

IMPACT ADVANCED CUSTOMER SERVICES FOR ACCELERATED PERFORMANCE

ORACLE®

**ADVANCED CUSTOMER
SERVICES**

“OPERATIONAL EXCELLENCE
DELIVERED”

FEATURES

- Service delivery manager
- Action plans to facilitate coordination of your staff and Oracle resources
- Technical Assessments and recommendations
- Proactive technical advice and knowledge

BENEFITS

- Streamline the management of your critical issues for faster problem resolution
- Align Service Request priorities with your business needs
- Improved operational excellence

Every Oracle solution can make a positive IMPACT on your technology strategy if the cost, risk and complexity of every project is reduced — from day one. Oracle IMPACT helps maximize your IT investments from the start by providing solutions and experts working with you to achieve and maintain operational excellence for any database and application project you undertake. Designed to deliver the highest results at any phase of technology adoption, IMPACT is a balanced, six-month package of accelerated Advanced Customer Services, to help ensure every Oracle project meets or exceeds your expectation.

Personalized Services for Accelerated Performance

Oracle Advanced Customer Services IMPACT is designed for customers implementing new software, undertaking short-to mid -range mission-critical projects, or making unfamiliar changes to a current Oracle system. IMPACT delivers highly personalized strategic services and experts dedicated to the continual operational improvement of your ever-changing Oracle environment. Advanced Customer Services IMPACT allows you to experience the value and cost saving advantages of Advanced Customer Services for a six-month period while you achieve your current IT goals and evaluate your ongoing business needs. IMPACT may be the perfect option for businesses considering a long-term relationship with Advanced Customer Services.

By incorporating strategic components of our acclaimed annual services, and shortening the engagement period, IMPACT can help ensure the successful outcome of your specific IT business and budget objectives. Whether you are deploying a new Oracle application, upgrading, or changing your current environment, IMPACT offers the most robust, cost-effective solutions for your mission-critical Oracle projects. IMPACT is currently offered for the following Oracle offerings:

- Database
- E-Business Suite
- PeopleSoft Enterprise
- Siebel

IMPACT helps you to maximize performance, lower risk, and reduce total cost of ownership— all at a predictable affordable price. When your systems are fully realized, you can build on this foundation by adding or changing service levels to meet your growing business requirements.

Proactive, Expert Guidance for Minimal Risk

IMPACT includes proactive guidance, solutions and services provided by a team of Oracle experts to streamline the positive outcome of Oracle Database and Applications projects from the outset. By using the knowledge gained through working with thousands of Oracle projects — from new implementations and upgrades to complex global deployments and integration projects, Advanced Customer Services help you provide higher service levels and increase the efficiency of your IT resources, as they work with Oracle experts to maximize system availability and optimize ongoing performance.

Balanced Value for Optimum Results

Identifying and avoiding issues early at the start of a project is critical to speeding deployment and reducing risks that can lead to outages. IMPACT provides a balanced set of services that help you incorporate best practices and proactive management services to deliver higher performance and greater system availability. A Service Delivery Manager (SDM) will provide continuous planning, alignment and delivery of IMPACT services. Your assigned SDM is your single point of contact and will work with you to document a support plan that includes your system environment details, alignment of support processes, and documentation of joint contact and escalation information.

Your team will have access to a specialized technical team that delivers enhanced services. This team will become familiar with your supported environment, IT projects and critical business functions — factors which are then applied to deliver highly effective, customized proactive support and increase the efficiency of your team.

Through the application of tools, techniques and best practice experience across Oracle's customer base, Oracle Technical Assessments create recommendations that help you to resolve current issues and avoid potential new issues, while making better environmental decisions as your application and architecture evolve. The more effective your IT staff becomes the more strategic leverage they have to move your business forward.

Oracle IMPACT: continual operational improvement, expert services and greater resource utilization for maximum, measurable results.

Contact Us

For more information about Oracle Advanced Customer Services IMPACT, please visit oracle.com/goto/acs or call +1.800.ORACLE1 to speak to an Oracle representative.

**ADVANCED CUSTOMERS
SERVICES****ANNUALIZED SERVICES**

Oracle Advanced Customer Services also offer four unique levels of annualized services. Each level is a graduated set of solutions and expert services designed for differing objectives, so that you can select the right service to meet your budgetary and business requirements.

RELATED SERVICES

The following annualized services are available from Oracle Advanced Customer Services:

- Solution Support Center
- Priority Service
- Business Critical Assistance
- Advanced Support Assistance



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

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