

# **INFORMATION-DRIVEN SUPPORT**

Oracle Premier Support





**ORACLE IS THE INFORMATION COMPANY**

**Expect Industry-  
Leading Support—  
Expect More, from  
Oracle Premier Support**

Lower your cost of ownership. Accelerate your IT efficiency. Enjoy a superior ownership experience. Expect nothing less, from Oracle's award-winning Premier Support.

Today's business challenges are increasingly complex. Security is paramount. System availability with minimal risk is a must. Support for advanced technologies and multivendor environments is essential. Enterprises are challenged with delivering a competitive business advantage and more business value while lowering IT costs. In short, "status quo" is no longer good enough.

Oracle Premier Support is leading the industry in helping customers meet these business challenges. With greater IT efficiency and exceptional operational and infrastructure management and support, Oracle Premier Support delivers more—and helps keep your business moving forward.

It's more than support as you know it. It's Oracle Premier Support.

“When you define partnership relationships that help businesses succeed, Oracle Support comes to mind. Its service-oriented approach to understanding our needs and its collaborative problem-solving approach not only solve our issues but also enable us to learn in every situation. That drives our comfort and strengthens our controls, so we can focus on value-creation activities.”

**Ken Michaels**, Senior Vice President, Enterprise Business, McGraw-Hill

## Expect the Best— Move Your Business Forward with Premier Support

### Key Benefits

- **Product Enhancements and Updates**—Access the latest product and technology enhancements and upgrades for your licensed solutions at no additional cost. Your return on investment begins immediately.
- **Global Support Infrastructure**—Get rapid response and resolution from one of the largest, most advanced support organizations in the world.
- **Proactive, Automated Support**—Take advantage of advanced, proactive, automated support tools that optimize system performance and availability and lower your total cost of ownership.
- **Lifetime Support**—Benefit from the most comprehensive support policy in the industry, providing support for your Oracle technology stack, from database to middleware to applications.
- **Ecosystem Support**—Get end-to-end lifecycle support for your Oracle ecosystem. Reduce the complexity, risks, and costs of maintaining your multi-vendor environment.

### Unlocking the Power of Your Oracle Solutions

No one knows more about optimizing system availability and performance than the experts at Oracle. We help you improve IT efficiency and value by minimizing risks and lowering the cost of owning and maintaining your Oracle solutions. We help you benefit from product enhancements and help verify that your systems are up-to-date, secure, and operating at peak performance. And when it's time to upgrade, we provide advanced upgrade tools to simplify and accelerate the upgrade process so that the disruption to your business is minimal. The more fully you can use your Oracle systems, the greater your success.

### A Valuable Investment in Your Business

Your business solutions are a significant investment in your organization's success. To capitalize on your investment, you need support that maximizes the availability of your systems. Oracle Premier Support gives you access to product enhancements and upgrades, and with our Lifetime Support Policy, you determine your upgrade strategy when it's right for your business.

### Accelerate IT Efficiency

Oracle Premier Support provides you with the most advanced, automated support tools for faster problem resolution. These tools help your systems run more securely and let you accelerate the adoption of new technologies so you can reduce the disruption to your business. Our global support organization has the depth of experience and knowledge to resolve problems quickly and keep your systems operating at high availability.

### Raising the Bar for Support and Lowering Your Total Cost of Ownership

Oracle Premier Support can help you reduce the time, effort, and cost of operating your Oracle systems. As technology evolves, you can count on us to protect and extend the value of your investment. With a focus on innovation, we extend your investment with product enhancements and support that embraces your Oracle technology footprint.

### **Delivering a Superior Ownership Experience**

We are committed to enhancing Oracle products with embedded support features and tools that lower the cost of operating and maintaining your Oracle systems. Oracle is the only enterprise technology provider to offer support for your Oracle information infrastructure, including database, middleware, and applications.

Our commitment to product innovation will help secure your technology future. Oracle Premier Support experts never stop looking for ways to improve your systems. You have access to the latest product enhancements, upgrades, and industry-leading technology with our around-the-clock global support.

Expect more from Oracle Premier Support. Your technology future and the future of your business demand nothing less.

### **Expect Product Enhancements and Updates**

Only Oracle Premier Support gives you product enhancements and broader coverage for your Oracle technology stack—database, middleware, and applications. What else would you expect from the industry leader?

We believe in improving the scalability, global functionality, business processes, and high-volume performance of our products. That's why we continually invest in our products and extend the value of your solutions by including more customer-driven features with every release. Next-generation capabilities are built into everything we do.

We protect and extend your investment through enhancements and updates to the products and solutions you have licensed. Oracle's Applications Unlimited program aims to provide you with enhancements to current Oracle Applications, beyond the delivery of Oracle Fusion Applications. You can continue to derive value from your existing applications or you can upgrade to the next generation of Oracle Applications when you are ready. Nobody knows your business better than you do, so the choice is yours. It's our commitment to protecting and extending your investment.

### **Next: The Benefits of Oracle Fusion**

With Oracle Fusion—Oracle's next-generation application suite—you can upgrade your systems to a powerful, integrated, and flexible service-oriented architecture. And, as with all of our upgrades and enhancements, you will receive Oracle Fusion as part of your annual support contract.

### **Oracle Applications Unlimited: The Choice Is Yours**

Oracle is committed to helping you maximize the value of your existing investment. The Oracle Applications Unlimited program gives you the option to do what is best for your business. You can continue to derive value from your existing applications or you can upgrade to the next generation of Oracle Applications, such as Oracle Fusion, when you are ready.

The choice is yours.

“Oracle Support played a key role in helping Amazon.com prepare our fulfillment centers to deliver for our customers in what would be our biggest holiday season ever. Its involvement helped Amazon.com ensure the highest availability possible for our customers.”

**Felix Anthony**, Vice President, Ordering and Fulfillment Systems, Amazon.com

### **Unmatched Expertise: Oracle Support Engineers**

Oracle Support engineers have an average tenure of 10 years, with extensive knowledge and in-depth technical expertise in programming, database management, and computer operations.

Once you’ve licensed your Oracle solutions, upgrades to new releases; product enhancements; patches and fixes; and tax, legal, and regulatory updates are all included—as long as you have a current support contract. Oracle Fusion, our next-generation application suite, is also included.

## **Expect Unmatched Global Reach**

Today’s fast-paced business world never rests. Neither does Oracle Support. In fact, no matter where you are, no matter what the issue, we’re there for you—with more than 14,000 application and technology developers and 7,000 support professionals worldwide to provide you with complete product, technical, and problem-solving expertise when you need it. With 18 major hubs on 5 continents, our extensive global reach enables us to support you in any one of 27 languages, in any time zone where you do business.

No one knows more than Oracle Support engineers when it comes to troubleshooting—diagnosing and resolving problems is what they do best. You can be assured that the engineers at the forefront of our technology are behind your support.

Our extensive global reach and superior worldwide support are why Oracle became the first enterprise software provider to receive global certification under the J.D. Power and Associates Certified Technology Service and Support Program.

### **Oracle Collaborative Support: Your Instant Connection to Faster Resolution**

Benefit from the best support available, as fast as possible, with Oracle Collaborative Support. This innovative approach uses highly secure Web conferencing technology to offer you a direct connection to the trusted expertise of Oracle Support engineers for accurate diagnosis and swift resolution—up to 30 percent faster. This is success in real time, delivering optimal availability of your systems.

Fact: Oracle was the first vendor to offer commercial relational database software, and today is pioneering the use of service-oriented and grid computing technology in the enterprise. From Linux to XML to Web services and beyond, Oracle is at the leading edge.

### OracleMetaLink: More Power to Your Enterprise

Optimize system availability with OracleMetaLink—our exclusive Web support portal that offers you secure, real-time access to Oracle. You can leverage the internet for immediate access to 24/7 support and get the critical and timely information you need for running your business. OracleMetaLink is a rich source of information, diagnostic tools, and support assistance that helps provide better availability and easy maintenance of your systems.

OracleMetaLink also gives you

- **Personalized Headlines Page.** Based on your interests, you can personalize your headlines page to receive support information, product alerts, informative articles, and recent forum postings. You can also use the headlines page to monitor service requests.
- **Proactive, Automated Support Tools.** Access to proactive, automated support tools, such as Configuration Support Manager, give you higher system availability, as well as a faster and easier way to support and maintain your Oracle solutions.
- **Customer Forums.** Threaded discussions on hundreds of topics let you collaborate with other Oracle customers. Using your headlines page, you can subscribe to postings and be alerted to new entries.
- **Downloadable Product Patches.** Download patches using the patch set selector or the patch-search facility. Save your search for future visits.

With all of these benefits, it's no surprise that every year more than 300,000 customers successfully use OracleMetaLink.

### Over 400,000 Solutions: Your Inside Track

Within OracleMetaLink, you can access our extensive Oracle knowledgebase by technology, topic, or product. You can stay current and get answers to your questions fast. Powerful and thorough, the Oracle knowledgebase holds more than 400,000 solutions that successfully address 97 percent of customer inquiries.

### The Oracle Diagnostics Methodology: Our Commitment to Better Support

Faster resolution. A structured method. A consistent approach. Clear documentation. Justified solutions and an integrated escalation process. These principles constitute the backbone of the Oracle Diagnostics Methodology.

Our commitment to a higher level of support, the Oracle Diagnostics Methodology is a proprietary, standardized approach that drives and maintains our targeted service levels.

“The support relationship between Oracle and IMI BEVCORe is very much a strategic one. Oracle’s preventive and predictive support lets us cut costs and leverage our Oracle assets, while letting us offer better service to our customers.”

**David S. Womeldorf**, Vice President, Marketing and Information Technology, IMI BEVCORe

### **We Built the Technology— We Support It Like No One Else**

Oracle develops the software, so you can be sure that when it comes to supporting it, we’re experts on that front as well. There is no better way to avoid the potential risks associated with your systems and maximize the value of your software investment than using Oracle Support.

No one else supports your enterprise software—from database to middleware to applications to system management tools—like Oracle.

With Oracle’s knowledgebase, you have access to the same problem-solving information used inside Oracle. These solutions have been thoroughly researched, tested, and reviewed and are constantly updated, expanded, and refined to provide you with access to the very latest information. In fact, over 3,000 new articles are added monthly, including customer submissions. And, more than 5,000 updates are made monthly to existing knowledgebase articles—all part of our long-term commitment to expanding the knowledge and information available to you. Call it your inside track to Oracle’s most trusted expertise.

### **Global Customer Care: Your Link to Real-time Support Information**

When you need support on nontechnical business issues—or when you don’t know whom to contact or where to get the information you need—contact Global Customer Care, your link to real-time support information. A unique service offered to you as part of your annual support contract, Global Customer Care lets you speak to an experienced professional with extensive knowledge of the Oracle organization and a proven track record in customer service.

Global Customer Care provides you with the information you need to be successful. Get product information or learn the most effective uses of our self-service technology tools. We’ll help you locate white papers, release notes, product release schedules, upgrade schedules, collateral, and alliance and partner information. It’s your connection to real-time support information.

## **Expect Proactive Automated Support**

Oracle has a long-term commitment to delivering a faster, easier, and more cost-effective way to operate and maintain your Oracle products. 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. We embed supportability into our products and we have built over 250 support tools to help you diagnose and resolve issues before they become critical. With Oracle, you should expect a better understanding of your technical environment and a more intelligent and proactive way to resolve issues.

Expect a lower total cost of ownership, while minimizing IT risk.

### **Configuration Support Manager: Simplified Configuration Support**

To help prevent critical system issues from getting in the way of your business, Oracle offers Configuration Support Manager, an automated, proactive support capability offered as part of Oracle Premier Support. Configuration Support Manager is Oracle's simplified support framework for collecting and centralizing configuration information based on your Oracle technology stack. Oracle Support engineers use secure, centralized access to your configuration information to diagnose and resolve your system-critical issues quickly—helping you avoid problems before they occur. It offers a simpler, more intelligent way to manage your Oracle configurations while reducing the risk of unplanned system downtime.

### **Product Alerts: Before There's a Problem**

Product alerts inform you of potential configuration performance risks by providing you with both security alerts and general alerts specific to your environment. HealthChecks provide proactive recommendations to help you improve the performance of your Oracle systems. These notifications offer you greater control over your Oracle environment, with recommendations and risk assessments to prevent the escalation of known issues before they become critical. This enhanced, ongoing information exchange between Oracle and your enterprise system makes system changes easier to manage. It automates labor-intensive tasks and significantly reduces IT-infrastructure risks and costs.

### **Diagnostic Tools: Optimized System Performance**

We continually develop new support diagnostic tools and technologies that help you configure, install, and maintain your solutions for optimal system performance. These proactive, automated diagnostic tools transform the way information is shared with Oracle Support and help shorten resolution time. The result? An increase in IT effectiveness that helps you achieve your optimized system performance.

### **Maintenance Wizard: Smoother, More Streamlined Upgrades**

Simplify your upgrade process. Save time and use fewer IT resources by letting the Maintenance Wizard guide you through the Oracle Applications upgrade process. This tool streamlines the process by presenting upgrade activities as a step-by-step process. It validates each step, tracks the completion of the step, and maintains a log and status. And, because it is a multiuser tool, system administrators can give different users assignments that include any combination of categories, product families, and tasks. The Maintenance Wizard automatically installs many required patches for you and provides project management utilities to record the time taken for each task, the completion status, and other project reporting.

### **Advanced Support Technologies**

Oracle provides advanced support technologies to help provide faster resolution, faster updates, and faster system performance.

#### **Configuration Support Manager**

- HealthChecks
- General Alerts
- Product Alerts
- Security Alerts

#### **Diagnostic Tools**

- Applications Collection Tool
- HealthCheck Validation Engine (HCVE)
- Net Advisor
- ORA-600 Tool
- Oracle Diagnostics
- Oracle Web Conferencing
- Performance Tuning Assistant
- Recovery Advisor
- Remote Diagnostics Agent (RDA)

#### **Maintenance Wizard**

- Extensible Oracle Framework
- Maintenance Pack Assistant 11.5.10
- Oracle9i Database Upgrade Assistant
- Oracle Database 10g Upgrade Assistant
- Oracle E-Business Suite 11.5.10 Upgrade Assistant

“Oracle’s Lifetime Support Policy was a key factor in our selection of Oracle Support. The Lifetime Support Policy gives us flexibility as we plan our next upgrade strategy. We can take advantage of Extended Support and receive support through December 2012, which gives us a greater degree of flexibility than other alternatives.”

**Steve Servais**, Director, Human Resource Information Systems, The Manitowoc Company

## Expect Ecosystem Support

### A Selection of Oracle Firsts

**2005:** Oracle releases its first free database, Oracle Database XE

**2004:** First to provide a single customer view from multiple data sources, with Oracle Customer Data Hub

**2003:** First to introduce enterprise grid computing, with Oracle Database 10g

**2002:** First database to pass 15 industry-standard security evaluations, and the first to offer real application clustering

**2001:** First database to achieve the 3-terabyte TPC-H world record

**2000:** First to offer complete and simple software for information management, including Oracle9i Database, Oracle9i Application Server, and Oracle9i Developer Suite

**1999:** First to integrate Java and XML into an application development tool

**1998:** First to launch Business Online, the first hosting service for enterprise applications designed to run on the Web

Oracle’s ecosystem support strategy helps provide fast, timely, and accurate multivendor support and increased collaboration between participating vendors. As a technology leader, we are dedicated to providing you with the latest innovation in technology support. We go beyond the Oracle product footprint to include your Oracle ecosystem. We work with key partners and support leading technologies to reduce IT complexity and risk, and to provide innovation to our customers. Here’s how we’ve expanded our ecosystem support.

- **One Stop Support:** Expect tightly integrated, end-to-end lifecycle support that offers easier management of your heterogeneous, multivendor technology environment; faster problem resolution; proactive problem avoidance; and innovative solutions, delivered faster. Oracle’s One Stop Support program is a partnership with independent software vendors (ISVs) that includes continued support for emerging and standards-based technologies such as grid computing and service-oriented architectures (SOA).
- **Multivendor Support:** Our Multivendor Support team is part of an innovative support program that works with third parties to resolve common end-user, support-related issues. The team works to reduce the complexities of managing heterogeneous, multivendor technology environments and to minimize the burden on IT resources.
- **Joint Escalation Teams (JET):** JETs are virtual global teams comprised of Partner Escalation Engineers and Oracle Bug Diagnosis and Escalation (BDE) engineers. JETs are charged with resolving interoperability- and port-specific issues related to running all supported versions of Oracle on the partner’s technology.
- **Technical Support Alliance Network (TSANet):** Oracle is emerging as a leader in customer support, by working with third-party vendors to resolve common end-user, support-related issues. TSANet provides an infrastructure where members agree to collaborate when a multivendor problem develops.
- **Linux Support:** Oracle’s entire product catalog—database, application server, collaboration, development tools, and applications—is fully supported on the Linux platform. With Oracle’s Unbreakable Linux initiative, Oracle is the only solution provider to offer technical support for Linux in addition to the Oracle software stack. The Unbreakable Linux initiative offers a single point of contact to users for their enterprise-class support needs for the entire stack running on Linux. Our delivery of a complete and integrated support solution leads to faster problem resolution and lower cost of owning and maintaining your Oracle solutions.

Fact: Ninety-four percent of Oracle customers are running the latest release of their Oracle systems and benefiting from the exceptional value they receive from continuous product and technology enhancements.

## Expect Lifetime Support

Simple, predictable, and the most comprehensive policy available—our Lifetime Support Policy helps drive your business success. Oracle’s industry-leading support policy covers your Oracle technology stack, from database to middleware to applications. It puts you in control of your upgrade strategy: No matter which product release you’re running, you can have peace of mind in knowing that we’ll always be there to support your business.

Our Lifetime Support Policy offers three levels of support—Premier Support, Extended Support, and Sustaining Support—and provides access to technical experts for as long as you license your Oracle products.

- **Premier Support.** Provides you with maintenance and support of your Oracle Database, middleware, and applications for five years from their general availability date. You benefit from major product and technology releases; updates, fixes, and security alerts; tax, legal, and regulatory updates; upgrade scripts; and certification with new third-party products and versions.
- **Extended Support.** Lets you stay competitive, with the freedom to upgrade on your timetable. It provides you with an extra three years of support for specific Oracle releases for an additional fee.
- **Sustaining Support.** Puts you in full control of your upgrade strategy. For as long as you license your Oracle products, you will receive access to major product and technology releases and technical support, including access to our online support tools, knowledgebase, and technical support experts.

## Expect Protection for Your Existing Software Investments

### Our Commitment to Users of PeopleSoft and JD Edwards Applications

Oracle’s Lifetime Support Policy further extends support for PeopleSoft and JD Edwards applications. Your support is more generous under the Oracle Lifetime Support Policy than it was under PeopleSoft and JD Edwards.

“Oracle’s induction into the Service and Support Professionals Association (SSPA) STAR Awards Hall of Fame is more than a great achievement. It is recognition that Oracle customers are benefiting from the best predictive and preventive support there is. Oracle is indeed the undisputed software and technology leader in support.”

**Bill Rose**, Founder/ Executive Director, SSPA [Service and Support Professionals Association]

### **Oracle Applications Unlimited**

Through Oracle Applications Unlimited, you continue to benefit from world-class support, research, and development.

Oracle Applications Unlimited is driven by Oracle’s commitment to protect and extend your application investments by providing you with attractive new application options and giving you the choice to adopt those new options if and when you choose.

You can continue deriving value from your existing applications—or upgrade to the latest Oracle Applications, such as Oracle Fusion, when you are ready.

- For currently supported PeopleSoft and JD Edwards releases, we offer Premier Support for five years from the general availability date of the application. This is an extension of one year beyond the former PeopleSoft support policy.
- For JD Edwards EnterpriseOne Xe and 8.0, we offer Premier Support through 2013.
- For PeopleSoft Enterprise 8.8, we offer Extended Support through 2011 for a number of the products. Please review the Lifetime Support Policy for your individual products. We will also be offering an upgrade path from PeopleSoft Enterprise 8.8 to Oracle Fusion.
- For JD Edwards World customers, we offer a direct path from JD Edwards World A7.3 and A8.1 to Oracle Fusion.
- Oracle will support and enhance the latest release of JD Edwards EnterpriseOne and JD Edwards World beyond 2013 on the IBM System i5. We will offer Premier Support for specific JD Edwards releases for as long as IBM supports the System i5.

### **Our Commitment to Users of Siebel Applications**

Oracle’s Lifetime Support Policy extends support for Siebel applications. Your support is more generous under the Oracle Lifetime Support Policy than it was under Siebel.

- For Siebel Customer Relationship Management, Siebel Incentive Compensation Management, and Siebel Business Analytics Releases 7.7 and 7.8, we offer Premier Support for five years from the applications’ general availability date. We also offer Extended Support, for an additional three years of support. This is a significant extension beyond the previous Siebel support policy.
- For Siebel Customer Relationship Management and Siebel Incentive Compensation Management 7.5.3, we offer Premier Support through 2008 and Extended Support through 2010.
- For Siebel Customer Relationship Management Release 6.x, we offer indefinite Sustaining Support.

## Our Commitment to Users of Oracle Retail Applications

Oracle Retail applications include the former Retek, ProfitLogic, and 360Commerce applications.

- Oracle Lifetime Support Policy defines specific support time frames for all Oracle Retail applications, allowing you to plan for your upgrades.
- For older releases of Oracle Retail products that are not defined under the Oracle Lifetime Support Policy, Oracle will continue to provide indefinite Sustaining Support.

## Expect Excellence, with Distinguished Premier Support

Our proven track record of exceptional support and our long history of industry recognition demonstrate our commitment to providing you with world-class support.

Oracle is the first enterprise software provider to receive global certification under the J.D. Power and Associates Certified Technology Service and Support Program, for providing “An Outstanding Customer Service Experience” to customers worldwide. Oracle Support Services received high marks from numerous industry organizations for delivering exceptional support and providing sophisticated solutions to problems in mixed or otherwise complex environments. To you, these awards mean that you are backed by the best support in the industry.

Oracle was recently inducted into the Service and Support Professionals Association (SSPA) STAR Awards Hall of Fame for exceptional service, an award presented to only nine companies in the history of the award.

## Exceptional Support, Exceptional Awards

### 2006

- J.D. Power and Associates Certified Technology Service and Support (Outstanding Customer Service)
- TSANet Multi-Vendor Support Champion Award

### 2005

- Lifetime Achievement Award (SSPA STAR Awards Hall of Fame)
- Innovative Support Award (SSPA)
- WebSTAR Service Award for Excellence (SSPA)
- Stevie Award for Best Support Team in EMEA

### 2004

- Innovative Support Award (SSPA) WebSTAR Service Award for Excellence (SSPA)
- Stevie Award for Best Customer Service Organization in EMEA

### 2003

- WebSTAR Award for Excellence in Web-based Service Delivery (SSPA)

### 2002

- Software Technical Assistance Recognition Award (SSPA)



“An Outstanding Customer Service Experience”

#### ORACLE SUPPORT

J.D. Power and Associates Certified Technology Service and Support

J.D. Power and Associates Certified Technology Service and Support Program<sup>SM</sup>, developed in conjunction with SSPA. For more information, visit [www.jdpower.com](http://www.jdpower.com) or [www.thesspa.com](http://www.thesspa.com).

## Expect More—with Oracle Premier Support

Oracle develops the software, so you can be sure that when it comes to supporting it, we're the Oracle experts. In fact, there's no better way to avoid the potential risks associated with your systems and maximize the value of your software investment than by using Oracle Premier Support. From database to middleware to applications to system management tools, no one else supports your enterprise software like Oracle.

Oracle customers demand the best in support, and Oracle delivers. The most comprehensive support the industry has to offer, Oracle Premier Support, will help drive your business success. It will strengthen your competitive advantage and, with next-generation thinking built into everything we do, it will help lead your business into the future with the latest in applications and technology support.

Stay tuned. Expect the best. There is more support innovation to come.

### CONTACT US

For more information on Oracle Premier Support, please visit [oracle.com/support](http://oracle.com/support).





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