

Feature	What to Expect	How You Benefit
Technology Leadership	The latest next-generation software with the most tightly integrated suite of enterprise applications on the market today, to help drive your technology future	
Next-Generation Solutions	Clear direction for your enterprise, to help secure your technology future	<ul style="list-style-type: none"> Lower your costs and make informed business decisions with accurate, consistent business intelligence Adapt to business change with Oracle's industry-leading service-oriented architecture Lower your total cost of ownership across your entire solution lifecycle Streamline and optimize business and IT operations with Oracle Fusion Middleware
Lifetime Support Policy	<p>Rely on our new Lifetime Support Policy. Simple, predictable, and flexible, it is the most comprehensive in the industry and covers your entire technology environment—from database, to middleware, to applications. An industry first, only from Oracle.</p> <p>Our Lifetime Support Policy consists of three stages of support: Premier Support, Extended Support, and Sustaining Support.</p>	
Premier Support	Maintenance and support for your Oracle Database, Oracle Fusion Middleware, and Oracle Applications for five years from their general availability date	<ul style="list-style-type: none"> Obtain major product and technology releases Receive technical support Get updates, fixes, and security alerts Receive tax, legal, and regulatory updates Obtain upgrade scripts Benefit from certification with new third-party products and versions
Extended Support	An additional three years of support for specific Oracle releases for an additional fee	<ul style="list-style-type: none"> Obtain major product and technology releases Receive technical support Get updates, fixes, and security alerts Receive tax, legal, and regulatory updates Obtain upgrade scripts <p>Extended Support does not include certifications with new third-party products/versions</p>
Sustaining Support	Access to our online support tools, knowledgebase, and technical support experts for as long as you license your Oracle products	<ul style="list-style-type: none"> Obtain major product and technology releases New Upgrade scripts Receive technical support Access Oracle <i>MetaLink</i> Get preexisting fixes for your solutions <p>Sustaining Support does not include</p> <ul style="list-style-type: none"> New updates, fixes, and security alerts New tax, legal, and regulatory updates New upgrade scripts Certification with new third-party products and versions Certification with other Oracle products <p>Customers can also obtain customer-specific fixes for an additional fee</p>

Oracle Premier Support: Expect Next-Generation Support

Your Benefits at a Glance

Feature	What to Expect	How You Benefit
Continuous Product Enhancements	Information-driven applications with advanced technology and product enhancements to deliver optimal system performance	
Major Technology Releases	The latest Industry-leading technology enhancements	<ul style="list-style-type: none"> Focus on your core business while we provide you with leading-edge technology Gain access to Oracle Fusion Middleware, a portfolio of leading, standards-based, and customer-proven software products Reduce the cost of information management and maximize productivity with further enhancements to Oracle Database 10g, Oracle Fusion Middleware, and Oracle Collaboration Suite
Major Product Releases	New functionality across product lines that helps you grow your information-driven business and gives you a competitive advantage	<ul style="list-style-type: none"> Benefit from enhancements to Oracle E-Business Suite, Oracle's PeopleSoft Enterprise, Oracle's JD Edwards EnterpriseOne, and Oracle's JD Edwards World Stay competitive and keep margins growing while you improve business efficiencies Benefit from information-driven business processes that connect and automate your business
Technical Support	Technical support for as long as you license your solution	<ul style="list-style-type: none"> Access problem-solving assistance, technical expertise, self-service support tools, existing fixes and updates, and available workarounds
Updates, Fixes, and Security Alerts	Updates, fixes, and security alerts for five years from the general availability date	<ul style="list-style-type: none"> Reduce the risk of downtime so that your systems run optimally
Tax, Legal, and Regulatory Updates	Tax, legal, and regulatory updates for five years from the general availability date	<ul style="list-style-type: none"> Ensure that your systems are up-to-date with the most current tax, legal, and regulatory updates
Upgrade Scripts	Upgrade scripts for five years from the general availability date, and streamlined migration to the latest release	<ul style="list-style-type: none"> Upgrade to the most current release through robust, automated migration scripts and tools
Third-Party Certifications	Certification with new third-party products for five years from the general availability date	<ul style="list-style-type: none"> Secure your systems with support for third-party components, including databases, application servers, browsers, and operating systems Reduce the risks by running your mission-critical applications on a supported technology platform
Oracle Fusion	The next-generation service-oriented platform and a set of applications that leverage the best functionality from all Oracle products	<ul style="list-style-type: none"> Upgrade your systems to a flexible, service-oriented architecture as part of your annual support contract Benefit from a smooth, cost-effective upgrade to Oracle Fusion no matter which applications you're running Take advantage of superior business insight and process adaptability engineered into Oracle Fusion.

Disclaimer: Product updates, upgrades, and enhancements are provided when available, and pursuant to Oracle's then-current Technical Support Policies. Oracle is under no obligation to develop any future programs or functionality.

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Global Support for Rapid Resolution	Anytime, anywhere access to an award-winning support model, unmatched in scale, with a commitment to industry-leading support practices	
Global Support Center	The best in application and technical support from our expert engineers	<ul style="list-style-type: none"> • Get support from 17 major hubs around the world, in any of 27 languages, including English, French, German, Italian, Dutch, Japanese, Mandarin, Portuguese, and Spanish • Get direct access to Oracle expertise with over 6,000 support service professionals and 13,000 technology and application developers worldwide • Receive consistent support that adheres to ISO 9001:2000 and Support Services Professional Association industry benchmarks for world class support
24/7 Support for Your Mission-Critical Issues	Direct access to Oracle expertise for your mission-critical issues available 24/7 via Web or phone	<ul style="list-style-type: none"> • Get immediate support for your mission-critical issues as they are routed via follow-the-sun support to an available engineer • Get fast, accurate resolution so you can stay on your production schedule • Get back to business quickly
Collaborative Support	The best support available, as fast as possible, through highly secure Web conferencing technology and direct access to Oracle support engineers	<ul style="list-style-type: none"> • Resolve issues up to 30 percent faster through collaboration with Oracle Support • Observe and diagnose issues in real time • Benefit from rapid, accurate diagnosis and resolution
Oracle Diagnostics Methodology	The highest level of support, featuring the Oracle Diagnostics Methodology, a standardized approach that upholds our targeted service levels	<ul style="list-style-type: none"> • Benefit from faster resolution and a higher quality of support • Benefit from our consistent approach and structured method • Receive clear documentation and justified solutions
Oracle <i>MetaLink</i>	Our exclusive Web support portal offers real-time access to Oracle engineers and the industry's most advanced automated diagnostic tools	<ul style="list-style-type: none"> • Get quick access to product, technology, and support information • Leverage the internet for immediate access to 24/7 support whenever and wherever you need it • Save time, increase productivity, and resolve issues quickly
Oracle Knowledgebase	Our robust knowledgebase (available through Oracle <i>MetaLink</i>) contains thousands of hints, tips, techniques, best practices, and frequently asked questions	<ul style="list-style-type: none"> • Get answers quickly through Oracle knowledgebase, with over 400,000 solutions at your fingertips; use our sophisticated knowledge browser to filter your search by technology, product, or topic • Troubleshoot your application and technology issues with the latest hints, tips, and techniques developed by Oracle experts around the globe • Get rapid resolution: Oracle knowledgebase addresses 97 percent of inquiries

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Advanced Support Technologies	Advanced, automated diagnostic tools and timely information services help ensure faster resolution, updates, and system performance—all possible because the people-intensive processes typically required to maintain your products are automated. This is integral to offering you a superior ownership experience.	
Automated Diagnostic Tools		
My Configurations and Projects	A set of tools that automate the information exchange between Oracle Support and customers	<ul style="list-style-type: none"> • Detect issues earlier and resolve problems faster • Benefit from proactive problem avoidance with automated product and security alerts • Monitor and enhance system performance with proactive system tuning and automated, configuration-specific HealthChecks • Simplified configuration management, with a consistent and standardized methodology and a central repository
Maintenance Wizard	A powerful assistance tool that systematically guides you through the entire maintenance and upgrade process	<ul style="list-style-type: none"> • Benefit from an automated, simple, and standardized applications and technology upgrade process • Save time and money by easily maintaining your systems and upgrading seamlessly • Receive confirmation and documentation of your successful upgrade
DiagnosticTools	The most advanced diagnostic technologies in the industry—designed to automate, assist, and accelerate issue resolution	<ul style="list-style-type: none"> • Benefit from new diagnostic tools and technologies that help you configure, install, and maintain your solutions for optimal system performance • Maintain your enterprise solutions with built-in diagnostics, instrumented performance tuning, and automated updates and fixes • Optimize system performance using monitoring tools that not only collect metrics and data in real time to locate bottlenecks, but also work with multiple Oracle solutions in test and production systems, driving peak performance • Benefit from Oracle Diagnostic Support Packs—timely and ongoing updates and information on Oracle diagnostic tests
Information Services		
<i>Plugged In</i>	Our premier newsletter delivers the most current applications news and information directly to your e-mail inbox	<ul style="list-style-type: none"> • Stay informed of the latest product news, support services, education and consulting services, and upcoming events
Oracle Support Internet Seminars	Online seminars that offer you the latest in support news and information, all without leaving your desk	<ul style="list-style-type: none"> • Get the latest support information, when you need it • Discover the benefits of your Oracle investment • Stay up-to-date with our support advancements and future directions