

# ORACLE VM SERVICES FROM ORACLE ADVANCED CUSTOMER SERVICES

**ORACLE**

ADVANCED CUSTOMER  
SERVICES

## KEY FEATURES

ORACLE ADVANCED  
CUSTOMER SERVICES

- Onsite, expert guidance
- Preferred access to Oracle technical resources
- Personalized service

*A number of organizations are moving to virtualization each year to consolidate data center resources, expand their computing capabilities and save valuable time, money and energy. Oracle VM Services are rapidly becoming the key to achieving a competitive advantage by helping Oracle VM customers improve time to market, lower TCO, increase ROI and reduce environmental impact through energy savings. This three stage offering, delivered by Oracle Advanced Customer Services experts support you through each phase of Oracle VM deployment, whether you are moving to virtualization for the first time or converting from a less efficient, more expensive virtualization program.*

### Oracle VM – The Time for Transformation

Unlike other vendors, Oracle VM software is free and downloadable from the Oracle Web site. Oracle VM is optimized to virtualize business critical database and applications workloads without compromising efficiency. Oracle is the only vendor that combines the benefits of service clustering and virtualization technologies to deliver integrated clustering, virtualization, storage and management for Grid Computing.

Oracle is also the only vendor to offer low cost services to help ensure Oracle VM customers achieve success as quickly as possible. Oracle Advanced Customer Services experts help you best deploy Oracle VM to reduce risk, lower operational cost, and increase ROI by:

- Optimizing infrastructure using pooling resources
- Consolidating servers to lower real estate & energy costs
- Lowering deployment costs and quickening deployment cycles.

### Solutions to Maximize Your Success

To help our customers maximize the value of Oracle VM, Oracle Advanced Customer Services has a cadre of solutions that provide users with support, training and advanced services to maximize operational improvement and continually

increase the ROI derived from Oracle VM. Oracle Advanced Customer Services specializes in addressing customer challenges by bringing our vast Oracle VM experience to each customer's unique environment.

To help our customers achieve profitable, measureable results quickly our tiered packages provide the right services at the right time — keeping our service levels consistent and our pricing low to ensure your expectations for the great benefits of deploying Oracle VM are met. Our confidence in our ability to provide the highest level of service is based on our own successful implementation and adoption of Oracle VM in our own data centers.

### **Oracle VM Services – Level One**

The traditional starting point for any technology adoption is strong needs assessment and adequate planning. Oracle VM Services provide a two day on-site assessment to help you scope, plan and define virtualization standards that will help you to successfully deploy Oracle VM. The comprehensive, written assessment covers every possible option from a new installation of Oracle VM technology to migrating from a more costly and less efficient virtualization product. Our expert guidance covers many unique situations, including:

- Migration from VMWare or RedHat Enterprise Linux Virtualization
- New virtualization project

And since every customer's needs are unique, we work diligently to create a written plan that will help you install Oracle VM to meet your specifications, quickly and cost-effectively.

### **Oracle VM Services – Level Two**

Oracle Advanced Customer Services experts help to expedite Oracle VM deployment and reduce associated risks by providing added oversight and guidance during the installation process. Level Two services include:

- Assistance in validating virtualization in test environment
- Documentation of custom installation procedures
- Performing knowledge transfers
- Conducting production readiness review
- Assisting and advising with production installation
- Escalated Service Request Management

These services are provided as a base level package that can be expanded, if necessary, by customers who may have larger server counts or exceptional installation needs. The number of resources and the scope of each project are determined by each customer according to time, resource and budget considerations.

Many companies already engaged in a virtualization strategy or conversion may choose to begin with Level Two services.

**KEY BENEFITS****MAXIMIZE YOUR ORACLE  
VM INVESTMENT**

- Lower TCO
- Accelerate ROI
- Control costs
- Faster time to market
- Reduce energy consumption

**Oracle VM Services – Level Three**

Once the Oracle VM installation is complete, Oracle Advanced Customer Services provide on-going oversight and assistance to ensure continual operational improvement. By selecting a cost efficient plan to ensure Oracle VM optimization with fewer resource requirements, companies continue to lower TCO and increase ROI throughout their Oracle VM lifecycle. All Oracle VM customers are eligible for Level Three Services.

Services in the Level Three package include:

- Expanded services based on customer priorities or in conjunction with product release schedules
- Upgrade Planning & Assistance
- Best Practices Reviews
- Service Request Management
- Performance Optimization
- Disaster Recovery Testing

**Top-Notch Training to Help You Succeed**

Backed by Oracle University courses, Oracle VM Services also offer educational materials and classes to ensure on-going product success. The offerings include:

- Oracle VM Functionality Overview
- Configuration Options
- Quick Start Guide
- Best Practices

Educational materials are available to each Oracle VM customer upon request. Instructor-led classes and web classes are provided during appropriate Level engagements as selected by each customer.

**Contact Us**

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

Copyright © 2008, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners. 0408