

ORACLE ADVANCED CUSTOMER SERVICES

KEY BENEFITS

A set of enhancements to Oracle Premier Support, Advanced Customer Services provides you with the targeted expertise and proactive guidance you need to:

- Align your technology strategy with your business priorities
- Accelerate your IT efficiency for higher system availability
- Achieve more efficient management of costs, risks, and upgrades

Enterprises today need to strategically align their technology infrastructure with their business objectives. They demand proactive problem avoidance for higher availability, and front-of-the-line service for faster problem resolution. They want proactive management and accelerated adoption of their Oracle technology. And they need to accomplish this while lowering risk and costs.

Oracle's Advanced Customer Services provides you with a powerful array of flexible and adaptable support solutions to help you do just that. Expedite problem resolution for higher availability. Improve the alignment between IT and your business. Increase your speed of product and technology adoption and IT knowledge. Drive down the costs of your IT infrastructure while you lower risk. Expect a distinctly enhanced level of support, with Advanced Customer Services—only from Oracle Premier Support.

Closely Align Your IT Solutions with Your Business Priorities

Oracle Premier Support provides you with a wide choice of flexible and adaptable Advanced Customer Services tailored to meet your technology strategy and your business priorities. More than a tactical support solution, Advanced Customer Services offers a powerful portfolio of enhanced, proactive services that give you direct access to Oracle experts.

The customized services you receive from Oracle's experts will help drive your business success. Their personalized guidance will help you fully utilize your existing solutions, improve your IT staff's expertise, help you meet your most demanding customer-service levels, and help you lock into a greater competitive advantage. Expect optimized performance from your Oracle solutions as you move forward strategically.

Accelerate IT Efficiency for Higher System Availability

Your business depends on your Oracle solutions. To increase your competitive advantage, it is critical that they are available, secure, and running optimally.

To meet these goals, your best line of defense is Advanced Customer Services.

Advanced Customer Services gives you access to customized front-of-the-line assistance, from Service Delivery Managers who are backed by Oracle Service Delivery Engineers. Using their intimate knowledge of your IT priorities and business, they deliver solutions that help proactively avoid issues, and offer

front-of-the-line assistance should issues occur. Our Service Delivery Engineers' experience in the areas of change management, performance optimization, disaster recovery, and ecosystem infrastructure will help you better leverage your resources and deliver more value to your business. Expect higher system availability, faster problem resolution, and a lower total cost of ownership.

Achieve More Efficient Management of Costs, Risks, and Upgrades

As your business moves forward, Advanced Customer Services can help you decrease change-related risks and costs by easing the rollout of technology and security enhancements, accelerating product adoption, and facilitating upgrades. Oracle Service Delivery Engineers and Service Delivery Managers provide personalized support focused not only on your immediate and urgent issues, but also on supporting your enterprise in the larger context of your Oracle solution lifecycle. You receive technical assessments that optimize performance during the entire software lifecycle—implementation, production, and upgrades—with proactive notifications on patches and fixes, testing strategies, and best practices for change management. Also, you receive ongoing knowledge transfer from Advanced Customer Services experts. Expect seamless adoption of leading Oracle technologies and a smoother change management and upgrade strategy, so you can perform your key IT management tasks more efficiently, with minimal business disruption.

Choose the Program That Meets Your Business Priorities

Advanced Customer Services provides you with flexible support choices, so you can align your technology strategy with your business priorities. Choose from among the following five programs, depending on the level of support and guidance you need from Oracle experts.

Oracle Priority Service

Oracle Priority Service offers you a highly integrated service partnership with Oracle experts who give you priority problem resolution and expert guidance. When you choose Priority Service, you receive front-of-the-line assistance for your service requests from Oracle Support and Development to resolve issues significantly faster and to help new implementations, production operations, and upgrades go smoothly. You also receive the expert guidance and specialized expertise of a Priority Service Manager, who handles the escalation process for you. And, you have access to other Oracle experts, who focus on providing you with deeper insights into Oracle applications, technologies, and your Oracle ecosystem.

Oracle Advanced Support Assistance

Oracle Advanced Support Assistance is the first and fundamental level of three related Advanced Customer Services programs—the other two, Business Critical Assistance and Solution Support Center, are described below—that offer you progressive depth and scope of support. Advanced Support Assistance provides you with the services of a Service Delivery Manager, who offers proactive performance and configuration assistance (with reviews, assessments, and knowledge transfers) based on Oracle's best practices. In addition, you receive optimized performance of your Oracle environment, customized problem management to help improve your

customer-service levels, and assistance with your production-critical service requests. By leveraging Oracle's expertise, you can increase your IT staff's level of knowledge so it can make even greater contributions to your business.

Oracle Business Critical Assistance

Oracle Business Critical Assistance offers all of the features of Advanced Support Assistance, plus access to specialized Service Delivery Engineers who provide proactive services based on their in-depth understanding of your Oracle environment and your business. Proactive services help you avoid problems by applying Oracle's in-depth knowledge of the common issues faced by many enterprises. Enhanced access to a Service Delivery Manager gives you a primary point of contact within Oracle Support and offers you assistance with business and technical issues, as well as production-critical requests.

This customized management of your Oracle infrastructure will help you optimize your systems, increase knowledge and use of your Oracle technology, and accelerate its speed of adoption. Your personalized relationship with Oracle experts will help you achieve greater system stability, availability, and performance, as well as improved alignment between your IT and business priorities.

Oracle Solution Support Center

The Oracle Solution Support Center builds on all of the benefits of Business Critical Assistance to deliver even more personalized support. Our most comprehensive Advanced Customer Services package, the Solution Support Center offers you the highest level of support and customer-centric attention from a dedicated team of Oracle Service Delivery Engineers, 24/7.

The Solution Support Center provides proactive advice on the use of electronic tools for preventive maintenance, a focused team of Oracle senior engineers with expertise in your vertical industry, business alignment that extends beyond product issues to business priorities, a high-touch working relationship with individual Oracle experts available to you remotely and onsite, and performance-tuning assessments.

Your team of Solution Support Center engineers will act as your primary support contact, fielding all of your critical service requests. Their in-depth familiarity with your Oracle technology and specific environment enables them to detect and solve issues before they become critical problems. By applying detailed root-cause analysis, the team can help prevent serious issues before they occur and can recommend the next course of action. Their proactive guidance will greatly accelerate the adoption, knowledge, and use of your Oracle technology. Their proactive planning and analysis will help you realize the benefits of the latest enhancements while managing the risk and cost of change. Their proactive and reactive disaster recovery advice and assistance will give you confidence in your service continuity plans. And their specialized knowledge of your IT and business will bring the two closer together to align them strategically with your future direction.

Oracle Assisted Services

Oracle Assisted Services is the most flexible set of Advanced Customer Services offerings. With Oracle Assisted Services, you can choose the depth and breadth of services to address your technology strategy and business objectives.

When you choose Oracle Assisted Services, you can choose from a wide variety of services on an as-needed basis. For example, you can request the dedicated expertise of an Oracle Service Delivery Engineer, often at your location, for a predetermined period of time. The Service Delivery Engineer can assist in the current support of your Oracle software as well as advise you on enhancements and processes that can improve the supportability of your Oracle environment in the future.

You have the flexibility to complement your IT resources and priorities. You can choose the services you need, when you need them, such as:

- Access to an Oracle Service Delivery Engineer for a predetermined period of time
- Support-account management
- Performance assessment and tuning
- Disaster planning and recovery
- Production support/DBA services from highly trained DBAs
- Proactive problem avoidance through HealthChecks
- Installation and upgrade advice and assistance
- Problem reproduction
- Functional and load testing
- Patch management
- SAP integration services

Advanced Customer Services: More Flexibility, with Greater Personalization and Expertise

Oracle Advanced Customer Services was created to help you proactively manage your Oracle solutions. It offers flexible support choices that help you align your technology strategy with your business priorities, accelerate IT efficiency, and achieve more efficient management of costs, risks, and upgrades. Expect higher system availability, faster problem resolution, and a lower total cost of ownership as you improve the efficiency of your Oracle systems. Expect distinctly enhanced support with Advanced Customer Services—only from Oracle Premier Support.

Contact Us

For more information on Oracle Advanced Customer Services, please visit oracle.com/support/advanced-customer-services.

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