

# COMPLETE SUPPORT SERVICES FOR SUN ORACLE EXADATA

## EXTREME PERFORMANCE FOR DATABASE APPLICATIONS

### THE UNPARALLELED SCALE OF ORACLE EXADATA SUPPORT SERVICES

#### Oracle Support includes

- More than 8,000 support professionals with an average of 5.4 years direct Oracle support experience
- More than 73 million web-based hits annually
- Global support includes 29 languages in 145 countries

#### Sun Support includes

- More than 3,000 support professionals with an average of 10 years of direct Sun support experience
- More than 22 million web-based hits annually
- Global support includes 26 global support hubs and local languages in over 150 countries

*For us, it's the culmination of a 20-year relationship between two leading industry innovators. For you, it's a best-in-class, integrated platform for all your database application needs. The time is right for Oracle Exadata, an enterprise-ready solution for online transaction processing (OLTP), database warehousing (DW), and consolidation workloads that offers extreme performance with smart storage intelligence—and complete support services to match.*

### Innovation Is Everything: Support from Industry Leaders

Current trends see database sizes tripling every two years, and that's just an estimate. The quantity of information associated with running your business—information that must be collected, mined, analyzed, maintained, and protected—is growing at a rate that's difficult to comprehend.

Oracle Exadata—a family of high-performance storage software and hardware products—delivers extreme performance with industry standard hardware from Sun that is preconfigured with Oracle Database 11g Release 2, Oracle Enterprise Linux, and other world-class software from Oracle. These two innovative, industry-leading companies also bring you integrated services that help you benefit from our complete-stack advantage—with a single phone call to Oracle, you receive comprehensive support that covers hardware, software, and everything in between.

### Sun Oracle Exadata Support: Collaboration That Benefits You

Oracle and Sun are once again changing the marketplace. With Oracle Exadata, Sun and Oracle have created a new definition of performance and scalability for all of your database application needs. A combination of smart storage software from Oracle and industry-standard hardware from Sun, Oracle Exadata helps you overcome the limitations of conventional storage with best-in-class technology and best-in-class support services.

The Oracle Exadata support model offers a single point of accountability with integrated services delivered by two award-winning support organizations. Leveraging their joint expertise, Sun and Oracle offer Oracle Exadata customers a seamless, world-class support experience.

### A Single Point of Accountability

If you need help with your Oracle Exadata system, contact Oracle Support. It's that simple.

Oracle Support is your contact for all Oracle Exadata support issues, including software, hardware, and the full range of support and service requirements. Once

**SUN EXPERTS DELIVER SUPERIOR BUSINESS RESULTS**

Sun specialists go beyond traditional consulting and support to ensure that you get the efficiency, performance, and service levels that today's IT-intensive businesses demand. Your IT group gets what it needs to be successful and your business sees the results.

- **Reduced costs.** Receive more from your IT investments, in both products and people
- **Mitigated risks.** Run your business technology with confidence in its dependability and its security
- **Accelerated results.** React more quickly to business opportunities and shifts in demand
- **Technical insight.** Put the technical knowledge of Sun experts to work for you

you contact Oracle Support, we streamline diagnosis of the problem so we can mitigate the effect it has on your business and minimize the burden for your IT resources. We triage the issue to determine its origin and then work to resolve it as quickly as possible. Issues that require hardware expertise are routed to the appropriate Sun experts by an Oracle Support engineer who continues to monitor and track the issue until it's resolved.

**Integrated Support for Innovative Solutions**

The strategy for Oracle Exadata support is to provide timely, effective support for the entire Oracle Exadata ecosystem. By taking advantage of the latest Oracle Support innovations and leveraging the collaborative relationship between Oracle and Sun, we can provide enhanced, cross-vendor services that go far beyond standard support offerings. Oracle Exadata service teams go beyond traditional support to ensure that you receive the efficiency, performance, and service levels that today's IT-intensive businesses demand. Your IT group gets what it needs to be successful and your business sees accelerated results, because you can react more quickly to business opportunities and shifts in demand.

**The Right Experts for the Right Technology**

Multivendor support is an established component of Oracle's award-winning support program, so you can be confident that any Oracle Exadata issues are resolved quickly with a process that's simple and transparent. Working closely with Sun engineers to diagnose problems, Oracle Support manages the overall support experience, along with the entire Oracle technology stack, while Sun experts manage the resolution of all hardware issues. Oracle Exadata support services help you simplify system management by giving you access to support tools, knowledge databases, and expertise from not one, but two, world-class support organizations.

**Oracle Exadata Support for Performance**

You want to build a flexible IT infrastructure that's right for your business today and capable of evolving as business and market dynamics change. To help you achieve that goal, the Sun Oracle Database Machine comes bundled with select support services specifically chosen to help get your system up and running quickly and to maintain your system with optimal reliability, availability, and security. Similar services are available for the Sun Oracle Exadata Storage Server.

Support Services for Sun Oracle Exadata
Install
<ul style="list-style-type: none"> <li>• Sun hardware installation services for the Sun Oracle Database Machine</li> <li>• Oracle software installation and configuration services for the Sun Oracle Database Machine</li> </ul>
<ul style="list-style-type: none"> <li>• Sun hardware installation services and Oracle installation and configuration services are available for the Sun Oracle Exadata Storage Server for an additional fee</li> </ul>
Maintain
<ul style="list-style-type: none"> <li>• Oracle Exadata Premier Support</li> <li>• Sun Exadata Hardware Support Services</li> </ul>

## Installation Services for Sun Oracle Exadata

### Sun Hardware Installation Services for the Sun Oracle Database Machine

Installation and deployment for the Sun server and storage includes unpacking, power-up, and verification testing to ensure that Oracle Exadata customers start with an optimized solution.

Installation Services	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>• Verification of all service and environmental prerequisites before installation begins</li> <li>• Site preparation</li> <li>• Server hardware deployment includes unpacking, installation, power-on, verification tests, and connection to external peripherals and network components</li> <li>• Services delivered during standard office hours</li> </ul>	<ul style="list-style-type: none"> <li>• Onsite installation by Sun-authorized technical specialists</li> <li>• Fast and reliable setup with established installation procedures</li> <li>• Immediate operation verification to make sure customers begin with an optimized system platform</li> </ul>

### Oracle Installation and Configuration Services for the Sun Oracle Database Machine

Oracle Support provides configuration and post installation services for the Sun Oracle Database Machine, reducing the cost, risk, and complexity of implementation and accelerating your return on investment.

Configuration Services for Oracle Database	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>• Configure logins and network addresses</li> <li>• Install Oracle Automatic Storage Management, Oracle Real Application Clusters (RAC), and Oracle Database</li> <li>• Patch installation</li> <li>• Oracle Automatic Storage Management disk group for the Oracle Exadata Storage Server Software created</li> <li>• Default database created</li> </ul>	<ul style="list-style-type: none"> <li>• Configuration by an Oracle Database expert</li> <li>• Simplified deployment quickly gets software up and running</li> <li>• Optimized, up-to-date software</li> <li>• Reduced time and fewer requirements for costly, in-house resources</li> </ul>
Postinstallation Services for Oracle Database	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>• Verification of hardware and components with predefined tests</li> <li>• Document configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Completely proven and tested server to start your project</li> <li>• Complete documentation of database application processes</li> </ul>

## Services to Maintain Sun Oracle Exadata

### Sun Exadata Hardware Support Services

Sun provides high-quality remote assistance as well as convenient, onsite support for covered hardware. Reliable response times help customers improve product availability.

Sun Hardware Service	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>• Sun three-year global limited warranty on all hardware components, including parts and labor</li> <li>• Next-business-day onsite service, with the ability to upgrade to 24/7 coverage, and a four-hour onsite response time</li> <li>• Firmware updates and upgrades</li> <li>• Sun-issued system modification recommendations (Field Change Orders) and Sun Alerts</li> <li>• Established collaborative support processes with Oracle and other IT vendors with which your system may interoperate</li> </ul>	<ul style="list-style-type: none"> <li>• Global service network provides rapid response and consistent coverage worldwide</li> <li>• Award-winning onsite service (for two years in a row, Sun was named the Service and Support Professionals Association (SSPA) winner for “Best Onsite Support”)</li> <li>• Experienced Sun hardware specialists and original equipment manufacturer (OEM) replacement parts</li> <li>• Recommendations and firmware releases to get the most from your system</li> <li>• Interoperability assistance that extends beyond the box</li> </ul>

Sun Data Protection Service	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>Defective-media and -parts retention so failed drives and other data-related components can be kept onsite rather than returned to Sun or Oracle</li> </ul>	<ul style="list-style-type: none"> <li>Peace of mind that sensitive data is secure and under your control</li> <li>Compliance with regulatory guidelines</li> </ul>
Sun Remote Problem Diagnosis and Support	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>24/7 access to premium Sun online support resources, including the Sun System Handbook</li> <li>24/7 access to the SunSolve knowledgebase</li> <li>Secure diagnosis and problem resolution via Sun Shared Shell</li> </ul>	<ul style="list-style-type: none"> <li>Easy, direct path to answers available around the clock</li> <li>Sun server and storage availability restored faster with quicker problem detection, better diagnosis, and more-rapid repair</li> </ul>

<b>Oracle Exadata Premier Support</b>	
Oracle Exadata Premier Support covers the Sun Oracle Exadata Storage Server software and Oracle Enterprise Linux installed on the Sun Oracle Exadata Storage Server. Coverage is also included for Oracle Enterprise Linux on the Sun Oracle Exadata Database Machine. With highly personalized, collaborative, and proactive support, Oracle Exadata Premier Support helps customers accelerate the value of their IT solutions with innovation and global, lifetime, complete support.	
Innovation	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>Improved business value for existing software investment</li> <li>Protection for existing IT software investments</li> <li>Unlimited subscription to future software innovations</li> <li>Single point of entry for all interactions with Oracle Support</li> <li>Embedded software support</li> </ul>	<ul style="list-style-type: none"> <li>More than US\$3 billion spent annually for in-house research and development</li> <li>More than 6,000 product enhancements delivered annually by 20,000 Oracle engineers</li> <li>Superior, next-generation support experience with My Oracle Support and My Oracle Support community</li> <li>Software support management designed into new products</li> </ul>
Global Support	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>Unmatched global reach</li> <li>Recognized industry leader in support excellence</li> <li>Guided search, guided resolution, and multivendor support</li> <li>Best support scale across widest footprint</li> </ul>	<ul style="list-style-type: none"> <li>Mission-critical support 24/7, 365 days a year</li> <li>More than 8,000 support professionals in 18 global hubs around the world; 29 local languages in 145 countries</li> <li>Online knowledgebase with more than 800,000 solutions for more than 3,000 products</li> </ul>
Lifetime Support	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>Rights to future software product releases, software upgrades, and patches and fixes</li> <li>Platform certification of new product enhancements and updates</li> <li>Lifetime Software Support policy</li> </ul>	<ul style="list-style-type: none"> <li>Most comprehensive support policy in the industry</li> <li>Software upgrades always included at no extra cost</li> <li>Sustaining software support is forever</li> <li>Commitment to protect, extend, and evolve existing Oracle Applications</li> </ul>
Complete Support	The Oracle Exadata Difference
<ul style="list-style-type: none"> <li>Software support for more than 20 industry solution portfolios</li> <li>Simplified system maintenance</li> <li>Enterprise-level software support for virtualization and Linux</li> <li>Standards-driven software support</li> <li>Support coverage for new technologies, including grid computing and SOA</li> </ul>	<ul style="list-style-type: none"> <li>Integrated software support platforms for all phases of the solutions lifecycle and for more than 50 acquisitions</li> <li>Reduced total cost of ownership with a single point of accountability and multivendor management</li> <li>Commitment to open source technologies</li> <li>Coverage for complete Oracle stack (infrastructure, database, middleware, and applications)</li> </ul>

## OUR FOCUS IS YOUR SUCCESS

Oracle Support is focused on helping you get the most from your Oracle Exadata systems so you can focus on what's most important—producing successful, effective business outcomes.

- **Improve business value.** Free your staff to concentrate on core business challenges with the consistent, well-defined Oracle Exadata support model that helps you manage and resolve issues quickly and efficiently
- **Reduce total cost of ownership.** Save time and money when you reduce IT and management complexity with a single point of support accountability
- **Minimize risks.** Resolve issues faster, reduce risk, and optimize availability with flexible, single-sourced, cross-vendor support that includes Oracle and Sun knowledge, tools, best practices, and expertise

## Complete Solutions. Complete Confidence. Complete Support.

Building on years of helping customers solve everyday business and technical challenges, and leveraging countless industry innovations, Sun and Oracle have come together to deliver extreme performance for all your database applications. And to support this unique combination of hardware and software, Oracle and Sun provide world-class support services.

Oracle Exadata support offers a complete, enterprise-ready support solution to help you make the most of your Oracle Exadata system. In addition to start-up services and 24/7 global support for both software and hardware, you also get unrivaled technical expertise from two world-class support organizations. Oracle Exadata support services provide a single point of accountability and true cross-vendor support capabilities so that, when you do need help, you're on your way to a solution with just one call. No runaround. No finger-pointing. Just answers.

As database application requirements continue to expand, managing the information associated with running a business continues to present major challenges for organizations around the world. With Oracle Exadata from Sun and Oracle, you can be confident that your solution has the extreme performance and complete support your business needs to succeed.

## Contact Us

To learn more, please visit [oracle.com/support](http://oracle.com/support) or call +1.800.ORACLE1 to speak to an Oracle representative.

Outside North America, visit [oracle.com/corporate/contact/global.html](http://oracle.com/corporate/contact/global.html) to find the phone number for your local Oracle office.



Oracle is committed to developing practices and products that help protect the environment

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