



ORACLE®

Oracle Advanced Customer Support Services

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ORACLE®
ADVANCED CUSTOMER
SERVICES

About Oracle Advanced Customer Support Services

Mission Critical Support Services

Oracle Global Support Services

Advanced Customer Services

- local single point of contact SDM (Service Delivery Manager)
- focus on critical systems
- reactive + proactive services

Premier Support

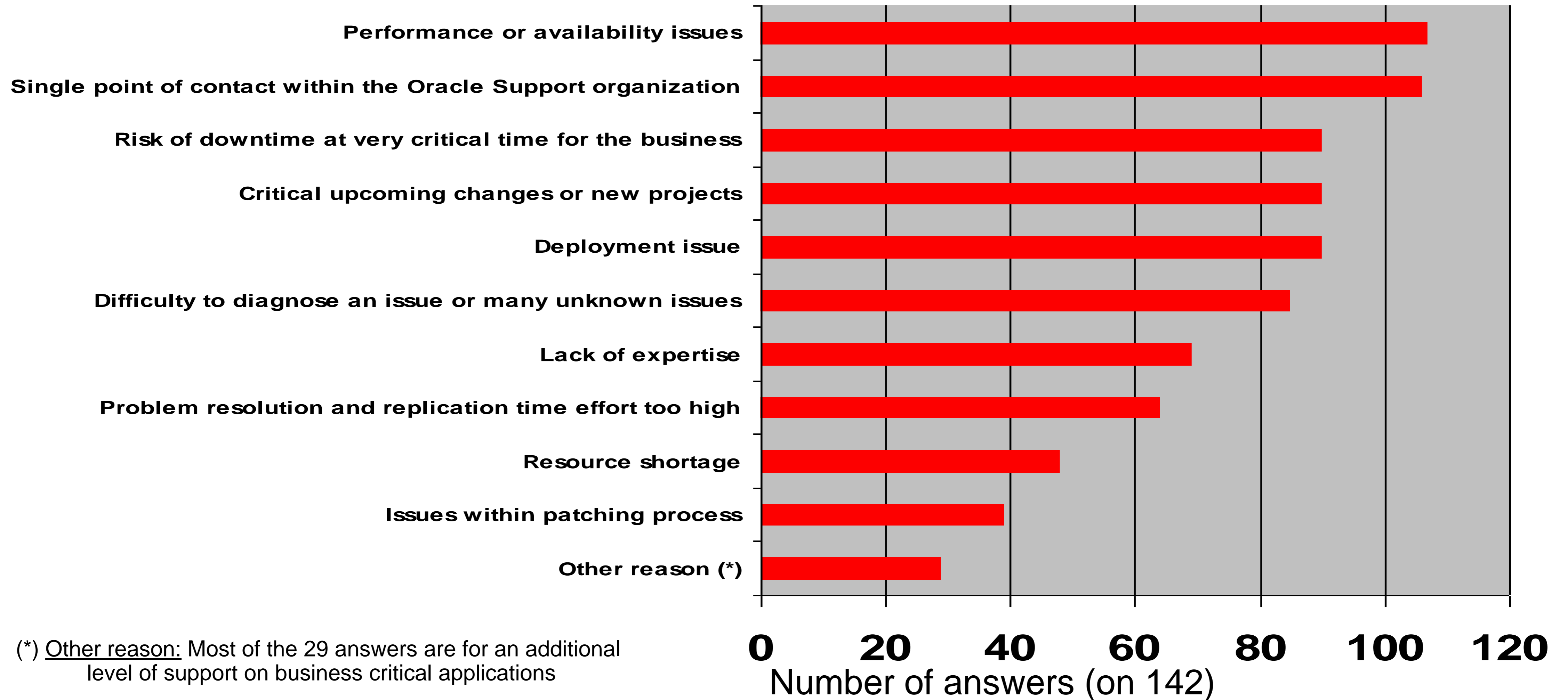
About Advanced Customer Support Services



- Mission Critical Support Services for all Oracle technologies
- 4,000+ advanced services engineers (Local SDM & Team + Regional Expert Centre)
- Working in 127 countries in 45 languages
- Industry-leading customer satisfaction rates

Why Do Customers Purchase ACS?

Source: EMEA Customer Satisfaction Survey



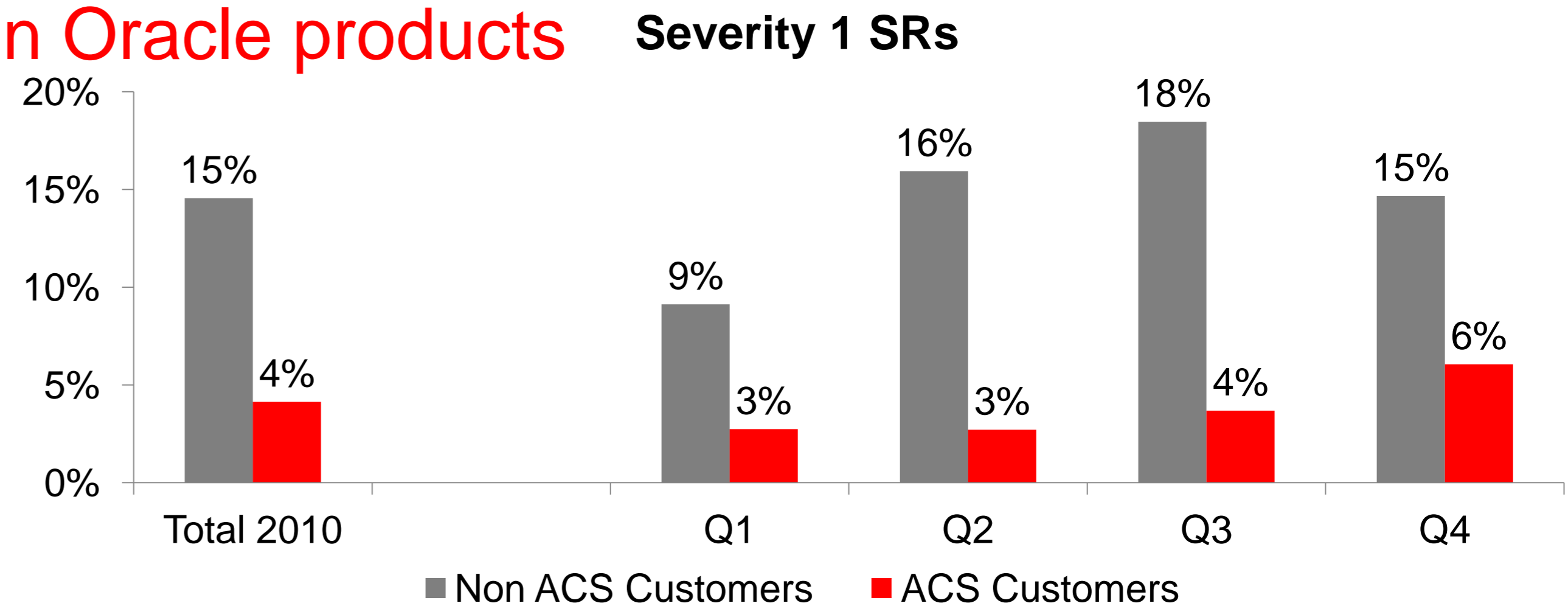
(*) Other reason: Most of the 29 answers are for an additional level of support on business critical applications

What Makes Oracle ACS Unique?

Oracle Knows Oracle Best

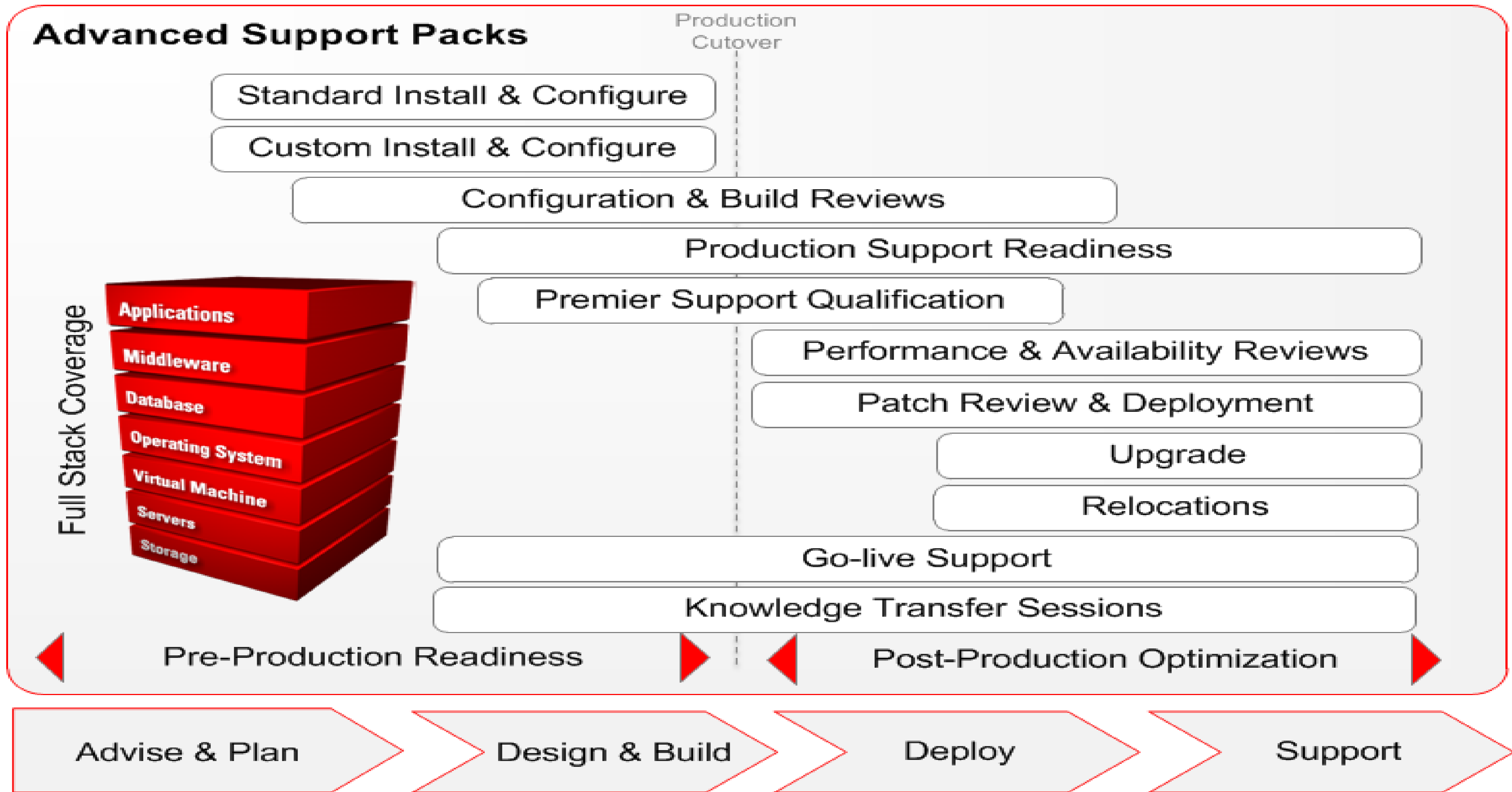
- Experts in Database, Applications, Server, Storage
- Coverage of the entire Oracle stack
- Proven processes and best practices
- Proactive avoidance of problems
- Leverage our knowledge for your environment
- **Make the most of your investment in Oracle products**

ACS customers have 70% fewer
Severity 1 Issues

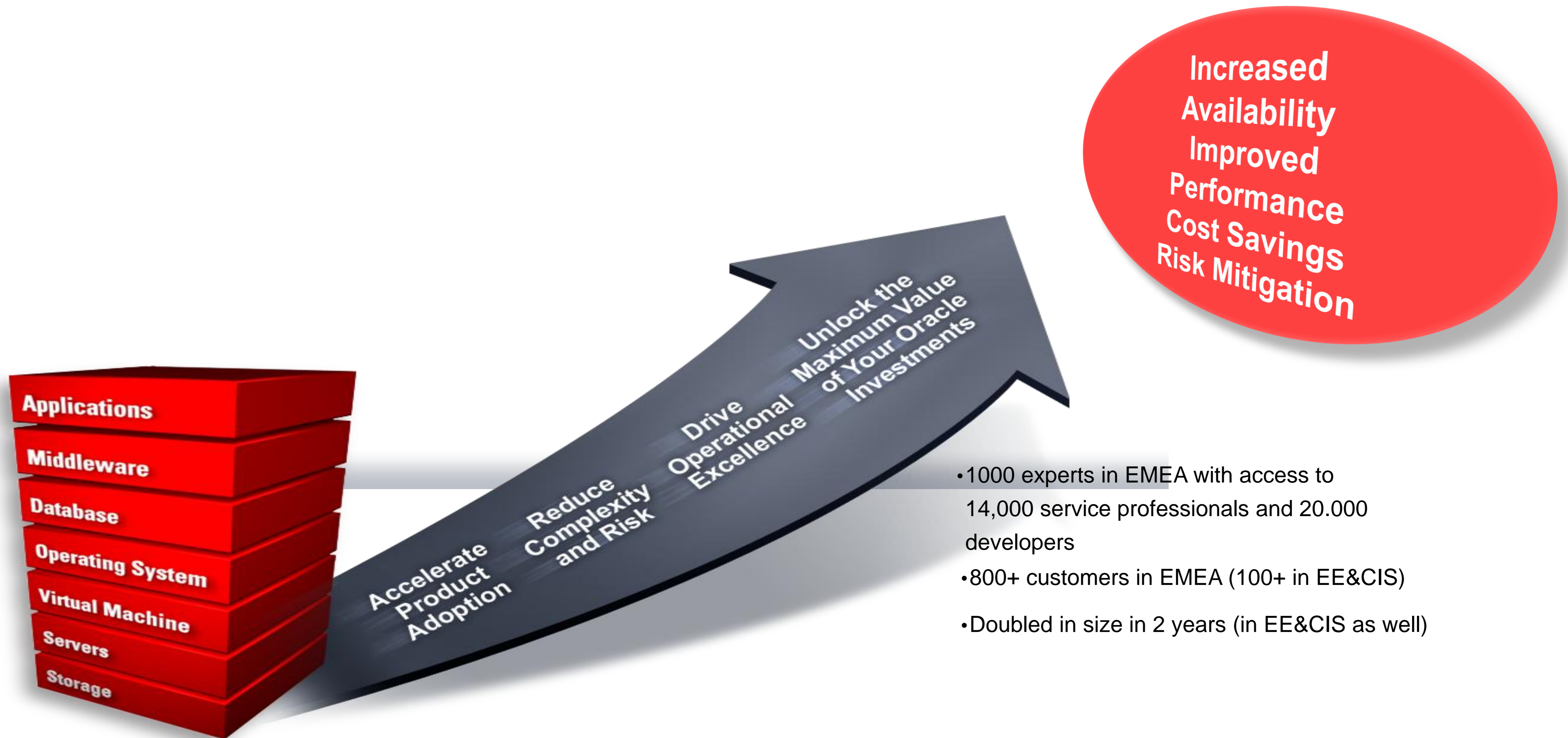


*MySupport extract , Complete Customer Base January 2011

ACS Portfolio: Fixed Scope Services



ACS Makes the Oracle Stack Work Best



- 1000 experts in EMEA with access to 14,000 service professionals and 20,000 developers
- 800+ customers in EMEA (100+ in EE&CIS)
- Doubled in size in 2 years (in EE&CIS as well)

ACS Brings Measurable Improvements

Increased:

- ↑ Service availability to 99.99%
- ↑ Back up reliability from 60% to 98%
- ↑ IT service hours to 24x7

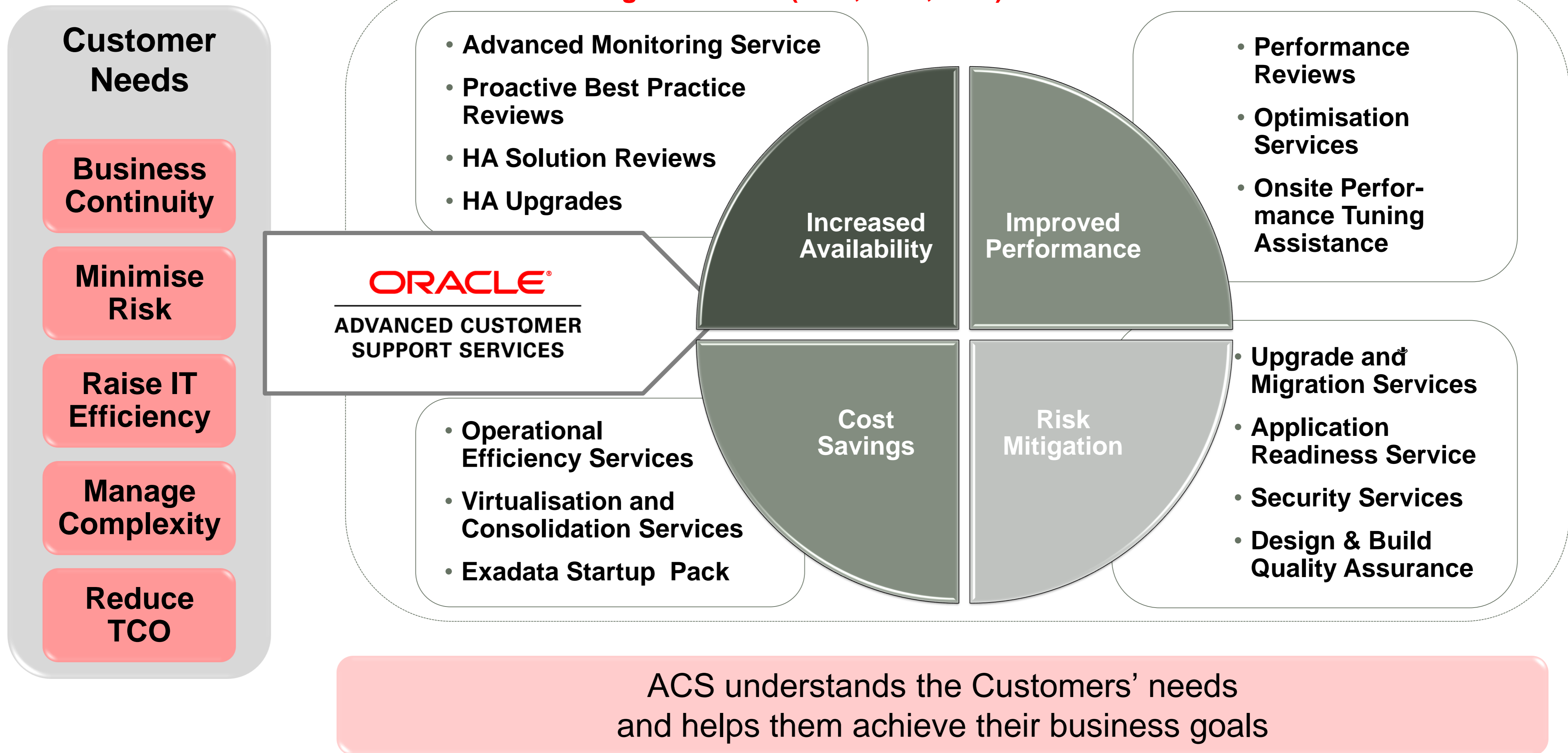
Reduced:

- ↓ Total Cost of Ownership by 40%
- ↓ Overall IT cost by 50%
- ↓ Back up costs by 70%

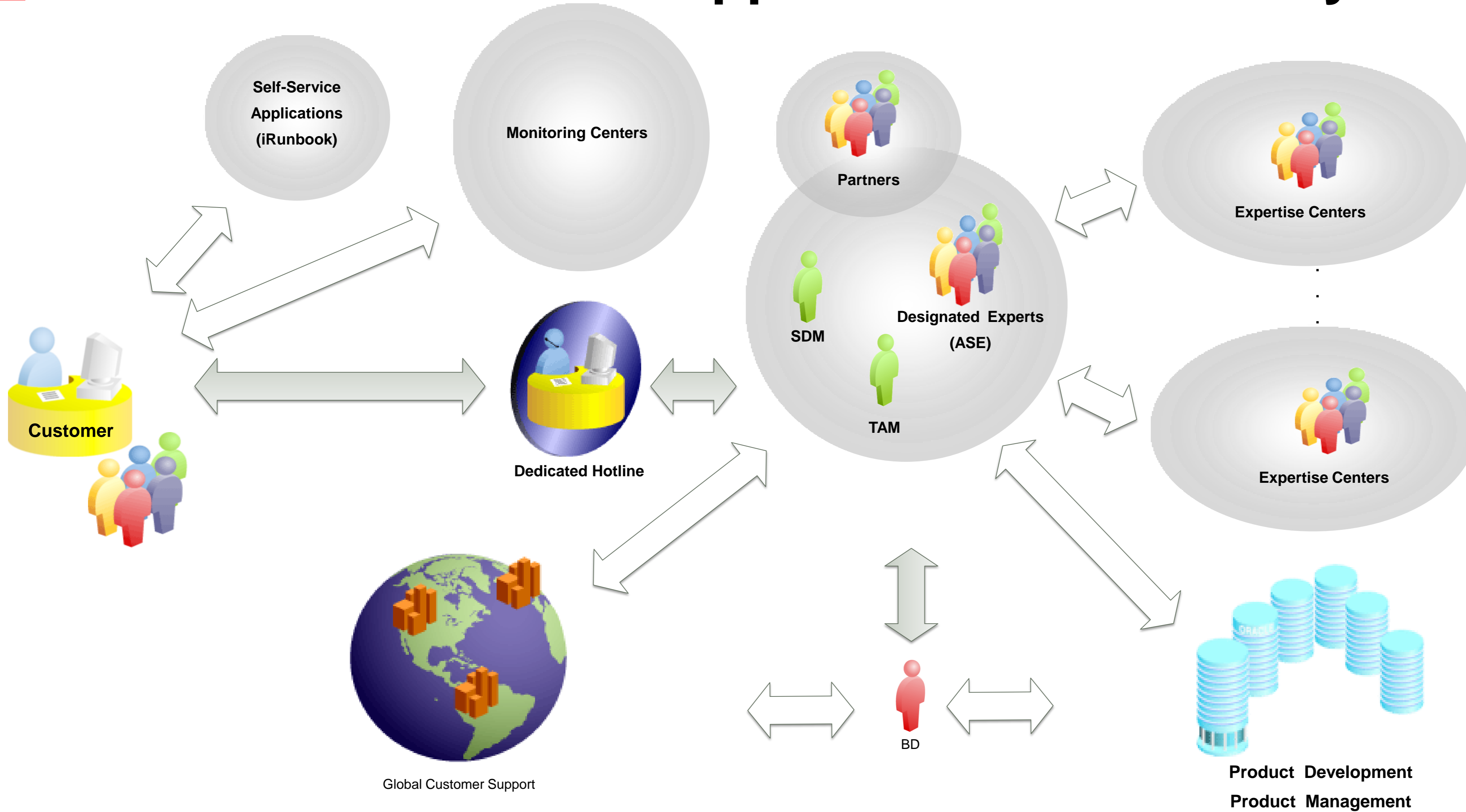
Typically Achievable Engagement Results

How ACS Addresses Customer Needs

Packaged services (ASA, BCA, SSC) and Time & Material services



Advanced Customer Support Services Delivery Model



About Oracle Advanced Customer Support Services

Mission Critical Support Services

Customer Challenges

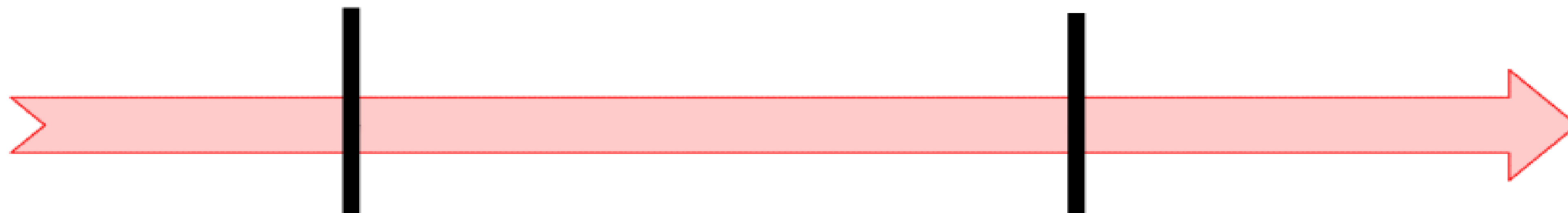
- Lack of in-house knowledge, time, resources to address both short term and long term needs
- Overwhelmed and Frustrated Customer Staff

Immediate Need

“Fix it, I need my system back!!”

Long Term Need

“Make sure this will never happen again!!”



- Resolve the critical, urgent issue and restore “Business as usual”
- Have certain critical functionality available
- Find a workaround or get a fix to a critical bug

- A stable Oracle platform (hardware or software) providing customer with all the functionality they need/expect
- Satisfied Business and IT Teams who can focus on their “day jobs” not managing critical issues

About Oracle Advanced Customer Support Services

Mission Critical Support Services

The ACS Immediate and Long-Term Solutions

Immediate Solution

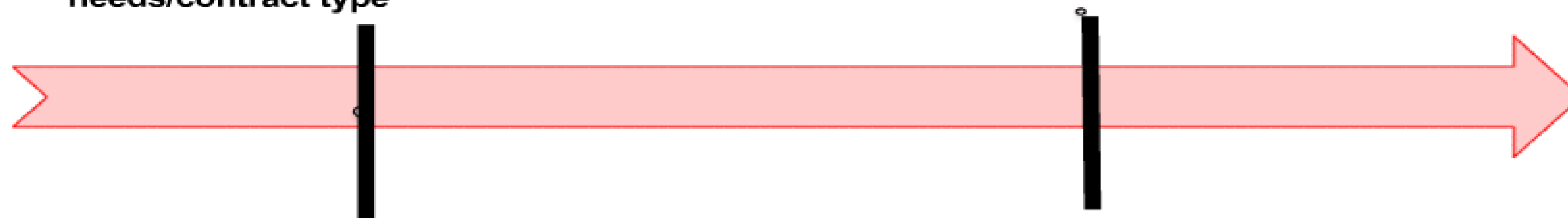
Bucket of T&M days (e.g. 20 days) to resolve immediate issue (see Sales Strategy Module) plus an appropriate Fixed Scope Service (e.g. Production Diagnostic Review) to decide future needs/contract type

- Advanced Support Engineers to work on (either remotely or onsite) the immediate issue
- Once immediate issue resolved, ASEs to analyse and identify root cause
- Root cause analysis and future recommendations, including proposal for Long term solution (see Sales Strategy Module) to be provided to customer

Long Term Solution

12 month ACS package (e.g. ASA, BCA, SSC) plus Fixed Scope Services as appropriate

- ACS builds long-term relationship with customer through ASM (and ASEs)
- Blend of reactive plus proactive deliverables (e.g. Fixed Scope Services)
- ASM works closely with Premier Support to ensure quick and efficient handling of any critical SRs



Technical Services - Database

- ➔ Backup and Recovery Assessment
- ➔ Configuration Assessment for Database
- ➔ Database Character set Migration (CSSScan)(*)(new)
- ➔ Database Roadmaps
- ➔ Database Vault Solution Implementation
- ➔ Database Vault Configuration Review
- ➔ DataGuard Configuration Assessment
- ➔ Dataguard Setup and Configuration
- ➔ Dictionary to Locally Tablespace Migration)(*)(new)
- ➔ EM Configuration Assessment)(*)(new)
- ➔ Gathering Statistics Review **NEW**
- ➔ High Availability Solutions Assessment
- ➔ HWM Tables)(*)(new)
- ➔ Incident Anaysis)(*)(en FMW)
- ➔ Index Validation)(*)(new)
- ➔ Knowledge Transfer Presentation

- ➔ Migration Planning Assessment for Database
- ➔ Monthly Patch Assessment
- ➔ Network Encryption and Data Integrity Implementation
- ➔ Oracle Data Masking Implementation
- ➔ Oracle Database Auditing Solution
- ➔ Oracle Golden Gate Configuration Review
- ➔ Oracle Golden Gate Performance Review **NEW**
- ➔ Oracle Solution for Control Access
- ➔ Patch Analysis
- ➔ PCI-DSS standard
- ➔ Performance Assessment for Database
- ➔ Performance Follow-up for Database
- ➔ Proactive Oracle Software Advise for Database
- ➔ Production Assessment
- ➔ PSU Assessment

- ➔ RAT-SPA
- ➔ RDB Backup and Recovery
- ➔ RDB Configuration Assessment
- ➔ RDB Performance Assessment
- ➔ Recovery Scenarios for the Oracle Database Servers
- ➔ Security360°
- ➔ Security Assessment
- ➔ Security Monitoring with Grid Control
- ➔ Solution Assessment Service (SAS)
- ➔ SQL Tuning
- ➔ Streams Configuration Review
- ➔ Streams Performance Review
- ➔ Technical Assistance for Service Requests
- ➔ TimesTen HealthCheck
- ➔ Transparent Data Encryption Implementation
- ➔ Virtual Private Database Implementation
- ➔ Workload Analysis

Oracle Configuration Review and Recommendations



Analyze current configuration relative to Oracle recommended best practices to improve stability & reliability.

Services Provided

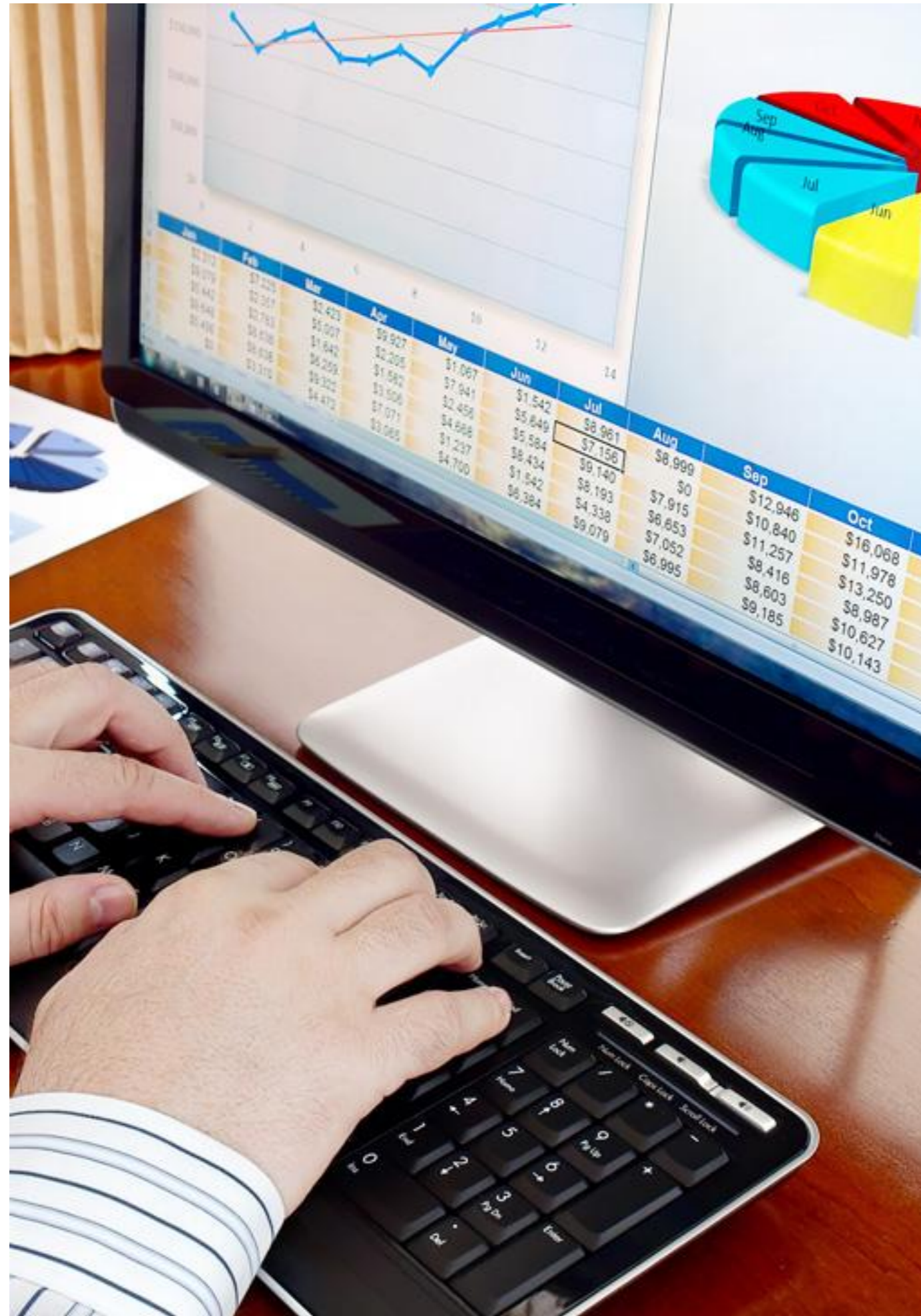
- Kick-off meeting & orientation
- Install data collection tools
- Establish target configuration based on your objectives and Oracle recommended practices
 - Perform "map and gap" analysis, comparing actual and target configurations
- Document and review findings and recommendations

Benefits and Value

- Reduce supportability and reliability risks due to configuration issues
- Discover unexpected or undocumented environment changes
- Identify missing critical patches and upgrades that place your systems at risk
- Develop a roadmap for configuration optimization

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 & 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



Advanced Customer Services
ENGINEERED ASSESSMENT
- CONFIGURATION -
REPORT OF FINDINGS FOR DATABASE
DWPROD
ON HOST

Prepared For
XXXXXXXXXX

Author: Florian Sandu
Creation Date: December 27, 20xx
Version: 1.0
Data Collection: November 27, 20xx



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Section	Recommendation	Impact	Priority To Apply changes
<u>Operating System Patches</u>	Apply AIX patches IY68989, and IY94343	High	Short term
<u>OS Memory</u>	Increase processes in init.ora	High	Short term
<u>Tables with more than 5 Indexes</u>	Implement index monitoring via ALTE INDEX... MONITORING USAGE	High	Short term
<u>Tables with more than 5 Indexes</u>	Try to trim down the number of indexes by replacing multi_column indexes by multiple single_column indexes, which can be used by a broader range of queries. For example, table KARTICA (with 32 indexes in schema xxx_PROD, 28 indexes in shcema xxx2_PROD, and 28 indexes in schema TMP_xxxV2_PROD) needs special attention.	High	Short term
<u>OS Logfiles</u>	For VPATH_DEVICE_OFFLIN <ul style="list-style-type: none"> - Perform problem determination on SCSI target device - Perform Problem determination on host SCSI adapter - Replace SCSI cable 	Medium	Medium Term
		Low	Long Term

Oracle Review and

Za optimizacijo obstoječega OBIEE sistema predlagamo:

OBIEE Server + DB (sistem)	Configuration review & Recommendations	Performance review & Recommendations
OBIEE	x	x
Database	x	x
OS Linux	x	

Vrednost ponudbe znaša :-)

Configuration Review and Recommendations:

Analyze current environment and establish target configuration based on customer operational objectives and relevant Oracle best practices

Perform gap analysis and identify risks using Oracle diagnostic tools and knowledge, and deliver final findings report

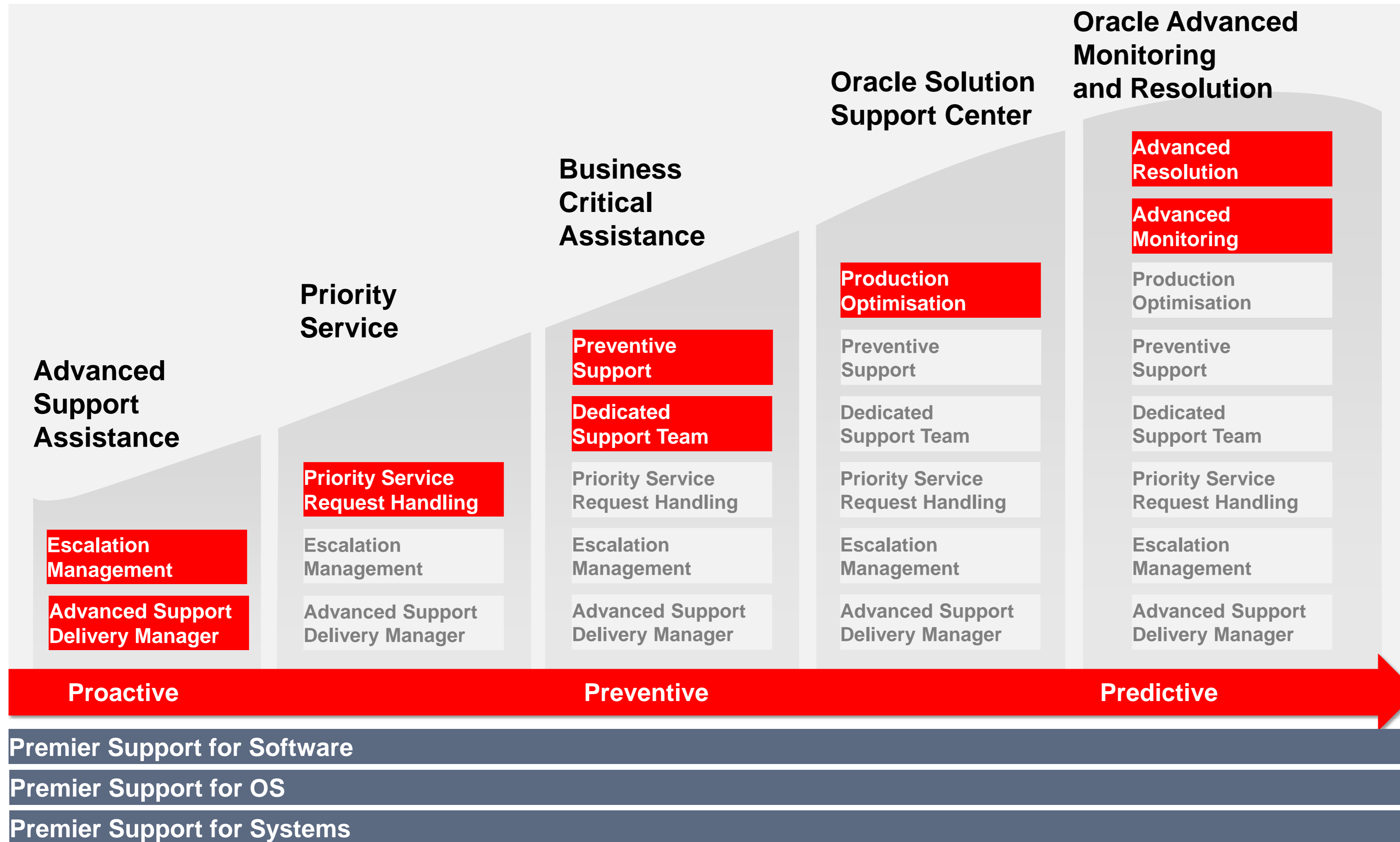
Performance Review and Recommendations:

Collect and analyze performance data to identify system load patterns and potential bottlenecks

Review key performance metrics, and document and review findings and recommendations



Annual Services



Tailor your solutions by choosing from more than **50** service modules

Annual Services

Advanced Support Assistance (ASA)

Advanced Support Assistance

Escalation Management

Advanced Support Delivery Manager

Proactive



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

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Annual Services

Business Critical Assistance

Preventive Support

Dedicated Support Team

Priority Service Request Handling

Escalation Management

Advanced Support Delivery Manager

Preventive

Business Critical Assistance (BCA)

	DEDICATED SUPPORT TEAM	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Local / Onsite & Assigned to Customer • Customer Single Point of Contact for Support Issues • Escalation Management • Proactive Support Reviews
	PRIORITY SERVICE REQUEST HANDLING	<ul style="list-style-type: none"> • Service Request SLAs • Prioritization of Service Requests in Support work queue • Escalations of Service Requests to Duty Managers based on elapsed time
	PREVENTIVE SERVICES	<ul style="list-style-type: none"> • 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

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ACS Portfolio

2

FIXED SCOPE SERVICES



Install & Configuration

Configuration & Build Review

Production Support Readiness

Go-live Support

Performance & Availability Review

Patch Review & Deployment

Knowledge Transfer Sessions

1

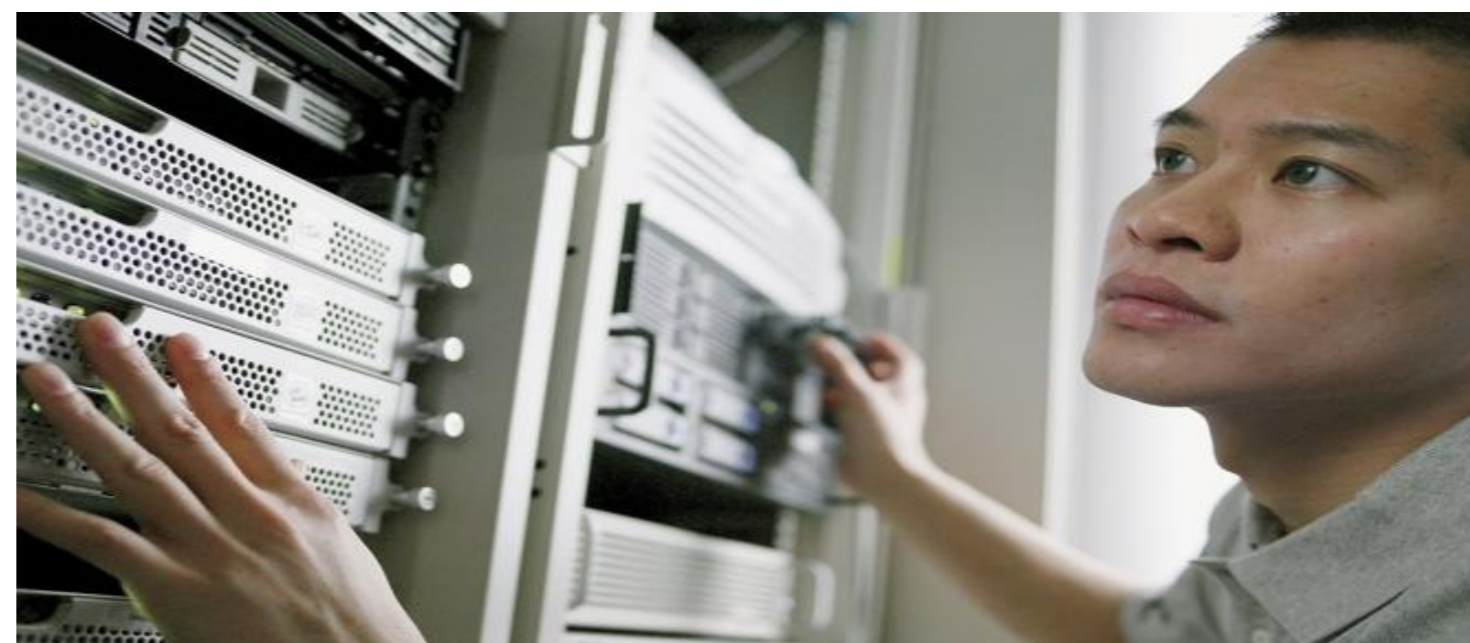
ANNUAL SERVICES

Solution Support Center

Business Critical Assistance

Advanced Support Assistance

Priority Service



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ADVANCED CUSTOMER SERVICES

3

Applications

Middleware

Database

Operating System

Virtual Machine

Servers

Storage

TIME & MATERIALS SERVICES



Oracle Applications Engineer

Fusion Middleware Engineer

Database Engineer

Server Engineer

Storage Engineer

Technical Account Manager

Advanced Support Delivery Manager

Advanced Monitoring & Resolution

Onsite Advanced Support Engineers

Complete Stack Coverage

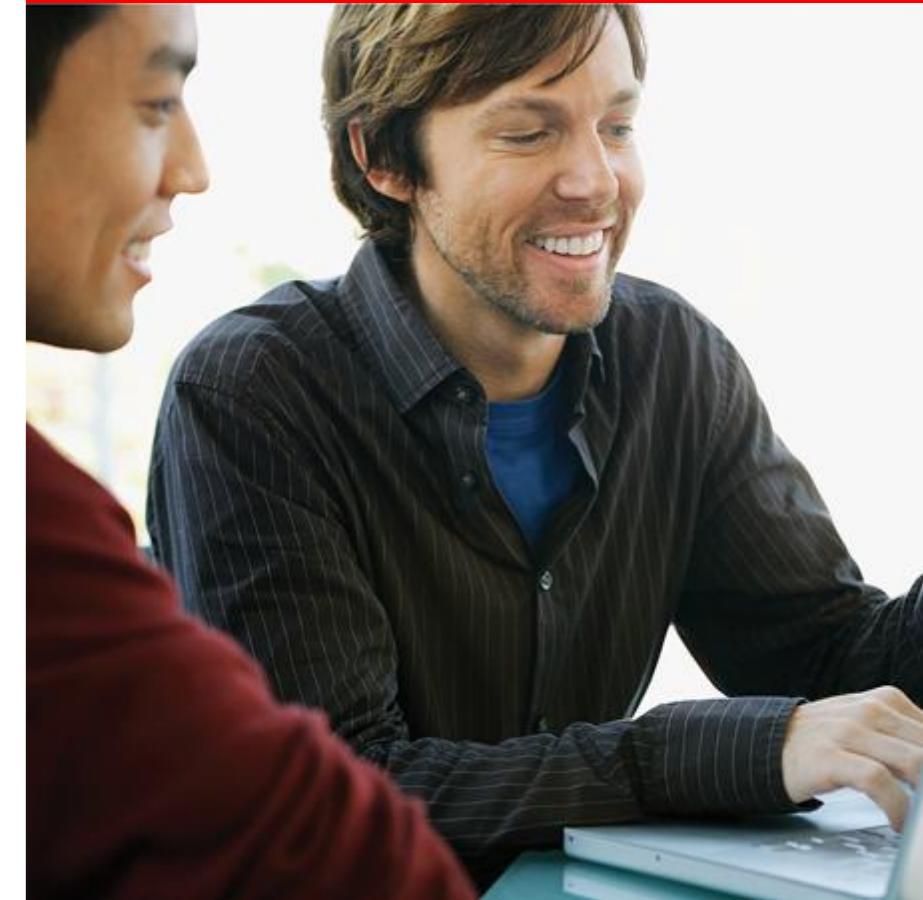
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Hardware and Software

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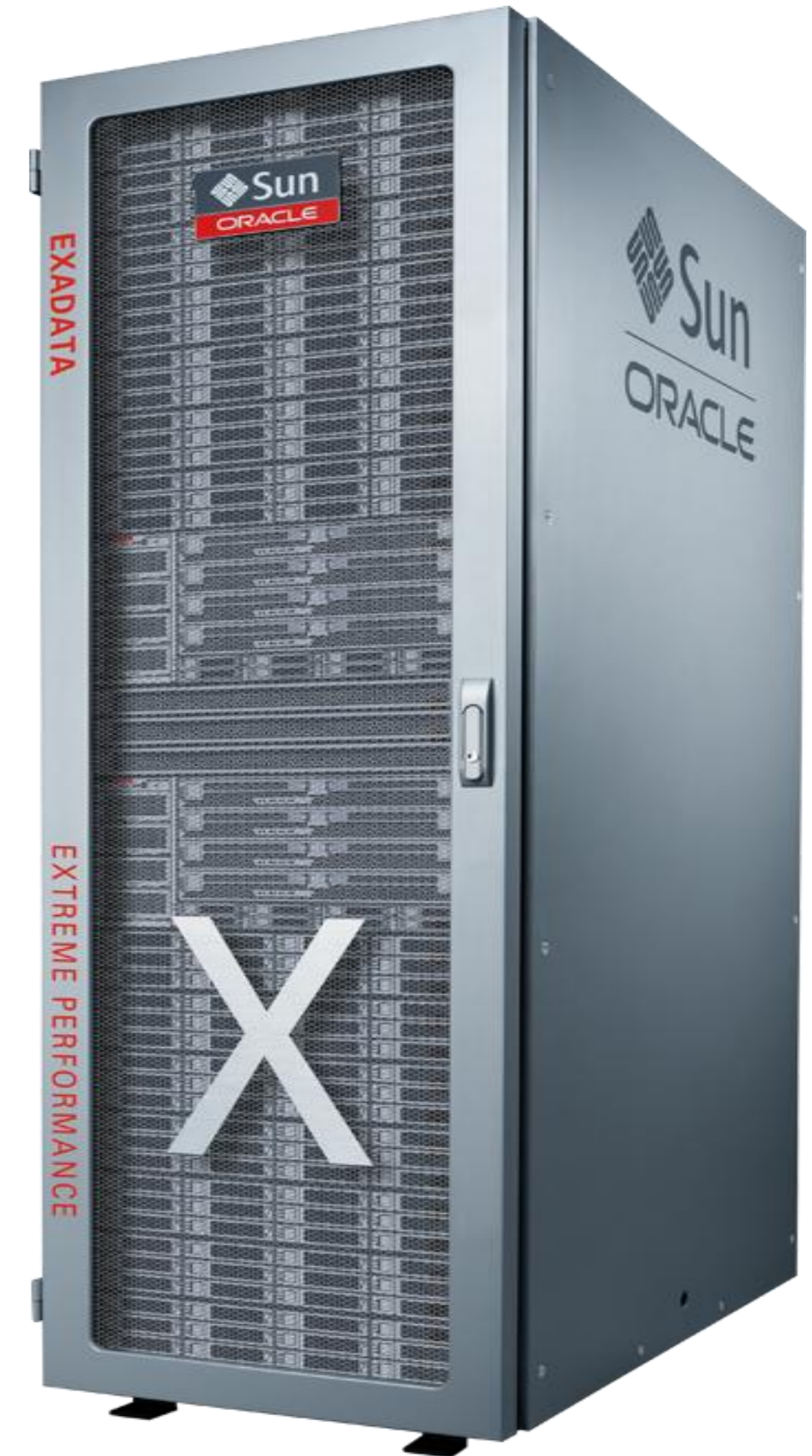
Engineered to Work Together

Oracle Advanced Customer Support Services for Oracle Engineered Systems



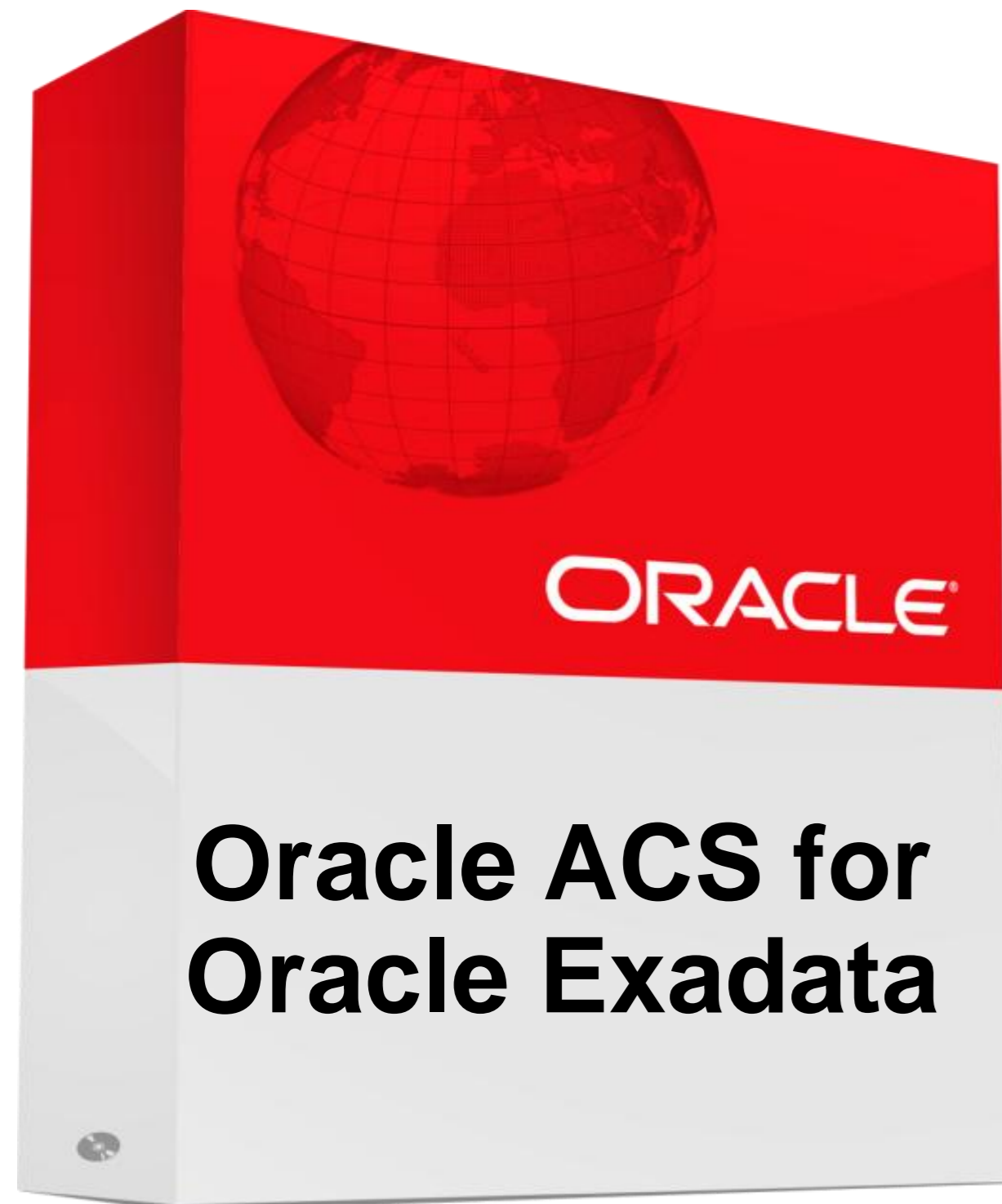
Making the Most of your Exadata

- Customers choose Exadata for the most important, mission critical systems
- Exadata is an engineered system delivering extreme performance and capacity.
- Key to success is optimal setup and management to ensure:
 - Maximum Performance
 - Fastest Time to Production
 - Sustained Performance during Production
- Oracle Exadata Lifecycle Services Provide
 - A comprehensive service package tailored for Exadata
 - Seamless delivery across the entire deployment phase
 - Remote monitoring for best performance during production
 - Access to the skills & knowledge of Oracle experts



Oracle Advanced Customer Support Services

For Oracle Exadata



1. Oracle Exadata Start-Up Pack

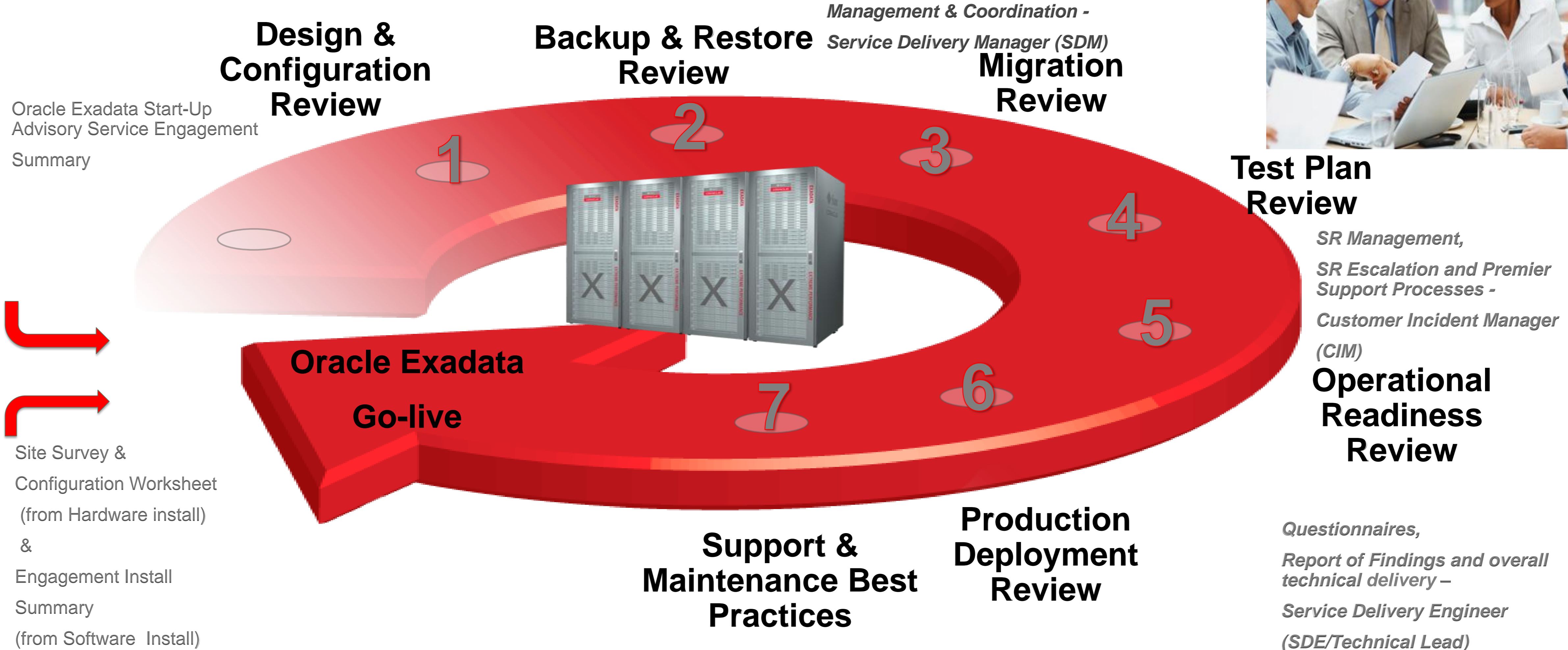
- Oracle Exadata Start-Up Advisory Service
- Oracle Exadata Installation Service
- Oracle Exadata Configuration Service
- Oracle Exadata Production Support Readiness
- Oracle Exadata Quarterly Patch Deployment Service

2. Mission Critical Support

- 24x7 Focused Support Team
- Dedicated Hotline
- Service Delivery Manager
- Escalation Management
- Priority Handling of Service Requests
- Onsite Advanced Services Engineers
- 24X7 Advanced Monitoring of the Entire Oracle Stack
- Exadata Backup & Recovery

Oracle Exadata Production Support Readiness

Approximate Days to Deploy (90 Days)



More Information

- Review the Advanced Customer Services Website: oracle.com/ACS
- Email janez.bostner@oracle.com with any questions

Hardware and Software

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Engineered to Work Together

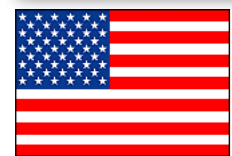
Advanced Monitoring and Restoration

Linlithgow, Scotland



● Sample locations of monitored systems

Reston, Virginia



Bangalore, India



Advanced Monitoring & Resolution



ADVANCED MONITORING

- 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



ADVANCED RESOLUTION

- 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
- Response time SLAs

BENEFIT



Maximum Availability



Optimise Performance & Reliability



Reduced Risk



Predictable Operational Costs

About Oracle Advanced Customer Support Services

Mission Critical Support Services

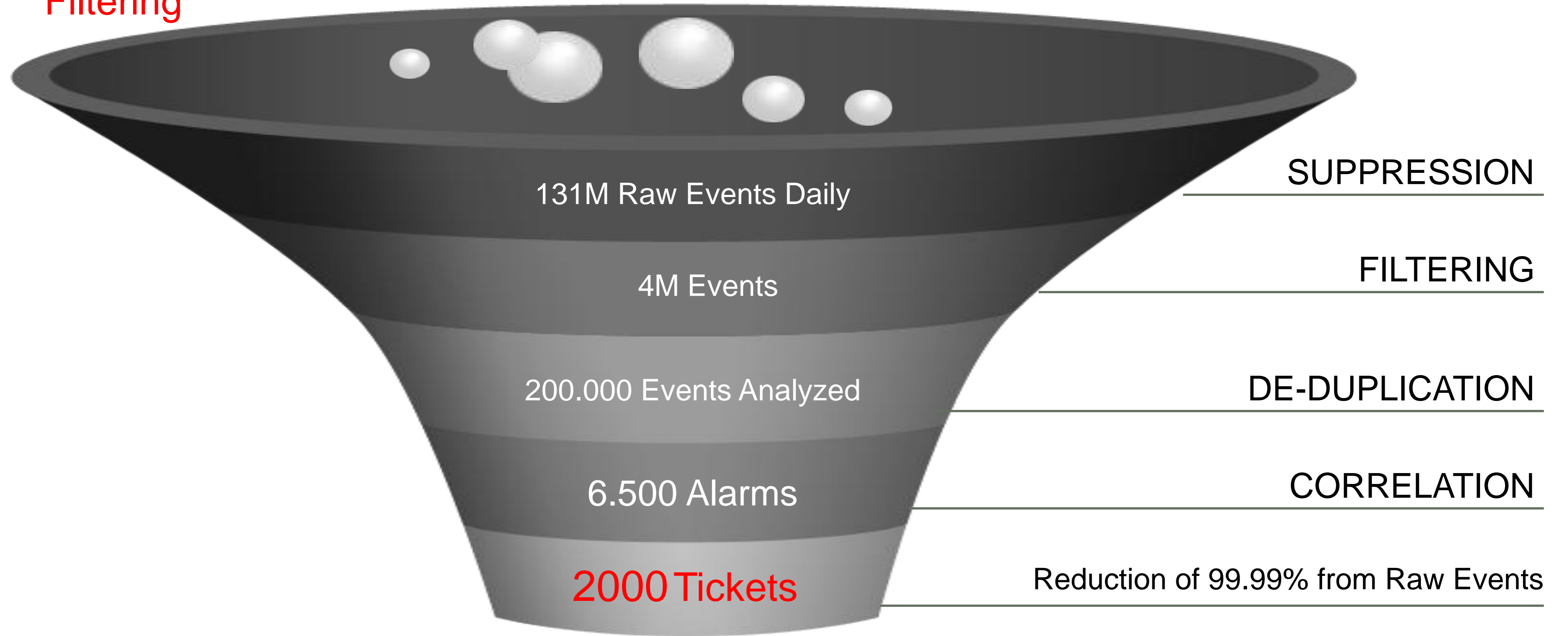
- A global organization within Customer Support Services, providing **tailored Mission Critical Support services** to **maximize availability** for customers with complex IT requirements
 - **Fixed Scope Services** combine unique Oracle Development & Advanced Support expertise with Oracle tools & best 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

Monitoring Option

Filtering



Ticketed Events Represent ~30% of Actionable Alarms

Infrastructure Expertise

- Oracle monitoring and resolution experts have a broad skill set across *all components of the IT infrastructure*
- You have the choice of which components Oracle monitors

Choice of Devices:

- Applications
- Database
- Servers
- Virtual Servers
- Web Servers
- Storage
- Backup and Recovery
- Disk and volume services
- Firewall
- Security connectivity
- Network Device
- Network Appliance

Advanced Customer Services

AVAILABILITY

- Proactive best practise Reviews
- HA Solution Reviews
- HA Upgrades
- Advanced Monitoring

PERFORMANCE

- Performance Reviews
- Optimisation Services
- On Site Performance Tuning

ACS

RISK

- Upgrade & migration services
- Application readiness Services
- Security Services
- Design & Build Quality Assurance

COST

- Operational Efficiency Services
- Virtualisation & Consolidation
- Start up Pack

Oracle Database Review

Service Overview

Service Content

❑ Data Gathering

- ACS Experts collect all necessary data from the customer for the analysis

❑ Analysis

- Detection of potential risks
- Identification of improvement options

Comprehensive technical review against Oracles best practice to determine conflicts, potential availability and security issues, and suggested improvement options

❑ Detailed Report of Findings

- Service objectives and detailed findings
- Proposed changes to improve the configuration
- Presentation to customer