ORACLE

Oracle Premier Support for Software

Investing in Oracle Support helps improve your business innovation and provides you with important support and security updates for your Oracle products. Businesses around the world continue to rely on Oracle as their trusted support provider of outstanding protection for vital business interests.

Only Oracle can deliver security enhancements to Oracle software and provide comprehensive protection against new hacking threats.

WHY ORACLE SUPPORT?

- **Innovation.** Oracle Premier Support entitles you to software enhancements and updates as the result of Oracle's investment of more than US$90B in R&D since FY2012. We can also help protect your solution over the long term with lifetime support.
- **Powerful proactive support tools.** Our unique tools for preventive maintenance, accelerated problem resolution, knowledge sharing, and guided lifecycle advice provide a new level of value by leveraging technology to deliver outcomes far superior to traditional IT support.
- **Integrated service.** Whether you are running a combination of Oracle software products or a complete Oracle hardware/software stack, you can count on integrated support and product updates with a single point of accountability and consistent service worldwide.

Trusted

- Oracle's solid business reputation is built on more than 40 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Oracle helps to protect your Oracle investment, using rigorously tested updates, innovative upgrades, and security patches.
- Hundreds of thousands of customers choose Oracle, and rely on Oracle Support, to protect their technology investment.

Secure

- Security features at every layer of the software stack.
- Security patching is essential and is standard operating practice—Oracle has the tools, owns the source code, and has the ability to develop security updates.
- Regression testing across the full stack at the core application/database code level.

Comprehensive

- Leverage consistent, ongoing, unparalleled innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.

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ORACLE PREMIER SUPPORT OFFERS SIGNIFICANT VALUE

BENEFIT	HOW IT'S DELIVERED
Data and Application Availability to maintain critical business functions.	• Problem prevention assistance through on-demand health checks and patch recommendations. • Rapid resolution through 24/7 Oracle technical support with priority service request handling. • Elimination of potentially costly multi-vendor finger-pointing through comprehensive integrated support.
Performance improvements to help achieve increased productivity.	• Proven best practices from Oracle and the My Oracle Support Community. • Ongoing access to the latest product performance improvements. • Configuration optimization through Oracle proactive support tools and resources.
Security to help protect your vital business interests.	• Tools to assist with early awareness of potential issues and vulnerabilities via Oracle Security Alerts. • Security patches, that only Oracle can supply, delivered via Oracle Critical Patch Updates. • Oracle Software Security Assurance encompassing every phase of the product lifecycle.
Operational Efficiency to help reduce costs and increase organizational effectiveness.	• Dependable technical solutions and software updates leveraging Oracle's specialized expertise and core competencies. • Direct access to knowledge and product information on My Oracle Support. • Ability for limited internal resources to focus on business-specific IT priorities instead of product-specific IT maintenance.
Ongoing Competitiveness to achieve long-term business success.	• Keep pace with change through software enhancements. • Implement product innovation more quickly and with potentially less risk through Oracle Upgrade Advisors. • Upgrade on your schedule with the unique benefits of Lifetime Support and Applications Unlimited.

STAY AHEAD WITH SUPPORT FROM ORACLE

Oracle's global support team provides leadership in software, systems, and integrated solutions, with 47,000 responsive developers and engineers, and 18,000 customer support and service specialists dedicated to serving you and driving innovation in support delivery. Our extensive reach lets us support customers in 175 countries, in any time zone, in 20+ local languages. With Oracle Premier Support, you get the complete system support designed to help reduce operating cost and risk, and help maximize the return on your investment.

Key Features

- Software support across the complete stack.
- 24/7 access to Oracle Software experts.
- Feature enhancements, security patches, fixes, and new product releases.
- Technical resources, alerts, and personalized, proactive support tools.
- Lifetime Support Policy.

Key Benefits

- Increase value from your Oracle Software investment.
- Deliver on business commitments with more consistency.
- Enable your IT organization to be productive and successful.
- Minimize business disruption through rapid resolution and proactive service tools.

Connect with us

Call **+1.800.ORACLE1** or visit **oracle.com**. Outside North America, find your local office at: **oracle.com/contact**.

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