

ORACLEMETALINK

KEY BENEFITS AND CUSTOMER RESULTS

Maximize system availability with Oracle*MetaLink*—our award-winning Web portal that offers you secure real-time access to Oracle Support. Oracle*MetaLink* is a rich source of information, diagnostic tools, and online support assistance.

Key benefits

- Increased personalization
- Faster problem resolution
- Extended, proactive, automated support solutions

Key customer results

- 93% overall satisfaction with Oracle*MetaLink* usability
- 97% of issues resolved through the knowledgebase, reducing time to resolution
- 30% faster problem resolution with Collaborative Support
- 25% problem avoidance with Alerts and Healthchecks

Increase productivity with a personalized view of information specific to your solutions and areas of interest. Resolve issues faster with powerful self-service tools and a robust knowledgebase.

Maximize system availability with proactive Security Alerts, General Alerts, and Healthchecks unique to your environment.

OracleMetaLink—our exclusive Web support portal—offers you immediate, secure, 24/7 access to the critical information you need to run your business. Get simplified support for your entire Oracle technology stack—database, middleware, and applications—with OracleMetaLink, only from Oracle Premier Support.

Your Link to Real-Time, Self-Service Support

You can't predict when you will need support. That's why Oracle*MetaLink*, our exclusive Web support portal, is available for around-the-clock, self-service support and instant access to a wealth of services, proactive automated support tools, and the latest support information—all included as part of your annual Premier Support contract. You can leverage Oracle*MetaLink* for immediate access to 24/7 support and get the critical and timely information you need right from your desktop—so you can save time, maximize system availability, and stay ahead of the competition.

Do More with Increased Personalization

When you log on to Oracle*MetaLink*, a new user interface allows you to access My Headlines—your personalized view of topics and content relevant to your specific applications and areas of interest. With its easy and intuitive navigation, My Headlines gives you a customizable single point of entry to the information and tools that matter most to your business. You can customize your home page content for easier and rapid access to self-service tools, configuration data, knowledge documents, and proactive product alerts to increase productivity and resolve issues quickly. And creating and tracking your Service Requests has never been easier. With MySRs, you can quickly create and track the status of your Service Requests, save drafts to submit at a later time, and view a comprehensive history of the Service Requests you have submitted.

At the click of your mouse, you get instant access to the information the way you want it, when you need it—saving you time and money.

Resolve Issues Faster

Oracle*MetaLink* is your portal to the most comprehensive Oracle product, technology, and support information. With its new features, you can resolve problems faster and personalize your experience for even easier access to a range of

HIGHLIGHTS

The Oracle knowledgebase holds more than 400,000 solutions, covering more than 650 products, which successfully address 97 percent of customer inquiries.

Access threaded discussions about hundreds of topics in our online customer forums. You can also share your knowledge and expertise with the Oracle community and gain knowledge from other users by submitting documents through our Customer Knowledge Exchange.

Security Alerts, General Alerts, and Healthchecks specific to your environment proactively notify you of potential system issues and provide recommendations to help you improve system performance. These notifications offer you greater control over your Oracle environment and proactively prevent the escalation of known issues before they become critical.

ORACLE CORPORATION

Worldwide Headquarters
500 Oracle Parkway
Redwood Shores, CA
94065 U.S.A.

Worldwide Inquiries
Phone
+1.650.506.7000
+1.800.ORACLE1
Fax
+1.650.506.7200
oracle.com

self-service tools and configuration data. Within Oracle*MetaLink*, you can stay current and troubleshoot your application and technology issues with the latest hints, tips, and techniques developed by Oracle experts around the globe. And when you require Oracle-assisted support, you can easily create a Service Request that is quickly routed to expert support engineers for comprehensive issue clarification. The Service Request workflow will tie your configurations and recommended diagnostics to your Service Request for faster problem resolution.

You also get rapid online assistance from Oracle support experts when you need it by accessing Oracle Collaborative Support. This innovative resource uses highly secure Web conferencing technology to offer you a direct connection to Oracle support engineers, for accurate diagnosis and swift—up to 30 percent faster—resolution of issues affecting your systems.

Mitigate Risk with Proactive, Automated Support Solutions

Oracle is committed to delivering a faster, easier, and more cost-effective way to operate and maintain your Oracle solutions. We continue to automate and engineer the support process to include Oracle's best practices, advanced support capabilities, and the highest level of collaborative support. Accessible through Oracle*MetaLink*, Software Configuration Manager—Oracle's simplified support framework for collecting and centralizing configuration information based on your Oracle technology stack—delivers on that commitment by providing a simpler way to track, manage, and support your Oracle configurations while reducing the risk of unplanned system downtime. Oracle support engineers use secure, centralized access to your configuration to more quickly diagnose and resolve your system-critical issues and to help you avoid problems.

How to Get Started

Oracle*MetaLink* is available as part of your annual Premier Support contract. To get started, visit oracle.com/support, click on Oracle*MetaLink*, and begin reaping the benefits of our exclusive Web support portal.

Expect the Best—with Oracle*MetaLink*

Your Oracle solutions help you maintain a competitive business advantage. To get the most out of your Oracle solutions and ensure maximum system availability, you need Oracle Premier Support and Oracle*MetaLink*, your one-stop portal for faster problem resolution, proactive automated support, and quick and easy access to the information you need to keep your business moving forward.

Contact Us

For more information about Oracle*MetaLink*, visit oracle.com/support today.

Copyright 2007, Oracle. All Rights Reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

Date: 11/2007