

SOLUTION SUPPORT CENTER: REACH A NEW THRESHOLD OF OPERATIONAL EXCELLENCE

ORACLE[®] ADVANCED CUSTOMER SERVICES

The most comprehensive offering from Oracle Advanced Customer Services, the Solution Support Center provides continual operational improvement and unparalleled expertise in supporting the complete Oracle software stack.

- Achieve operational excellence
- Reduce costs and unplanned downtime
- Minimize change-related risks

When uptime is a full-time requirement, taking chances with your critical systems isn't an option. Even a minor service disruption can be devastating to your company's reputation and bottom line. The Solution Support Center, the most comprehensive offering from Oracle Advanced Customer Services, is the best way to protect your mission-critical operations and to help drive your business success. Expect continuous operational improvement from highly personalized solutions tailored to your unique needs. Expect reduced costs and downtime with a designated team of Oracle experts helping to resolve issues quickly. Expect higher system availability through a proactive approach to problem prevention and performance enhancement. Expect a new threshold of operational excellence—with the Solution Support Center from Oracle.

Drive Long-term Success with Strategic Support

Today's resource-stretched IT organization faces enormous pressure to add business value while executing flawlessly. Meeting these challenges in a mission-critical environment raises the stakes even higher. That's where the Solution Support Center, Advanced Customer Services' most comprehensive offering, gives you the edge. A global business within Oracle Support, Advanced Customer Services focuses exclusively on the continual operational improvement of your Oracle environment. When you tap into the Solution Support Center, you work with a team of Advanced Customer Services experts dedicated to maximizing the performance and value of your investment throughout your Oracle software lifecycle.

Working with the Solution Support Center, you enjoy a consistent and predictable support relationship that caters to your unique needs. Whether it's planning upgrades around fiscal quarter-ends or hosting specialized Oracle software knowledge sessions, a designated team of Oracle experts provides ongoing continuity so your technical strategy stays aligned with your business priorities. And by helping to resolve urgent events and issues rapidly, the Solution Support Center allows your IT staff to spend less time putting out fires and more time on enterprise-wide activities that drive innovation and add business value.

CUSTOMER RESULTS

Solution Support Center customers have reported the following results:

- More than 70% fewer service requests
- Up to 50% reduction in upgrade planning effort
- Accelerated ROI and cost reductions

The result is a strategic service partnership focused on your long-term success, helping you continuously improve operational performance, reduce costs, and minimize change-related risks, while propelling your business forward.

Exceed Expectations with Continuous Operational Improvement

In a world where business needs change rapidly, the key to success lies in effectively deploying IT resources. When you enlist the Solution Support Center, you get a “virtual center of excellence” staffed by Oracle experts to help you do just that. Working day in and day out with your IT staff, this designated team of senior service engineers, account managers, and product developers provides ongoing continuity for your IT organization, ensuring that you do not have to restart a support conversation. You get one seamlessly integrated IT group focused on helping you get more value from your Oracle solutions and providing faster resolution when issues arise.

Competitive pressures are driving client expectations ever higher. In response, many IT organizations are signing formal service level agreements or service level objectives with their clients. This adds a new level of accountability to IT’s role—one that the Solution Support Center helps you fulfill. Your Solution Support Center team balances deep insight into your business and technical environment with advanced Oracle expertise on enhancing your unique system and configuration. Working with this knowledgeable team will help you feel more confident about meeting—or even exceeding—your client’s expectations.

Elevated client expectations are also spurring IT organizations to be more diligent about planning and executing compliance updates and security patches. When you work with the Solution Support Center, you benefit from the cumulative knowledge and expertise of Oracle experts who have contributed to extensive successful customer engagements worldwide. Guided by this experience, your Solution Support Center team helps you make well-informed decisions to enhance the health of your Oracle environment.

Decrease IT Costs, Increase System Availability

When you tap into Oracle’s “virtual center of excellence” as a Solution Support Center customer, the expert guidance of a service delivery manager (SDM) and a designated team of service delivery engineers (SDEs) can help you reduce costs and increase system availability. The SDM is your personal solution provider managing service requests and escalations, delivering quarterly reviews, and hosting mentoring sessions for your staff. Your SDM draws on the expertise of an extended team of developers and subject matter experts to help resolve complex problems.

At the same time, a team of SDEs works directly with your IT staff, providing technical advice, upgrade support, and Oracle software knowledge sessions tailored to your business needs. Together, these resources provide the foundation for a highly personalized support experience to help ensure minimal disruption to your business.

With the Solution Support Center, you benefit from a proactive approach to support that goes beyond problem response to problem prevention. Oracle experts work with you to continually test, benchmark, and enhance your configuration in efforts to pinpoint problems before they occur. With the help of proactive assessments and preventive maintenance, service issues may be reduced—in some cases up to 70%—resulting in higher system availability.

No matter how much proactive planning you do, you still may encounter unanticipated events. When this happens, the Solution Support Center is with you every step of the way. That's because each service request you make—whether it's to resolve a critical issue, increase system performance, or optimize a configuration—receives priority treatment from the start, putting you in direct contact with senior technical support experts so that your problems get addressed faster. Your privileges also include a dedicated toll-free hotline, which connects directly to your “virtual center of excellence” 24x7, onsite assistance to help ensure smooth upgrades during critical business periods, and unique configuration, performance, and systems support to quickly diagnose critical issues, avoid future issues, and improve the efficiency of your IT resources.

Minimize Change-Related Risks, Maximize System Performance

Oracle experts in the Solution Support Center leverage best practices based on the ITIL (Information Technology Infrastructure Library) standards as well as the Oracle Diagnostics Methodology to help minimize your change-related risks and maximize your system performance. During upgrade planning, for example, senior engineers will communicate benefits, help you prepare a detailed execution plan, and identify potential pitfalls to help reduce project complexity. Customers going through this exercise have reported up to a 50% reduction in their upgrade planning effort.

Beyond the planning stage, the Solution Support Center team works closely with your IT team throughout the upgrade cycle to help you achieve optimum results. During the transformation and testing stages, Oracle experts provide best practice testing strategies and tailored technical alerts, patch reports, and bug fixes to make the process smoother and more efficient. Knowledge sessions with Oracle experts deepen the skills and improve the self-sufficiency of your IT team.

By simplifying and streamlining the upgrade process, the Solution Support Center enables you to have greater confidence in managing change in a dynamic environment. This allows you to take advantage of new technology, while your existing systems continue working at peak efficiency throughout their lifecycle.

Reach A New Threshold of Operational Excellence

Get continuous operational improvement from highly personalized solutions tailored to your unique business needs. Reduce costs and raise system availability with a designated team of Oracle experts helping you resolve issues quickly. Minimize change-related risks and maximize system performance with a proactive approach to problem solving and performance enhancement. Reach a new threshold of operational excellence—with the Solution Support Center from Oracle.

About Oracle Advanced Customer Services

Advanced Customer Services is a global business dedicated to the continual operational improvement of your Oracle environment.

Working with you throughout your Oracle software lifecycle, Advanced Customer Services experts help you maximize the performance and value of your Oracle investment.

Advanced Customer Services is operational excellence delivered.

Contact Us

For more information on the Solution Support Center, please visit oracle.com/support/advanced-customer-services/solution-support-center

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