

# ORACLE ONE STOP SUPPORT ADVANCED CUSTOMER SERVICES FOR ORACLE ISV PARTNERS

ORACLE®

ADVANCED CUSTOMER  
SERVICES

## KEY BENEFITS

- Simplified management of your technology environment
- Faster problem resolution
- Proactive problem avoidance
- Innovative solutions that help you unlock more value from your Oracle Environment

*Unlock even greater value from your Oracle environment with Oracle Advanced Customer Services One Stop Support. As an Oracle Partner you can expect simplified management of your technology environment. Expect faster problem resolution and proactive problem avoidance. Expect innovative solutions, delivered dramatically faster. Expect more with One Stop Support, only for Partners—only from Oracle.*

### Simplified Management of Your Technology Environment

Many Oracle Independent Software Vendor (ISV) partners are challenged by technology complexities that place a significant burden on IT resources. In response, Oracle Advanced Customer Services has developed One Stop Support—a powerful array of support services that enable Oracle partners to access and deliver tested solution enhancements and to establish world-class support processes.

Built on the Oracle Services Framework, Oracle One Stop services support ITIL v. 3 to ensure Oracle partners receive and provide the optimum level of support innovation. Advanced Customer Services leverage the expertise of Oracle Support—one of the world's largest and most advanced support organizations—to offer highly integrated support for your entire Oracle environment. With direct access to Oracle technical expertise, you can use innovative solutions that interoperate with your Oracle technology to provide higher levels of availability and performance.

Oracle One Stop Support offerings include support levels that meet the varying needs of our ISV partners:

- **One Stop Solution Support Center.** Reduce risk with ongoing support from a team of dedicated engineers.
- **One Stop Business Critical Assistance.** Improve system availability and performance with problem resolution and proactive problem avoidance services.
- **One Stop Priority Service.** Expedite problem resolution with priority support for Service Requests.
- **One Stop Advanced Support Assistance.** Minimize downtime with accelerated support for development issues, preproduction and non-customer activities for specific environments.

The Oracle One Stop Support program builds on a highly collaborative working relationship with you to assist you in delivering innovative technologies and solutions to market more rapidly.

### Faster Problem Resolution

Oracle Advanced Customer Services One Stop Support gives you the fastest route to problem resolution. Depending on your engagement level, priority queuing puts your requests to the front of the line. You also get direct access to Oracle experts, as well as personalized incident management based on your business and technical priorities. Benefits include

- **Priority response and access to Oracle experts to speed problem resolution.**  
You get a front-of-the-line service response for your Oracle software stack—database, middleware, and applications.
- **Service-level response targets for a predictable, repeatable process.** To further provide you with a consistent response, Oracle has implemented service-level targets for various levels of problem severity.
- **Expert guidance based on your business and technical priorities.** Oracle One Stop Support gives you access to a Service Delivery Manager (S)DM who has intimate knowledge of supporting your Oracle environment and proactively monitors problem resolutions and escalations.

In addition to personalized support, you have access to proactive automated support tools and our robust knowledgebase in Oracle*MetaLink*, which offers critical and timely information to provide higher system availability. These tools are designed to enhance your speed of adoption, knowledge, and use of Oracle technology.

### Proactive Problem Avoidance

Oracle One Stop Support gives you access to Oracle Support expertise and proactive, automated support capabilities to help you avoid potential issues in your preproduction and production environments. These experts review your environment to make recommendations that enhance performance, address known issues, and help you plan for the future needs of your customers.

Proactive, automated, support includes:

- **Software Configuration Manager**—Alerts you about potential problems that could have a serious impact on your development cycle. These notifications help you provide the right course of action given your development priorities, so you can reduce the risk of missing critical delivery deadlines.
- **Oracle HealthChecks**—Provides proactive recommendations to help improve the performance of your Oracle solutions, based on a set of business rules and Oracle best practices.
- **Environment Configuration Guide**—Provides a detailed outline of your entire system including application and configuration information. This guide enables Oracle and your engineers to work in synergy when designing new solutions, planning operating systems and tech stack migrations, and

## SUMMARY OF PROGRAM AND BENEFITS

- Oracle One Stop Support is your strategic partnership with Oracle.
- One Stop Support offers integrated support for your Oracle-based technology and applications ecosystem.
- Program participants report up to a 38 percent reduction in the resolution of production-critical issues.

conducting performance tuning.

- **Configuration and Performance Reports**—Automatically-generated reports give you up-to-date information about your product setup details, usage patterns, and patch releases via regular reports like Configuration Assessment, Performance Assessment, and Patch Review. This information enables you to greatly increase the success rate of software upgrades by anticipating and proactively resolving issues.

One Stop Support gives you access to Oracle processes, technologies, and expertise—to avoid problems before they occur and to solve issues quickly.

### Innovative Solutions, Delivered Dramatically Faster

Oracle is not only committed to helping you keep pace with technology, but also to helping you anticipate changes so you can stay ahead of the competition. That's why the experts at Oracle have built a collaborative relationship with ISVs, to drive innovation through a well-structured technical relationship. This enhanced information exchange between you and Oracle's development and support engineering resources provides a greater understanding of how to develop your applications to work optimally with Oracle technology.

Oracle Support experts work closely with you to manage your applications throughout their lifecycle. This backing from Oracle means breakthrough technologies and better-supported solutions delivered faster to customers. Your connection to Oracle expertise helps you develop your applications enabling you to stay ahead of the curve.

### Maximize the Value of Your Oracle Environment

With One Stop Support from Oracle, you get end-to-end lifecycle support for your Oracle ecosystem. One Stop Support dramatically reduces the complexity, risks, and costs of managing your complex environment.

### Contact Us

For more information on Oracle One Stop Support, please visit [oracle.com/support/advanced-customer-services](http://oracle.com/support/advanced-customer-services) or contact [ACInfo\\_us@oracle.com](mailto:ACInfo_us@oracle.com).

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