



Oracle Waives Extended Support for Major Product Lines

May 14, 2009 - IDC Link

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On May 4, 2009, after weeks of feedback from customers and user groups, [Oracle announced a plan to amend the Extended Support procedures for many of their leading products](#). Several major product lines are scheduled to transition from Premier Support to Extended Support in the next year, which means an additional fee for customers who are looking for ongoing support from Oracle. At the Collaborate conference last week, Oracle revealed that first year Extended Support fees will be waived for the following products:

- Oracle E-Business Suite 11i Release 10, waived through November 2011
- JD Edwards EnterpriseOne 8.11, waived through December 2010
- Siebel Customer Relationship Management (CRM) 7.8, waived through May 2011
- Oracle Database 10g Release 2, waived through July 2011

In addition, Oracle will waive Extended Support fees for PeopleSoft Enterprise 8.9 through June 2011. Finally, Oracle will provide extended access to fixes for Oracle E-Business Suite 11i Release 9 through June 2010 — including the resolution of severity-one technical issues and US year-end 1099 support.

IDC believes that given the current economic conditions, these modifications provide options for customers who want to continue receiving support from Oracle while they prepare a migration path for upgrades in line with the pace of their business. The additional fee required for Extended Support is a challenge for IT managers facing decreasing operating budgets in 2009 and beyond, so Oracle's Extended Support waiver could allow these customers to stay with Oracle and maintain continuity and consistency in support delivery for their critical applications. Providing a defined schedule for these waivers can also help customers design an upgrade strategy that will meet their needs going forward.

However, IDC also believes that Oracle should focus their resources on how they deliver support in order to continue meeting demanding customer expectations. Given the pace of recent acquisitions at Oracle, the company needs to make sure they deliver a consistent, quality support experience across each product in their extensive portfolio for customers who contact Oracle with problems. In these challenging economic times, maintaining satisfied customers through the support process is essential for long-term success — and execution and delivery are critical to that success.

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