

INFORMATION DELIVERED

Experience Successful Upgrades Sooner

Oracle Upgrade Management Services for Oracle Database—
Delivered by Oracle Advanced Customer Services



ORACLE IS THE INFORMATION COMPANY

Trust Your Database Upgrade to Oracle

Your Oracle Database is the workhorse of your organization—your business, your employees, and your customers depend on it. And when it's time to upgrade, you can depend on Oracle Upgrade Management Services from Oracle Advanced Customer Services.

Across industries and around the world, companies are looking for ways to control costs while delivering their products and services to market faster. One way to meet these competing goals and stay ahead of the competition is by upgrading your current technology.

Upgrading to the latest Oracle Database release lets your business stay ahead of the competition while taking advantage of the innovative technology, enhanced performance, and increased functionality included in the newest release. With so much riding on the success of your upgrade, it's good to know that you can call on the experts at Oracle.

Delivered by the Oracle Advanced Customer Services team within Oracle Support, Oracle Upgrade Management Services offer upgrade assistance specifically designed for the needs of your company. Working alongside your systems integrator or in-house resources, the Oracle team can guide you through every step of the upgrade process, and is committed to sharing its expertise with your organization—to help you build the skills of your team while positioning your organization for long-term success.

Oracle Upgrade Management Services are delivered by professionals whose expertise is recognized throughout the industry. Oracle's experienced IT professionals help you mitigate risk, minimize the time associated with upgrading your system, and reduce your cost and downtime. By serving as your trusted upgrade advisor, Oracle Advanced Customer Services help you achieve your upgrade goals sooner.

Fact: More than 1,900 professionals working in 45 countries, speaking 27 languages, are available to deliver Oracle Upgrade Management Services to your organization.



Delivering Upgrade Excellence

Oracle Embraces ITIL

ITIL (Information Technology Infrastructure Library) is the most widely accepted approach to IT service management in the world. Oracle Upgrade Management Services experts use proven business service management (BSM) policies based on the ITIL framework to help you maintain higher system availability and keep your IT systems aligned with your business priorities.

Oracle's commitment to the ITIL approach to help customers work through their upgrade projects is demonstrated by the fact that 90 percent of Oracle Service Delivery Engineers are ITIL-certified.

When you choose Oracle as your upgrade advisor, you're taking the right steps to facilitate a successful outcome for all phases of the project. Oracle Upgrade Management Services professionals use the knowledge, skill, and experience gained from thousands of upgrade projects to review your upgrade. Oracle's modular, three-level approach uses proven best practices, proprietary tools, and leading technologies to reduce the change-related risks, costs, and complexities of your upgrade. Oracle experts test and validate the performance of all your applications—whether embedded or from independent software vendors—and then measure and optimize your system to create a maintenance plan for continued improvement.

Oracle Upgrade Management Services offer a predictable, flexible, cost-effective upgrade path—from planning to transforming to measuring and optimizing—that helps you transform your business and increase its competitiveness. And like all Oracle Advanced Customer Service offerings, Oracle Upgrade Management Services cover the entire lifecycle of your Oracle software.

Why Choose Oracle Upgrade Management Services?

Oracle Upgrade Management Services help manage the entire upgrade process and make it easier to take advantage of the newest features and functions of the latest technologies.

- **Accelerate your upgrade with unique tools and technology.** Help eliminate upgrade roadblocks with detailed information that lets you build a solid business case, make well-informed decisions, and minimize business disruptions. Ensure a faster return on investment with time-tested planning, execution, and configuration assessment tools.
- **Reduce risks and costs with best practices based on ITIL version 3.** Drive greater IT efficiencies and business results with ITIL version 3 standards for IT management. Lower your costs using a repeatable, consistent upgrade process based on industry best practices.
- **Upgrade with confidence using Oracle's unparalleled expertise.** Manage your project with experts who have insight into your technical strategy and business priorities. Incorporate more automation for increased service reliability and predictability, and increase the self-sufficiency of your staff with technical discussions led by experienced professionals.

“By exploiting the expertise of Oracle, end users are released from the shackles of technical complexity and freed up to unite IT capabilities with the business goals of the organization, thus becoming well positioned to deliver meaningful customer service and grow the enterprise.”

Ralph A. Rodriguez, Senior Vice President of Research, Aberdeen Group



A Proven Approach to Successful Upgrades

By combining proven methodologies, customized tools, and our highly experienced Service Delivery Engineers, you can accelerate your upgrade project and achieve a successful business outcome. And once your upgrade project is complete, Oracle offers dedicated services and support that continue to deliver the quality of service you expect from Oracle.

Our structured approach to upgrades—from planning to postimplementation—lets you leverage Oracle expertise and our proprietary tools to minimize risks and control IT spend.

Level 1. Plan: Accelerate Technology Adoption

Oracle experts conduct an in-depth analysis of your current environment—including performance, patch, and configuration assessments—to gain insight into the steps needed for a successful upgrade. State-of-the-art upgrade management tools help you make well-informed decisions about priorities, timing, and costs, and assist you in aligning your technical strategy with your business goals.

Level 2. Transform: Reduce Change-Related Risks and Costs

At the second level, a dedicated team of Oracle specialists provides you with expert onsite or remote guidance and advanced troubleshooting throughout the duration of your upgrade project. Our services include account management, service delivery reviews, critical service request assistance, and stand-by assistance for critical events. Oracle Upgrade Management Services also provide a comprehensive offering that can accelerate your time to value with enhanced technology and technical assistance from Oracle development and support. Automated upgrade processes, along with time-tested operational assessments, are delivered by Oracle experts who have successfully guided many customers through the complexities of their upgrade projects.

Level 3. Measure and Optimize: Maximize System Availability

After a successful upgrade, Oracle's services experts lead interactive sessions with your IT team to evaluate, test, and measure the results of the upgrade. In addition, they provide recommendations for continued operational improvement and performance optimization, giving you a faster return on your investment.

Personalized Setup and Configuration with Oracle Real Application Testing

Oracle Real Application Testing (Oracle RAT), an option available with Oracle Database 11g Enterprise Edition, facilitates rapid technology adoption and higher testing quality. Personalized setup and configuration services from Oracle Upgrade Management Services help you leverage key features of Oracle RAT, including database replay and SQL performance analyzer.

Upgrade Faster with Oracle Real Application Clusters

Oracle Upgrade Management Services experts help you migrate your Oracle Real Application Clusters (Oracle RAC) to a new technology version. Choose from technical roundtable discussion sessions and advisory or hands-on assistance.



Fact: Oracle Database with Oracle RAC lets your IT staff spend less time on system maintenance activities—freeing them to focus on managing service levels and eliminating time-consuming IT backlogs.

Fact: Oracle Upgrade Management Services have reduced patch recommendations by as much as 95 percent, helping to focus resources better and significantly accelerate the upgrade process.

An Upgrade Strategy Personalized for Your Business

About Oracle Advanced Customer Services

Oracle Advanced Customer Services is a global business dedicated to the continued operational improvement of your Oracle environment. Working with you throughout the software lifecycle, Oracle Advanced Customer Services experts help you maximize the performance and value of your Oracle investment.

	Level 1: Plan	Level 2: Transform	Level 3: Measure and Optimize
High-Level Activities	<ul style="list-style-type: none"> • Business case assessment to determine return on investment (ROI) • Configuration, operations, and policy discovery • Patch analysis • Fall-back planning 	<ul style="list-style-type: none"> • Pre/post upgrade performance baselines established • Regression, recovery, and performance testing with proprietary tools • Oracle Real Application Testing setup 	<ul style="list-style-type: none"> • Production system testing to maintain health and performance • User acceptance testing • Maintenance plan for continual improvement • Technical roundtable discussions
Result	Mitigate upgrade risk	Accelerate the upgrade process	Optimize upgrade ROI

Rely on Oracle for Successful Upgrades Sooner

When you work with Oracle Advanced Customer Services, you work with Service Delivery Engineers who have a proven track record for delivering successful IT projects. As part of Oracle Advanced Customer Services, Oracle Upgrade Management Services give you a comprehensive upgrade approach that helps you manage change-related risks, reduce costs, and quickly realize the full benefits of your software. Join organizations around the globe who are partnering with Oracle Upgrade Management Services, and experience successful upgrades sooner.

CONTACT US

For more information about how Oracle Upgrade Management Services can help you deliver operational excellence, visit oracle.com/goto/upgradeto11g or call **+1.800.ORACLE1** to speak to an Oracle representative.

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.



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