

ORACLE ADVANCED CUSTOMER SERVICES

DATABASE SERVICES FOR SAP ENVIRONMENTS

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ADVANCED CUSTOMER SERVICES

KEY BENEFITS

As a complement to SAP support you can experience

- Faster problem resolution
- Specialized SAP proactive services
- Access to SAP-oriented Technical Workshops and Engagements
- Innovative solutions that help you unlock more value from your Oracle Environment

Database Services for SAP Environments is one of many Advanced Customer Services offerings for all Oracle Database users.

This complementary service for SAP environments speeds up issue resolution time and provides proactive assistance to further expand Oracle database capabilities while improving overall reliability.

Staying ahead of the competition requires effort, expense and maximizing business value from every layer of your IT infrastructure. Oracle Advanced Customer Services, a global business of 2,500 experts within Oracle Support, is dedicated exclusively to the continual operational improvement of all Oracle systems—for all Oracle users. Through an ongoing 15-year partnership with SAP, Oracle Advanced Customer Services provide products and services to help customers go well beyond standard Support levels to achieve the highest database performance and system availability. Using proven methods and our vast experience with thousands of customers, we understand and enhance the unique relationship between Oracle databases and SAP applications.

Capitalize on Your Oracle SAP Environment

Your business depends on both SAP and Oracle software. System level SAP support is important for overall functionality and performance of specified requirements. Many customers, however, require even higher levels of database support for added performance and reliability and to more fully leverage Oracle product features and capabilities. Oracle's global experience with SAP applications and the Oracle database streamlines support processes and enables our experts to focus on the unique characteristics of your SAP on Oracle deployment.

Database Services for SAP Environments reduces complexity and issue resolution times for your implementation, upgrade, and production issues. We provide knowledge and insight to engineer your system for increased adaptability, reliability, availability and ease of maintenance. With Oracle Advanced Customer Services, you can accelerate your IT productivity, manage risks, lower operational costs, and focus on what really matters—your business objectives.

Database Services for SAP Environments also offers you a highly integrated service partnership with Oracle that takes support to the next level. Oracle provides different levels of annualized advanced support, coupled with access to in-depth technical workshops and assisted services onsite engagements

Oracle Advanced Customer Services Database Services for SAP Environments can reduce issue resolution time, configure for maximum performance, assist with

infrastructure changes and improve your IT staff productivity and effectiveness.

Expert SAP Aware Guidance Tailored to Your Business

Database Services for SAP Environments offers three standard levels of annual support that can be combined with a variety of discrete services to meet your specific needs

- **Advanced Support Assistance (ASA).** Advanced Support Assistance facilitates and expedites service requests through a single point of contact. Your Service Delivery Manager (SDM) ensures that the right people and organizations are aligned with meaningful action plans resulting in more efficient and effective issue resolution.
- **Business Critical Assistance (BCA).** Service request resolution with proactive advice and assistance tailored to your specific operations and projects. Your SDM coordinates the efforts of a team of engineers who develop background on your company and your IT goals, and then assists with ensuring a successful outcome for each project.
- **Solution Support Center (SSC).** Solution Support Center, is our most comprehensive service, with an SDM and a team of focused engineers who are knowledgeable of your environment, operations and projects. This focused team of engineers is available to you through a direct access hotline to provide assistance for critical Service Requests and a range of proactive services including assessments and root cause analysis.

Each of our annual service alternatives are delivered by professionals that are experienced with Oracle and SAP, products, processes, tools and systems. These unique capabilities ensure support that is focused on overall system optimization and continued supportability from SAP.

Expert SAP Aware Service Delivery

SAP customers using our Services plans benefit from faster access to Oracle through a direct relationship. Getting the most performance, functionality and availability from your Oracle database software requires both Oracle and Oracle with SAP expertise, due to complicated interoperability between SAP applications and Oracle database software.

Oracle Advanced Customer Services help improve your IT staff productivity by streamlining the process of interpreting Oracle and SAP information for patching and system configuration changes. Customers can focus on the recommendations that align with their specific environments and versions. Not all Oracle features are leveraged in standard SAP deployments, so Oracle Advanced Customer Services assist in enabling new features while maintaining SAP Certified Configurations.

Oracle/SAP-Specialized Workshops

To build your IT staff's capabilities and confidence in optimizing the Oracle database in an SAP environment, our workshops are created and delivered by specialists who know how SAP applications interact with Oracle Databases. Based on a long history of technical partnership with SAP, Oracle provides the following Technical Skill Workshops

- Fundamentals of Oracle for SAP ERP (Level I)
- Oracle Advanced Performance Tuning for SAP ERP (Level II)
- Oracle Expert for SAP ERP (Level III)
- Oracle 11g for SAP Business Suite Technical Skills Workshop
- Oracle Database Administration for SAP Business Intelligence
- Oracle Real Application Clusters for SAP ERP
- SAP ERP ABAP Tuning with Oracle Database Platform

To further enhance the value, these Technical Skill Workshops can be modified and enhanced to help ensure alignment with your specific situation and goals. Technical Skill Workshops are specific to your company, are scheduled based on availability, and are available in most geographies.

Oracle/SAP-Technical Engagements

Many customers find that additional experience, expertise and specialized tools are necessary during upgrades, migrations, and other infrastructure changes. Oracle can establish a statement of work to provide such assistance with varying degrees of involvement. Our most popular engagements include

- Database Health Check
- Database Partitioning
- SAP ERP Administration Concepts
- Review and Proof of Concepts
- Hot Standby/Data Guard Implementation
- Backup/Restore/Recovery
- RAC Setup Assistance
- HW Migration "O2O" – Oracle Advanced Customer Services as Provider
- HW Migration Assistance "O2O" Packages – Oracle Advanced Customer Services as Advise and Assist
- Database Migration Assistance "R3LOAD"
- Database Reorganizations

With Oracle Advanced Customer Services Database Services for SAP

Environments, you enjoy a preferred relationship with Oracle subject-matter experts, IT professionals, and developers to maximize the value of your Oracle environment.

Benefit from the Next Level in Support—with Advanced Customer Services for SAP Environments

Receive expert guidance, benefit from faster problem resolution, and gain preferred access to Oracle expertise. Keep your systems running securely, accelerate the adoption of technology while minimizing disruption, and automate best practices to better utilize your IT staff to deliver a more competitive advantage to your business.

Customers with mission-critical requirements are turning to Database Services for SAP Environments—available only from Oracle Advanced Customer Services.

Contact Us

For more information on Advanced Customer Services for SAP Environments, please visit www.oracle.com/sap.

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