support platform with diagnostic and monitoring tools to anticipate, identify and remediate issues
- Remote and onsite advanced support engineers



## Advanced Support Engineers

- 3,300+ dedicated professionals support critical environments 24x7
- Highly trained specialists in Oracle technology
- Invaluable staff and knowledge transfer

# ACS Services Portfolio

## Fixed Scope Services

|   |
|---|
| System Installation                     |
| Software Installation and Configuration |
| Preproduction Readiness Review          |
| Configuration Review                    |
| Advanced Support Knowledge Workshop     |
| Performance Review                      |
| Go-Live Support                         |
| Production Diagnostic Review            |
| Patch Review and Installation           |
| System Relocation                       |



## Time & Materials Services

|  |
|--|
| Advanced Support Engineer for Applications       |
| Advanced Support Engineer for Fusion Middleware  |
| Advanced Support Engineer for Database           |
| Advanced Support Engineer for Servers & Storage  |
| Advanced Support Engineer for Engineered Systems |
| Technical Account Manager                        |
| Advanced Support Delivery Manager                |

## Annual Services

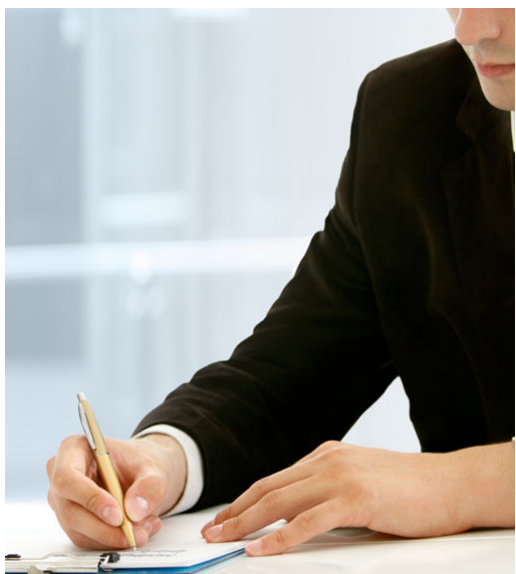
|                              |
|------------------------------|
| Solution Support Center      |
| Business Critical Assistance |
| Advanced Support Assistance  |
| Priority Service             |

**ORACLE**  
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SUPPORT SERVICES

|                                   |
|-----------------------------------|
| Advanced Monitoring & Resolution  |
| Onsite Advanced Support Engineers |
| Quarterly Patch Deployment        |
| Complete Stack Coverage           |

# Oracle Performance Review and Recommendations

Collect and Analyze Performance Data to Identify and Address Potential Performance Before They Become Critical.



## Services Provided

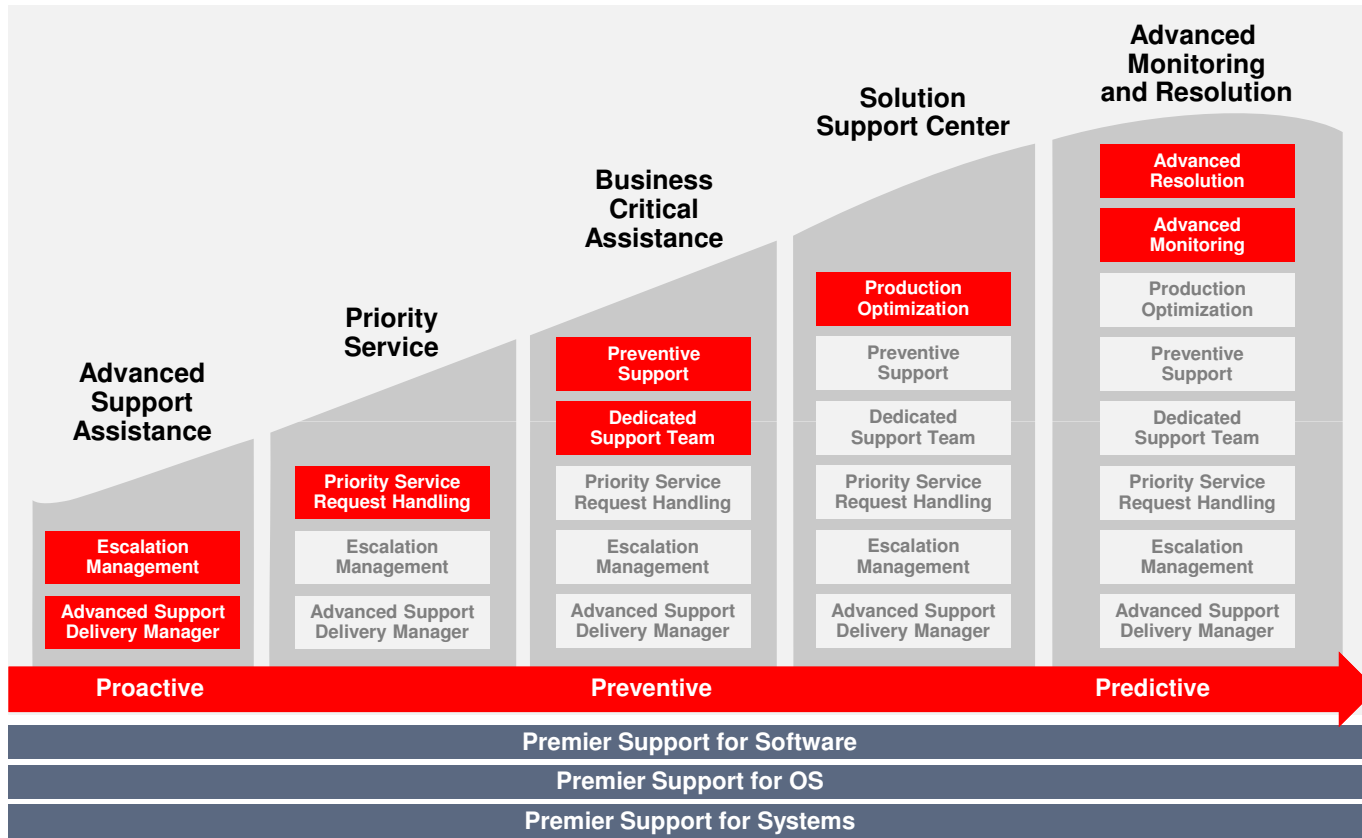
- Kick-off meeting and orientation
- Work with client to understand performance objectives
- Install and setup performance data collection tools
- Analyze collected data, identify bottlenecks and compare to performance best practices
- Document and review findings and recommendations

## Benefits and Value

- Identify and address potential performance issues before they become critical
- Maximize performance stability and reliability, and avoid peak-load risks
- Obtain maximum performance of production systems on existing hardware
- Measure the impact of changes before roll-out into production



# Annual Services






**Mission Critical Support Tailored to Your Unique Operational Needs**

# Oracle Advanced Support Assistance

## ADVANCED SUPPORT DELIVERY MANAGER

- Local / Onsite & Assigned to Customer
- Single Point of Contact to Oracle Support & Development
- Faster Service Request response times
- Escalations of Service Requests to Duty Managers based on elapsed time
- Full stack coverage & industry specific expertise

## BENEFITS

-  Streamlined management of critical issues
-  Faster problem resolution
-  Reduce Operational Cost

# Oracle Business Critical Assistance (BCA)

## DEDICATED SUPPORT TEAM

- Access to team of Advanced Support Engineers
- Knowledge of Customer Business & Environments
- Onsite & Remote Support Engineers
- Root Cause & Corrective Action Plans

## ADVANCED SUPPORT DELIVERY MANAGER

- Local / Onsite & Assigned to Customer
- Customer Single Point of Contact for Support Issues
- Escalation Management
- Proactive Support Reviews

## PRIORITY SERVICE REQUEST HANDLING

- 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 SERVICES

- Preventive advice delivered based on specific Customer Knowledge
- Advanced Diagnostic Tools providing Actionable Recommendations
- Patching, Configuration & Product Use Guidance

## BENEFITS



Increase business value



Improve Return on Investment



Minimize risk and protect your business reputation

# Oracle Fixed Scope Services





## PRODUCTION READINESS

- Comprehensive packaged services performed by Oracle Advanced Support Engineers
- Accelerate deployment time using proven configurations based on Oracle best practices
- 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

## PRODUCTION OPTIMIZATION

- 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

## BENEFITS





-  Accelerate Adoption and Return on Investment
-  Reduce Downstream Risk
-  Optimize Performance & Reliability
-  Maximize Availability

# Time & Materials Services

## ADVANCED SUPPORT ENGINEERS

- 3,300+ Advanced Support Engineers
- 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

## BENEFITS

-  Reduce Risk
-  Streamline Support & Operations
-  Optimize Performance & Reliability
-  Increase Return on Investment

# Solution Suite Packs for Oracle Exadata, Oracle SPARC SuperCluster and Oracle Exalogic



Integrated suite of services to accelerate adoption, reduce risk and maximize the value of Oracle Engineered Systems.

- **Planning and Guidance** – Assessments and recommendations, incorporating Oracle best practices and strategies.
- **Installation and Configuration** – Proven, standardized system installation and configuration.
- **Production Readiness** – Technical reviews with engineers, project management, and proactive guidance.
- **Patch Deployment** – Proactive, quarterly patch deployment for one year.

# Advanced Customer Support Services Customers

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# ACS Services for Public Sector

Tailored mission critical support services to meet business and technology needs. Maximize system availability through predictive issue avoidance.

## Services

- Assisted Services
- Priority Service
- Technical Account Management

## Benefits

- Minimize unplanned downtime through proactive planning and monitoring
- Predictive management of all mission critical systems
- Faster issue resolution with priority handling of Service Requests

## Who Uses ACS?

- DEFRA
- Liverpool Direct Limited
- Correos



“We call on Oracle ACS Services for Linux support. With Oracle ACS Services’ assistance, we have mastered some of the higher end management tasks. This not only reduces maintenance costs, but gives us complete control over our Oracle environment.”

Chris Perry  
Oracle Project Support Manager  
Parks Victoria



# ACS Services for Communications

Maximize system availability to ensure 24x7 uninterrupted service operations. Expertise in telecom services. SLAs for selected products to cover penalties for outages.

## Services

- Oracle Network Grade Support
- Solution Support Center
- Advanced Monitoring & Resolution
- Technical Account Management

## Benefits

- Focused team of experts
- Reduce costs and avoid unplanned downtime
- Faster problem resolution
- Response, Restore, Resolve SLAs

## Who Uses ACS?

- 5 of the top 5 telecommunications companies
- AT & T
- Vodaphone



“Our TAM is a valuable asset in the CRM On Demand team at DIRECTV. The TAM’s overall guidance and technical grasp on the product is remarkable and has helped us steer in the right direction on numerous occasions. The TAM’s support and timely information sharing and customer advocacy has helped build a good relationship with Oracle in general .”

Chris Erik Walters  
Program Manager Business  
Solutions Sales Operations  
DIRECTV, Inc.

# ACS Services for Financial Services

Maximize system availability to meet increasing regulatory pressures and customer service demands. Assure your business continuity through predictive issue avoidance.

## Services

- Solution Support Center
- Advanced Monitoring & Resolution
- Technical Account Management

## Benefits

- Reduce system integration and maintenance costs
- Avoid costly downtime
- Increase system performance and reliability

## Who Uses ACS?

- 9 of the top 10 Banks
- Banesco
- Bank of America
- Wells Fargo
- Banco Santander



“The expert advice of Oracle ACS Services gives us robust database administration and provides the proactive focus we need to prevent technical problems and system incidents. Oracle Advanced Customer Services has helped us achieve an average system availability of 99.98%.”

Gladys Fernandez  
Database Administration Manager  
Banesco

# Oracle Advanced Customer Support Services



## Summary



Services to accelerate adoption,  
reduce risk and maximize the value  
of Oracle Technologies

### Annual Services

- 24x7 Monitoring and Resolution
- 24x7 Dedicated Support Team
- Dedicated Hotline
- Remote and Onsite Advanced Support Engineers
- Escalation Management
- Priority Handling of Service Requests

### Fixed Scope Services

- System Installation
- Software Installation and Configuration
- Performance and Configuration Reviews

### Time & Materials Services

- Advanced Support Engineer
- Advanced Support Delivery Manager
- Technical Account Manager

### Start-Up Packs

- Oracle Exadata, Oracle SPARC SuperCluster, Oracle Exalogic and Oracle Exalytics

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# Hardware and Software

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# Engineered to Work Together



# Questions?



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