

BUSINESS CRITICAL ASSISTANCE FROM RELIABILITY TO COMPETITIVE ADVANTAGE

ORACLE®

**ADVANCED CUSTOMER
SERVICES**

"OPERATIONAL EXCELLENCE
DELIVERED"

FEATURES

- Service delivery management
- Specialized technical resources
- Access to Oracle-wide knowledge
- Continually updated tools and methodologies

BENEFITS

- Improve business value
- Improve ROI
- Minimize risk and protect your reputation

*Achieving and maintaining a stable, responsive IT environment can be a complex and costly challenge. Reliability alone can't give your business a competitive advantage, it requires aligning your IT and business goals to achieve advancement and innovation. Oracle Advanced Customer Services **Business Critical Assistance** focuses on aligning your IT processes with your key business requirements, making continual operational improvements and helping you create an adaptable environment that can easily incorporate change.*

Lower Cost and Optimize Performance

Business Critical Assistance, from Oracle Advanced Customer Services, is an annual service that delivers both accelerated reactive and proactive support.

Business Critical Assistance helps you go beyond delivering baseline reliability — it can help increase business value by lowering cost and optimizing performance through a comprehensive support solution.

- **Service Delivery Management.** Business Critical Assistance includes the assignment of a Service Delivery Manager (SDM) who leads the planning and ongoing delivery of your included services. Your assigned SDM is your single point of contact and works with you to document a personalized support plan that includes your critical business functions. Your SDM draws on the expertise of an extended team of support analysts and product specialists.
- **Specialized Technical Team.** You have access to a specialized technical team who will become familiar with your environment, IT projects and critical business functions, so they can interpret and incorporate all important aspects of your situation when providing proactive and reactive support. Customers experience much faster issue resolution by engaging this team of experts through quicker access to Oracle expertise.
- **Proactive Software Advice.** Technical alerts, patch information and release announcements are efficiently communicated along with proactive advice about the use of Oracle Support tools and procedural best practices. Specific topics unique to your environment are researched and evaluated to help your team make faster and informed technical and business decisions.

- **Access to Oracle Knowledge and Expertise.** Because your SDM and technical support team members are familiar with your environment and critical business functions, they can help you quickly find the exact knowledge and expertise required. Problems are solved faster —helping you move your business forward efficiently with fewer delays.

Increase Business Value

The value of your IT investments is a function of how well they enable your business strategy. Time and money spent on maintaining baseline IT operations can create a drag on progress and ultimate success. Business Critical Assistance addresses both sustaining and continually improving your Oracle software deployment and, helps your staff become more capable of incorporating change and contributing to your business goals. The less time and money your enterprise consumes with baseline maintenance, the more there is to invest in initiatives that bring real competitive advantage.

Improve Return on Investment

Successful IT operations are the result of high quality planning and execution focused on maximizing benefits and minimizing cost. People, processes and systems are brought together with the best practices available. Oracle Business Critical Assistance applies a growing base of knowledge, tools, methods, processes and best-practice guidance to help your team improve the quality of your operations. Following an agreed upon service delivery plan, your Service Delivery Manager leads the Oracle effort to establish an operational baseline and drive for continual improvements in system performance, availability and stability while working to reduce costs through streamlining and simplification of required processes and systems.

Business Critical Assistance also provides a deeper awareness of your support activity, system constraints and available capacity patterns to help you make informed business decisions to maximize your IT investments.

Minimize Risk and Protect Your Reputation

Today's market is working online around the clock. Even minor interruptions in service can mean lost business, and moreover, potential loss of confidence in your underlying business. Any distraction to sustaining a high performing and stable IT infrastructure is a risk to your overall business enterprise. With Oracle Business Critical Assistance, you receive best practice guidance so that you will not lose time and money “relearning” industry lessons. You can identify and apply precise knowledge and expertise to issues and activities by working with your Service Delivery Manager.

This same awareness enables your technical resource team to effectively process reactive issues for faster resolution and facilitates efficient management of your Oracle software investment for a predictable and stable operation.

Because your users and stakeholders can experience application benefits faster and

**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
- Advanced Support Assistance

more reliably, they can experience the service as something they can count on — essential for a positive reputation.

Business Critical Assistance from Oracle Advanced Customer Services— from reliability to competitive advantage!

Contact Us

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



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

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