

# ORACLE EXADATA SERVICES

**ORACLE**

**ADVANCED CUSTOMER  
SERVICES**

## AT A GLANCE

Oracle Exadata Services available from Oracle Advanced Customer Services for the HP Oracle Database Machine and HP Oracle Exadata Storage Server include:

- Database Machine Configuration
- Exadata Storage Server Configuration
- Data Migration Advisory
- Real Application Testing Advisory
- Performance Optimization
- Backup and Recovery Review
- Knowledge Transfer
- Focused Assistance for My Oracle Support Service Requests

*Oracle Advanced Customer Services provides an array of services for the Oracle Exadata family of products that include HP Oracle Database Machine and HP Oracle Exadata Storage Server. Oracle Exadata Services delivered by Oracle Advanced Customer Services help mitigate risk and optimize system performance. Oracle Advanced Customer Services offers Configuration, Data Migration, Performance Optimization, Real Application Testing, Knowledge Transfer Services, Backup and Recovery Review and Focused Assistance for My Oracle Support Service Requests. Oracle Exadata Services are extremely valuable for data warehouses and business intelligence applications where features such as large I/O bandwidth, bitmap indexes, advanced partitioning, multidimensional cubes and scalability based on Real Application Cluster Technology are critically important.*

## Overview

### THE ORACLE ADVANCED CUSTOMER SERVICES ADVANTAGE

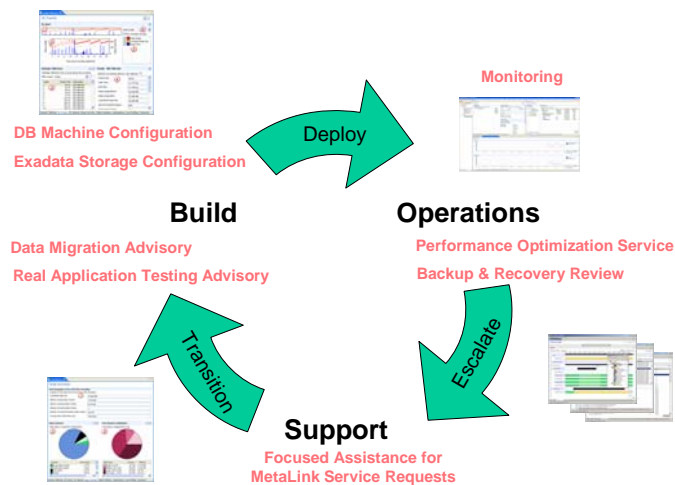
- 2,000 global expert dedicated to maximizing the value of your Oracle investment
- Expertise in configuration and overall continual improvement of HP Oracle Database Machine and HP Oracle Exadata Storage Server using Oracle process, tools and technology
- Lower cost
- Higher performance
- Risk mitigation

Oracle Exadata Services delivered by Oracle Advanced Customer Services provide assistance during the installation, configuration, transition, operations and continual improvement phases of the deployment lifecycle for Oracle Exadata family of products. With 2,000 global experts having intimate knowledge of Oracle best practices, tools and technology, you have access to the right talent at the right time to help mitigate risk and to maximize the value of your Oracle investment.

## Scope of Services

Oracle Advanced Customer Services offers Oracle Exadata Services that span the entire deployment lifecycle. Key services are listed below:

**Configuration Services.** HP Oracle Database Machine and HP Oracle Exadata Storage Server Configuration Services are targeted at delivering a fully configured and functional database system. Pre-installation tasks include customer site facility readiness. HP Oracle Exadata Storage Servers installation tasks include creating cell disks, grid disks and configuring shared storage. Database Server installation tasks include configuration of login and network addresses, ASM and CRS installation as well creation of ASM disk groups. Post installation tasks include validation through predefined tests and documentation of the configuration.



**Data Migration Advisory.** This service includes pre-migration best practices for Exadata configuration automation, Infiniband network configuration, and ASM and database software configuration. It also includes migration best practice guidance to determine if logical or physical migration is the best strategy. Logical migration includes guidance for logical standby database, Oracle Streams or Data Pump options. Physical migration includes guidance for physical standby database, Recovery Manager (RMAN) or transportable database options. Finally, post migration best practice guidance includes checking disk groups for rebalance and assessing index requirements.

**Real Application Testing Advisory.** This service includes advisory assistance for setup and configuration of the Real Application Testing option available with Oracle Database 11g for testing the data warehouse through capture and replay of production workloads.

**Performance Optimization Service.** This service reviews and assesses the performance for the Oracle Exadata product implementation of the data warehouse and includes recommendations for optimizing and improving performance.

**Backup and Recovery Review.** This service reviews and assesses the backup and recovery requirements for the Oracle Exadata product implementation of the data warehouse and includes recommendations for implementation.

#### Customer Pre-Requisites

- Purchase of certified database server hardware or HP Oracle Database Machine Hardware or HP Oracle Database Machine
- Purchase of the HP Oracle Exadata Storage Server or HP Exadata Storage Server Hardware
- Customers owns software license and support for Oracle Database 11g EE, Oracle Enterprise Linux and Oracle Exadata Storage Server Software

## ASSOCIATED PRODUCTS

- HP Oracle Database Machine
- HP Oracle Exadata Storage Server
- Oracle Exadata Storage Server Software
- HP Oracle Database Machine Hardware
- HP Exadata Storage Server Hardware
- Oracle Database 11g
- Oracle Real Application Clusters
- Oracle Partitioning

**Contact Us**

For more information about Oracle Exadata Services delivered by Advanced Customer Services, please visit <http://www.oracle.com/support/advanced-customer-services/index.html>.

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