Is there a way to reliably manage business critical Oracle applications while leveraging low infrastructure costs and elastic capacity of Oracle Cloud? With Oracle Advanced Customer Services (ACS), there is. ACS provides complete lifecycle management of Oracle applications with industry leading Service Level Agreements (SLAs), disaster recovery, and critical business transaction monitoring enabled by a cloud automation platform on top of Oracle Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). Enterprises can improve application availability, enhance end-user experience, lower their total cost of ownership, and gain elastic capacity with Oracle Managed Applications Unlimited on Oracle Technology Cloud Service.

**Key Business Benefits**

- Reduced business risk through SLA driven complete lifecycle management
- Higher business productivity with rapid provisioning for production, test, and development environments
- Lower Total Cost of Ownership
- Freedom from infrastructure capital expenditure and protection from platform obsolescence

**Key Features**

- Industry leading application availability SLAs and disaster recovery support
- User experience and key transaction monitoring
- Consumption based pricing for optional services with Cloud Service Units
- Enhanced Security Services
- Faster provisioning of production, test, and development environments
- Rapid cloning of environments

Oracle Managed Applications Unlimited on Oracle Technology Cloud

Oracle Applications Unlimited customers face challenges managing their environments such as minimizing downtime of business-critical applications, identifying and resolving performance bottlenecks in critical business transactions. Additionally, it takes a long time, often weeks, to provision an environment for development teams. Oracle Advanced Customer Services, with its expertise in deploying applications in the cloud, helps enterprises rapidly adopt and realize the benefits of Oracle Technology Cloud as a platform for enterprises to run their applications.

Key benefits of ACS services include:

- **Reduced Business Risk.** ACS provides a SLA driven complete lifecycle management which includes governance, backup, patching, and refresh by Oracle experts who have experience managing hundreds of customer environments. ACS provides application availability SLA of 99.7% or higher. Lifecycle management includes a dedicated Go-Live Center which has historically reduced the number of post-live issues by 54%. ACS lifecycle management expertise and proprietary tools such as Cloud Automation Platform, CEMLI management, and PULSE® (an iPad application which provides customers a unified view into the business health) greatly reduce business risk.

- **Higher Business Productivity.** Customers can rapidly provision their production, test, and development environments. They can quickly clone their environments to bring new features into production or to test new features with up-to-date production
• Ability to spin-up or spin-down management of non-production environments
• Flexible deployment of production environment - either on premises or at Oracle

**Related Services**
The following services support Oracle Applications Unlimited on Oracle Technology Cloud:
• Enhanced Security Services
• Functional Helpdesk Services
• Oracle Technology Cloud Transition Service for Oracle Applications Unlimited

**Key features of this service:**
• **Packaged Pricing.** Each application (E-Business Suite, PeopleSoft, JD Edwards, Siebel, etc.) in Oracle Applications Unlimited is available in three pre-solutioned price packages eliminating the need for weeks-long discovery and solutioning process.
• **Cloud Service Units.** A comprehensive set of cloud service units catalog allows customers to purchase and consume additional ad hoc optional services as needed.
• **Business Transaction Monitoring.** Login Transaction Monitoring proactively tests availability of login transaction to performance against thresholds. ACS also offers monitoring of standard application transactions as well as batch transaction monitoring. This unique technology aids quicker fault isolation and near real time performance management.
• **Functional Services.** Functional Services include services such as CEMLI management, helpdesk service, technical admin support, and period closure support.
• **Security and Compliance Services.** ACS offers managed services for database encryption, database vault, identity management, vulnerability assessment, and compliance services to keep customer environments secure and compliant.
• **Faster Provisioning and Elastic Capacity.** New environment provisioning is faster and within hours, by utilizing images on the Oracle Cloud Marketplace. Customers can also spin-up or spin-down environments for feature development and testing and enable managed services separately as needed.
• **Flexible Deployment.** Customers can avail ACS services for a variety of deployment modes with production and dev/test environments either in the same cloud or in multiple locations.

**Oracle Advanced Customer Services**
Oracle Advanced Customer Services (ACS) manages Oracle application environments for customers who want to leverage their existing investments in Oracle applications.
• **Expertise.** ACS has over seventeen years of experience securely managing hundreds of customer environments. You can learn more about ACS customers at the [Oracle Success web page](#).
• **Application SLAs.** ACS provides industry leading SLAs for application availability along with SLAs for disaster recovery. ACS also offers custom SLAs to meet individual customer needs.
Breadth and Depth of Service Portfolio. ACS has a broad portfolio of services such as security and functional helpdesk services that extend core functionality.