

Global Welcome Guide

Learn More About the Services Available from Oracle



Hardware and Software
Engineered to Work Together



For more than 30 years, Oracle has been helping customers such as you manage their information systems. Whether you are a new or current Oracle customer, the following pages will show you how Oracle enables the success of your Oracle hardware and software investments through a lifecycle of services that covers the complete stack. Please take a moment to learn more about our services.



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Oracle Support

At Oracle, we believe that complete support is an essential element of customer success. Our unique approach promotes consistent, high-quality support across all hardware and software assets, backed by unparalleled investment in product and service enhancements, so you maintain business strength and competitiveness over time.

Oracle Premier Support

Oracle Premier Support covers individual products and integrated solutions.

Hardware systems

- Servers
 - Hardware
 - Integrated software (such as firmware)
- Storage
 - Hardware
 - Integrated software (such as firmware)

Operating systems

- Oracle Solaris
- Oracle Linux
- Oracle VM

Software

- Database
- Middleware
- Applications

Solutions

- Oracle Exadata, Oracle Exalogic, SPARC SuperCluster

Oracle has won more awards for customer support than any other IT vendor. Our exclusive focus is on Oracle products, and service quality is our priority. When

you contact us for help, you work directly with an Oracle product expert. Whether your business is using a single Oracle product or a complete Oracle hardware/software solution, Oracle Premier Support provides the following support across all Oracle products, from applications to disk.¹

Service and support to quickly diagnose and resolve issues

- 24/7 support, localized from 28 global support centers across 145 countries, in 27 languages
- 18,000 customer support specialists with an average of more than eight years of Oracle experience, an extensive knowledgebase, powerful diagnostic tools, and continuous, cross-industry training
- Two-hour onsite hardware service² with automated service requests
- Comprehensive support that leverages collaborative relationships with leading hardware and software vendors to isolate and troubleshoot multivendor interoperability issues
- Lifetime support with access to technical experts and rights to major releases for as long as you license your Oracle software

¹ Features vary by product coverage.

² Your system must be within an Oracle two-hour service coverage area to receive two-hour service as a standard feature.

Proactive tools and resources ensure that you get the most from your Oracle products

- The Web-based My Oracle Support portal provides a personalized, proactive support experience and is the single point of entry for all Oracle Support interactions
- Proactive advice and customized health checks to improve system and software performance—all personalized for your unique configurations
- A collaborative network of Oracle support specialists and industry peers in hundreds of communities for a proactive exchange of best practices and industry knowledge
- Advanced search capabilities in My Oracle Support's extensive knowledgebase of nearly 1 million solutions for more than 3,000 products
- Unlimited access to technical documentation, white papers, best practices, and tips and tricks from the experts

Product innovation to keep pace with change and capitalize on new opportunities

- Ongoing customer-driven enhancements to software and firmware functionality
- Security alerts, updates, and ongoing software assurance
- Major new releases included at no additional cost and available when you're ready to upgrade
- Oracle's Upgrade Advisors and Upgrade Planner to guide you step-by-step through an upgrade lifecycle

The Value of Oracle Support

As an Oracle Premier Support customer, you can leverage our remote and proactive support capabilities to rapidly resolve the most urgent issues and keep your IT operations running effectively and without interruption. You've made a significant investment in Oracle, and we're here to make sure that you're successful.

Only Oracle places so much emphasis on technology-enabled problem prevention and optimization so you can maintain high application availability and capture full system performance. Standard coverage includes 24/7 support, automatic service requests, two-hour onsite hardware service, critical patches for software and integrated software (such as firmware). And you can take advantage of health checks, scripts, and powerful support tools to proactively maintain your IT environment and prevent potential problems.

My Oracle Support provides personalized online support and access to a wealth of proactive tools, targeted knowledgebase search capabilities, and peer-to-peer collaboration to maximize operational efficiency and streamline the management of your Oracle products. You can also tap into thousands of Oracle product experts 24/7 to supplement your in-house competencies and IT resources. By leveraging your support partnership with Oracle, your IT staff can maintain focus on other business priorities and get fast answers, prompt resolution, and code updates.





New software and system features, functionality, and performance improvements are critical to your ongoing business strength. Your business needs to keep up with ever-evolving security threats, competitor strategies, compliance needs, and customer expectations. The support tools and resources you get with Oracle Premier Support help you implement new releases and critical updates faster and with minimum risk. If you do experience an issue, you can rely on Oracle as your single point of accountability to speed diagnosis and recovery for the complete Oracle stack.

With Oracle as your long-term partner, you are backed by the innovation you need to run your business more efficiently, build on your strengths, and open new opportunity. Your technology and your business can move forward together with continuous access to new product functionality and Oracle's industry-leading Lifetime Support policy. Oracle's Lifetime Support provides comprehensive support across Oracle software products, including operating systems and virtualization software, so you can protect your investment and upgrade on your own schedule.

To learn more about Oracle's Lifetime Support policy, go to oracle.com/us/support/lifetime-support

Making the Most of Your Oracle Support Coverage

At Oracle, we want to provide a support experience that's personalized, proactive, and collaborative, so you can fully utilize all the support resources and coverage features available to your organization as part of your service agreement.

My Oracle Support provides detailed guidance and resources on how to get started or reacquainted with Oracle Support. Here are three steps to take right away.

1. Go to the My Oracle Support login page at <https://support.oracle.com> to create your oracle.com account, which gives you access to a variety of online applications and services. From there, you can also quickly learn the basics in 10 minutes and access brief training videos.
2. Visit the My Oracle Support Welcome Center [reference article ID 873313.1], your single access point to the Getting Started and Knowledge Browser Quick Reference guides, FAQ, information on using My Oracle Support communities, and other important reference materials and training.
3. Explore the self-service guide Working with Support for New Customers [reference article ID 374370.5], which helps you become familiar with our support resources.

We call this the Customer Launch Process, and it's designed to help you and everyone on your team get the most successful start to your relationship with Oracle.

Oracle University

Oracle University delivers in-depth product training, so you can learn to implement and manage your Oracle Database, applications, tools, and technologies efficiently and effectively.

Whether you are new to Oracle technology or upgrading to a current release, Oracle University offers up-to-date training courses created by Oracle experts. Our experienced instructors can help you gain the cutting-edge skills and knowledge you need to succeed in your IT career. Learn Oracle from Oracle.

100% Student Satisfaction

Oracle University is committed to providing every student with world-class training and an unbeatable educational experience. We are so confident of your success that we back up all training with our 100% Student Satisfaction Program. No other IT training organization offers a similar guarantee. Complete details and policies are at

oracle.com/education/100percent

Comprehensive Learning Paths

Oracle University offers more than 4,600 course titles covering more than 50 products, including training for the following product areas, among others.

Oracle Engineered Systems

- Oracle Big Data Appliance
- Oracle Database Appliance
- Oracle Exadata Database Machine
- Oracle Exalogic Elastic Cloud
- Oracle Exalytics In-Memory Machine
- Oracle SPARC SuperCluster

Server and Storage Systems

- Oracle Enterprise Manager Ops Center
- Oracle Solaris
- Security
- Sun Servers, Storage, and Tape
- Virtualization

Database and Grids

- Database Security
- Data Warehousing
- Grid Infrastructure
- MySQL
- Oracle Application Express
- Oracle Database
- Oracle Enterprise Manager Cloud Control
- Oracle Real Application Clusters
- SQL and PL/SQL

Middleware

- Application Servers and Infrastructure
- Business Intelligence
- Data Integration
- Enterprise Performance Management
- Identity Management
- Java and Developer Tools
- Oracle WebCenter
- SOA and BPM





Applications

- Oracle Application Integration Architecture
- Oracle CRM On Demand
- Oracle E-Business Suite
- Oracle Fusion Applications
- Oracle's ATG
- Oracle's JD Edwards EnterpriseOne and JD Edwards World
- Oracle's PeopleSoft Enterprise
- Oracle's Primavera
- Oracle's Siebel CRM

Our learning paths are categorized by job role and product focus to help you find the right training and certification for your optimum success. Job roles include administrator, analyst, architect, consultant, developer, end user, engineer, implementer, and project manager.

Oracle Certification

Oracle certifications are tangible, industry-recognized credentials that can help you succeed in your IT career, and they provide measurable benefits to your employer.

Our certifications can accelerate professional development, improve productivity, and enhance credibility. We offer more than 130 independent credentials for database, middleware, applications, server and storage systems, and industry applications. Discover the value of certification and view training paths at oracle.com/education/certification

Training Formats

Oracle offers a variety of training formats, including

- **Classroom Training**—Instructor-led public or private training is our traditional learning format and most popular option
- **Live Virtual Training**—Live virtual classes provide the same quality as classroom training with the same expert instructors, content, and hands-on labs, but they are offered online so you can avoid the hassle and expense of travel
- **Customized Training**—User adoption services tailor content to match your business needs, with the structure, schedule, and location of your choice
- **Self-Study Training**—With self-study CD-ROMs and the Knowledge Center, you can learn at your own pace whenever, wherever for maximum flexibility

Learn More

Visit oracle.com/education for the latest training and certification information. Browse courses, learning paths, and certifications for individuals or organizations.

Oracle Consulting

Oracle Consulting allows you to optimize the value of your Oracle investment while minimizing your total cost of ownership.

We focus exclusively on Oracle business solutions—and with our deep Oracle technology skills and domain expertise you can achieve measurable business objectives while minimizing the risks inherent in enterprise change.

Oracle provides the world's most complete, open, and integrated business software and hardware systems to more than 380,000 customers. We place a high priority on your success. The goals of Oracle Consulting are closely aligned with your goals. Our company depends upon your successful deployments of Oracle business solutions and technologies.

We consider your deployment successful when you've achieved your defined business objectives and when Oracle technologies have helped you minimize your overall cost of ownership.

We can help you attain your business objectives with

- **Timely Execution**—Bringing solutions to market in a predictable and timely manner
- **A Focus on Business Outcomes**—Providing flexible business processes that support strategic business objectives
- **Plans for Future Customer Market Change**—Designing and deploying a flexible business and data architecture that allows the business to quickly respond to market changes

We minimize cost of ownership by

- **Reusing Implementation Best Practices**—Focusing on implementation best practices shared from projects across the globe

- **Minimizing Customizations**—Using out-of-the-box Oracle business processes, including Oracle Accelerators
- **Leveraging Global Delivery Capabilities**—Providing service delivery onsite, offsite, and offshore

Global Solutions Delivery

Oracle Consulting's flexible and innovative global solutions delivery approach assembles the optimal team for your project to provide the right expertise, the right solution, and the right cost.

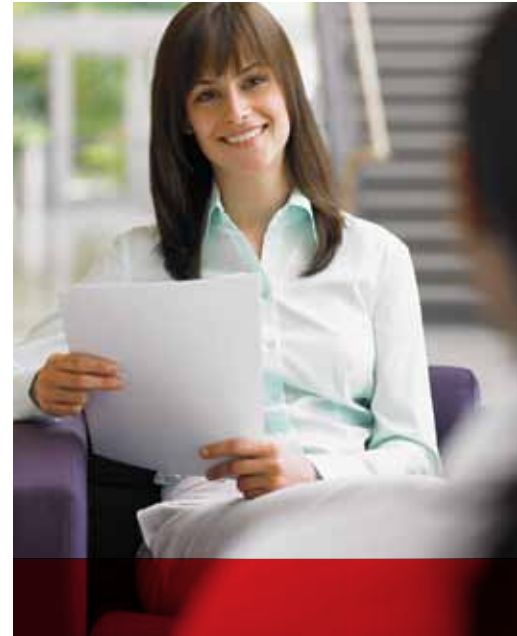
In addition to our onsite consultants, Oracle offers remote delivery channels. Each center contributes specific expertise, service portfolios, and advantages.

The following is a list of our remote delivery channels.

- **Application Solution Center**—Fixed-price, fixed-scope solution offerings
- **Remote Technology Center**—Unique, cost-effective technical services via Oracle's virtual private network
- **Reston, Virginia Delivery Center**—Low-cost services to U.S. federal, state, and local entities, and commercial customers who have U.S. citizenship requirements
- **The North America India Operations Center**—Offshore support for implementations and upgrades

Learn More

Improve and maintain your solutions to get the most business value from your Oracle investment. Find out more at oracle.com/consulting



FACT: Oracle Consulting adds value to your business through effective, innovative solutions that use Oracle software and hardware. We deliver value, speed, and simplicity with services that address your business and technology needs—from strategic planning, rapid implementations, and upgrades to enterprise system optimization.



FACT: 94 percent of the S&P Global 100 maximize the performance and value of their Oracle environment with Oracle Advanced Customer Support Services.

Oracle Advanced Customer Support Services

Every Oracle customer has unique IT mission-critical operations that sustain core business functions. Helping each customer protect and perfect vital Oracle systems is our goal. Oracle Advanced Customer Support Services provides tailored support services for complex IT environments, so they can achieve the highest levels of system performance and availability.

As your business grows, so does the complexity of your Oracle environment. Even a minor service disruption can be costly, and a major mission-critical system failure can be catastrophic. Oracle Advanced Customer Support Services tailors specific predictive and preventative solutions for all Oracle products that support your key processes.

Oracle Advanced Customer Support Services provides customized support services for complex IT requirements. Support engineers provide highly proactive and preventive support with diagnostic and monitoring tools to anticipate, identify, and remediate issues for all mission-critical Oracle systems, including Sun servers and storage, database, middleware, and applications. Our highly engineered approach to helping you achieve increased system availability helps you realize more value from your Oracle systems—with less disruption to your business.

Oracle Advanced Customer Support Services covers all Oracle products and spans all phases of your Oracle solution lifecycle, helping to align your IT and business strategies and maximize system

performance. With Oracle Advanced Customer Support Services you can choose from an array of services customized to your unique mission-critical needs. We offer

- Tailored support services to prevent predictable downtime, reduce risk, and lower TCO
- Dedicated support engineers monitoring critical environments 24/7
- Advanced diagnostic and monitoring tools for real-time performance status
- Production optimization and analysis of all key Oracle systems
- Unique access to Oracle's engineering and development expertise to help drive higher availability, increased performance, and faster ROI
- Industry-specific services
- Strategic support relationships focused on collaborative, long-term partnerships

Working closely with you at all phases of your Oracle solution lifecycle, Oracle Advanced Customer Support Services engineers function as key members of your team, providing valuable support and knowledge transfer for your in-house or third-party teams.

From faster problem resolution to ongoing performance optimization to end-to-end mission-critical support, Oracle Advanced Customer Support Services delivers a highly personalized, strategic relationship dedicated to your business success.

Learn More

For more information on how Oracle Advanced Customer Support Services can help you achieve high system availability, visit oracle.com/acs or e-mail us at acsdirect_us@oracle.com

Oracle On Demand

Oracle On Demand delivers the world's leading software to your end users, and manages the IT infrastructure, software, security, service levels, and IT governance—allowing you to focus on your core business.

Your solutions can be hosted in our award-winning data centers, at your facility, or at a third-party site. No matter which on-demand solution best fits your needs, you get the same benefits.

- Software that is available, secure, and up to date
- Reduced operational complexity and risk
- Oracle's expertise and infrastructure investments on call

Oracle offers a wide range of on-demand solutions, including

- **Oracle CRM On Demand**—Oracle's low-risk, flexible, hosted customer relationship management (CRM) solution for companies of all types and sizes

- **PeopleSoft Enterprise On Demand**—A complete set of software management services for PeopleSoft Enterprise applications
- **JD Edwards EnterpriseOne and JD Edwards World On Demand**—High-availability solutions specifically designed to support the JD Edwards product family
- **Oracle E-Business Suite On Demand**—Oracle's end-to-end business applications for CRM, enterprise resource planning, supply chain management, and more, without the demands of monitoring and maintenance
- **Oracle Collaboration Suite On Demand**—Your communications infrastructure managed by Oracle experts, including e-mail, calendar, voice mail, and file services
- **Oracle Technology On Demand**—Oracle Database and Oracle Fusion Middleware hosted and managed by Oracle
- **Oracle Learning Management**—A complete infrastructure for management, delivery, and tracking of training, in online and classroom-based environments
- **Oracle On Demand for Siebel CRM**—All the benefits of the world's leading industry-specific CRM solution, and the peace of mind of knowing Oracle is hosting and managing the software

To learn more about how you can reduce IT management costs and gain the freedom to focus on your core business, visit oracle.com/ondemand



FACT: Oracle consistently delivers high availability and performance—keeping systems secure and up to date for more than 380,000 customers every day.



“OPN Specialized is an obvious advantage for partners and end users alike. It not only allows for targeted investment and deeper specialization within the partner ecosystem, but also drives extra commitment and raises product awareness with the customers. We firmly believe this will boost the Oracle product and expertise adoption for all the players in the marketplace.”

Alexey Golosov
President, FORS Development
Center

Oracle Partners

Oracle PartnerNetwork Specialized Empowering Customers Through OPN Specialization

Through the extensive knowledge and expertise of our partner community—including more than 20,000 partners worldwide—the Oracle PartnerNetwork (OPN) Specialized program has built the most comprehensive and highly skilled partner community in the industry. Specialized partners have advanced expertise in specific Oracle products and a deep understanding of industry and business challenges, and they are uniquely qualified to implement business solutions to customers of all sizes.

Customer Commitment

With a strategic system that helps customers find the right partner for their venture and that makes the entire process easier and more intuitive, OPN Specialized empowers customers to make decisions sooner and find solutions faster.

Customers want an insightful, knowledgeable partner that can work with them to develop and implement specific solutions for their business. With OPN Specialized, Oracle customers can find a specialized partner with the training, knowledge, experience, and commitment to help their business succeed.

Specialization Makes the Difference

Specializations let Oracle partners highlight their strengths and easily connect with customers who need those special skills. Specialized partners demonstrate their commitment to Oracle and customers by investing the time and resources to develop significant expertise in Oracle’s products and solutions. This includes participating in Oracle skills training and assessments, working closely with the Oracle Partner Business Center, and gaining in-depth knowledge through the OPN Specialized Knowledge Zones. Customers can be confident that OPN Specialized partners will deliver the highest-quality solutions and the greatest return on investment.

Advanced Specialization

Advanced Specialization enables Specialized partners at the Gold, Platinum, and Diamond levels to further showcase the depth and breadth of their global implementation resources. To qualify for an Advanced Specialization, partners must meet standard OPN Specialized business and competency criteria for specialization, plus have 50 or more Oracle certified implementation specialists on staff. This level of commitment demonstrates the experience necessary to meet customers’ business requirements.

Choosing an Oracle Partner

There are a number of factors to consider when choosing an Oracle partner. For example

- Is the partner Specialized with OPN in the product and solutions you are seeking?
- Does the partner have the right product and experience for your industry sector?
- Does the partner have a track record with the solution you need?
- Does the partner have Oracle experience that's relevant to the solution you need?
- If working with an independent software vendor (ISV), have their solutions been validated through the Oracle Applications Integration Initiative?

Find a Specialized Partner Through the Oracle PartnerNetwork Solutions Catalog

OPN Specialized partners possess in-depth skills and expertise in Oracle's products, solutions, and industries, as demonstrated by their success in selling, developing, and implementing these solutions.

You can find an OPN Specialized partner through the Oracle PartnerNetwork Solutions Catalog, which includes each Specialized partner's company profile and information about their solutions, software, and services. Customers can instantly identify and contact partners with the specializations that meet their needs through this online centralized global directory.

The Oracle PartnerNetwork Solutions Catalog also features thousands of ISV solutions that are integrated with Oracle Database technologies, Oracle Fusion Middleware, and Oracle Applications. In addition, customers can find Specialized partners with key industry solutions.

OPN Specialized Partners Are Preferred Partners

Working with an OPN Specialized partner lets you enjoy higher levels of value and satisfaction and reach a greater return on your investment. Please visit oracle.com/specialized today to locate Specialized partners with the expertise you need by country, solution, partner type, and other criteria.



"OPN Specialized will greatly simplify the process of finding the right partner in a crowded space, ensuring that only the brightest and best and those who have invested heavily in their Oracle portfolio earn their status in the program."

Jim Collison
Technology Manager, Gallup

FACT: OPN Specialized helps Oracle's strong, worldwide network of more than 20,000 partners differentiate, compete, and succeed in today's dynamic, global marketplace.



"We are amazed at the enormous impact the combination of MasterCard products, in concert with Oracle Financials and [Oracle] Internet Expenses, has had on our business."

Stephen Orfi
Senior Vice President
MasterCard

Global Customer Programs

Oracle's Global Customer Programs help you get the most from your relationship with Oracle.

Working in concert with your account team, support staff, and other contacts, we help you succeed by offering a range of services that seek your opinions, support your goals, and celebrate your successes.

- **Customer Feedback**—Your responses to our surveys guide our planning and decision-making, and drive improvement across all Oracle lines of business.
- **Customer Forums**—Oracle provides a variety of forums that open the lines of communication between customers and Oracle's executive management and product development teams. From our community of more than 850 independent user groups worldwide to our invitation-only CIO Advisory Board and product and industry customer strategy councils, Oracle's forums maximize collaboration and information exchange.
- **Customer Referencing**—We celebrate your successes with a variety of marketing and networking opportunities.

Learn More

To learn more and find out how to participate in our customer programs, visit oracle.com/customers or e-mail us at customer_www@oracle.com

Oracle's User Groups

Oracle's user groups are independent communities of like-minded customers. These communities provide dynamic forums for customers to share information, experiences, and expertise.

User groups allow customers to provide Oracle with critical information about customer needs—from business process improvements to technical recommendations. User groups also help customers stay informed about Oracle products, services, and solutions via strategic messages and development updates directly from Oracle.

User groups meet online throughout the year, or in person in hundreds of locations around the world. At these informative meetings, members get practical information, new ideas, and product updates. Members of a user group can also take a leadership role by serving on any of the hundreds of committees and boards. These leadership positions allow you to work more closely with Oracle experts and gain new insights and business skills.

Oracle encourages all customers to get involved in the user group community. These groups are an essential element of Oracle's commitment to customer satisfaction.

Oracle's user groups include

Technology

- **Independent Oracle Users Group (IOUG).** This group represents the voice of Oracle technology and database professionals, serving nearly 20,000 database administrators, developers,

architects, technical managers and other Oracle professionals throughout North America and worldwide. ioug.org

- **Java User Group (JUG).** This group strives to distribute Java-related knowledge around the world. It provides a meeting place for Java users to get information, share resources and solutions, increase networking, expand Java technology expertise, and above all, drink beer, eat pizza, and have fun. To find a JUG near you, go to the **JUG community** on java.net/community. community.java.net/java-user-groups

Applications

- **Oracle Applications Users Group (OAUG).** Formed in 1990, the OAUG is one of the software industry's most successful user groups. This global organization enhances the capabilities of Oracle users in their day-to-day use and management of the growing family of Oracle applications. oaug.org
- **Quest International Users Group.** This group provides a unified voice into Oracle for JD Edwards and PeopleSoft users; timely, unbiased information; and networking events that allow members to share their experience with information technology and best business practices. questdirect.org
- **Oracle Human Capital Management Users Group (OHUG).** This group allows members to share experiences and best practices with Oracle's other HCM customers, take advantage of in-depth training from industry experts, and communicate directly with Oracle executives, product managers, and development teams. ohug.org



"Oracle understands user groups and has an excellent program, which encourages and sustains independent user group activities. They understand that user group support is not a marketing role, but rather a customer advocacy function."

Jeb Dasteel
Senior Vice President and
Chief Customer Officer, Oracle



Middleware and Development

- **Oracle Development Tools User Group (ODTUG)**. ODTUG is an independent, not-for-profit global organization that provides education, support, advocacy, and networking opportunities for all developers who work on Oracle Databases. odtug.com

Global Regions

- **APOUC, EOUC, and LAOUC**. Oracle maintains a close relationship with its user groups in the Europe, the Middle East, and Africa (EMEA); Asia Pacific (APAC); and Latin America (LAD) regions. User group leaders from groups throughout these regions are part of a community of leaders, sharing ideas and best practices, and their members are vibrant and enthusiastic users focused on Oracle applications and technology. These groups provide extensive opportunities to share best practices, learn more about Oracle products and services, network across the globe, and make their voices heard by Oracle's executives and development organization. For more information and to view a list of user groups in each region, please visit iouc.org and click on the world map.

Industry

- **Higher Education User Group (HEUG)**. The HEUG consists of people in higher education institutions that use Oracle products. The group provides a forum for customers to share information and experiences on selection, implementation, and cost-effective use of Oracle products. heug.org
- **Oracle Health Sciences User Group (OHSUG)**. The OHSUG represents an international group of users of Oracle Clinical software and related applications. OHSUG members share best practices and experiences about using the software and other products within the Oracle Health Sciences application suite. ohsug.org

For more information about Oracle's independent user groups, visit iouc.org or oracle.com/us/corporate/customers/oracle-users-groups-192206.html

Please send questions to oracleusergroup_ww@oracle.com

Contact Information and Feedback

General information, support, technical issues, and global support contacts for your geographic region.

Additional Resources for Oracle Information

Visit oracle.com/corporate/welcome to find the links and contact information found in this guide. There, you can find even more information to help you make the most of your relationship with Oracle.

Oracle Corporation

With more than 380,000 customers—including 100 of the Fortune 100—and with deployments across a wide variety of industries in more than 145 countries around the globe, Oracle offers an optimized and fully integrated stack of business hardware and software systems.

Oracle engineers hardware and software to work together in the cloud and in your data center—from servers and storage, to database and middleware, through applications. Oracle systems

- Provide better performance, reliability, security, and flexibility
- Lower the cost and complexity of IT implementation and management
- Deliver greater productivity, agility, and better business intelligence

For customers needing modular solutions, Oracle's open architecture and multiple operating-system options also give customers unmatched benefits from best-of-breed products in every layer of the stack, allowing them to build the best infrastructure for their enterprise.

Learn more about Oracle Corporation by checking in on Oracle news, events, and communications; our thought leadership and strategic technology acquisitions; and profiles of our customers.

oracle.com/corporate

Oracle Technology Network

The Oracle Technology Network (OTN) is a dynamic community through which Oracle developers, database administrators and developers, architects, and system administrators trade tips, seek and exchange advice, and interact with Oracle experts. The community is millions of members strong, and each and every one has a huge range of options for interaction and participation—including contributing content, sharing knowledge online, joining and participating in projects and groups, and more. otn.oracle.com





Services at a Glance

Support

Support resources including the My Oracle Support service delivery platform; product documentation, enhancements, and updates; technical and lifetime support policies; Oracle Premier Support and Oracle Advanced Customer Support Services.

oracle.com/support

Oracle E-Delivery

Download your licensed Oracle software.

edelivery.oracle.com

Education

Oracle University offers up-to-date training courses created by Oracle experts to help you gain the cutting-edge skills and knowledge needed to succeed in your career.

education.oracle.com

Oracle Consulting

Attain significant business value and predictable business outcomes from your Oracle investment. We'll engage with you according to your needs—whether you require Oracle as the prime contractor, partner-led resources, staff augmentation, or leveraged technology experts.

oracle.com/consulting

Oracle Advanced Customer Support Services

Our highly engineered approach to helping you achieve increased system availability can lower risk, reduce complexity, and accelerate ROI for all key Oracle systems.

oracle.com/acs

Oracle On Demand

Let Oracle manage your software so you can focus on your core business.

oracle.com/ondemand

Oracle PartnerNetwork

Oracle has a comprehensive community of more than 20,000 partners, including more than 1,000 Specialized partners. Specialized partners are those Oracle PartnerNetwork members that have met additional Oracle business and competency criteria in specific product, solution, or service areas.

oracle.com/partnerships

Customer Programs

Get the most out of your relationship with Oracle by helping us understand your opinions, support your goals, and celebrate your successes.

oracle.com/customers

Oracle User Groups

Networking, knowledge sharing, advocacy, and education.

iouc.org





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| Oracle is committed to developing practices and products that help protect the environment

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