

Advanced Services for Oracle x86 Servers

ORACLE® Advanced Customer Services

INSTALL, CONFIGURE, AND OPTIMIZE ORACLE X86 SERVERS

KEY FEATURES

- Preproduction Readiness Services including critical patches and updates, using proven methodologies and recommended practices
- Production Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Tailored assistance provided by an Oracle Advanced Support Engineer

KEY BENEFITS

- Helps save time and money by expediting system deployment and optimizing overall performance
- Customizes configuration and implementation to help meet your business needs
- Leverages proven methodologies, recommended practices, and technologies to help optimize availability and increase security of the platform
- Verifies the proper configuration of availability and recoverability features through a formal testing methodology

Oracle's x86 systems are the best platform for running Oracle software where x86 architectures are required. Oracle's industry standard form-factor rackmount servers are the most reliable x86 servers for running enterprise-class workloads. Oracle x86 rackmounts are optimized to run Oracle Database and Oracle operating systems to provide extreme performance and reliability. With intimate knowledge of Oracle tools and recommended practices, Oracle Advanced Customer Services provides the right knowledge, at the right time, to help mitigate risk and maximize the value of your Oracle technology investment.

Preproduction Services for Oracle x86 Servers

Oracle Advanced Customer Services delivers optimization services that help you install, configure, optimize, and support your Oracle technology environment. Whether you are initiating a technology refresh project, optimizing an existing environment through the use of virtualization technologies, or looking to drive better data center standardization and operational recommended practices, Oracle can help.

Sample service activities include:

- **Tailored workshops** to address recommended practices and knowledge sharing
- **Installation and configuration assistance** to speed deployment of new Oracle systems
- **Preproduction readiness reviews** covering supportability and readiness review of your deployment approach
- **Tailored support with Advanced Support Engineers** focusing on server performance and availability requirements

PREPRODUCTION SERVICES FOR ORACLE X86 SERVERS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Production Readiness Services	
Oracle Advanced Support Knowledge Workshop	Technology knowledge session to provide you with tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems.
Oracle Standard System Installation	Comprehensive, standard system hardware installation including site audit, installation and configuration planning documentation, and hardware, network, and operating system (Solaris x86 only) functionality validation and testing. The following installation options are available: <ul style="list-style-type: none"> • Oracle x86 Server • Upgrade x86 Server

TECHNOLOGIES COVERED:**Servers:**

- Oracle x86 Servers

Infrastructure Software:

- Oracle Linux
- Oracle Solaris Cluster
- Oracle Solaris
- Oracle VM Manager for x86
- Oracle Enterprise Manager Ops Center

COMMON CHALLENGES WHEN DEPLOYING SERVER ENVIRONMENTS

- Optimally configuring new systems within a virtualized infrastructure that support diverse workload requirements
- Properly implementing new systems into a tiered storage infrastructure
- Integrating new technology that can scale easily to support growth

LEVERAGE THE ORACLE ADVANCED SUPPORT KNOWLEDGE WORKSHOP

Sample activities may include:

- Recommended practices and knowledge sharing
- Map and gap planning exercises for successful deployments
- Systems optimization opportunities through consolidation and virtualization

CUSTOMER TESTIMONIAL

“Oracle Advanced Customer Services completed the implementation in about two weeks and spent a further 30 days on system testing.”

“The support provided by Oracle Advanced Customer Services was exemplary.”

- Amit Sharma, IT manager, Dena Bank

Oracle Standard Software Installation and Configuration	Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include but are not limited to: <ul style="list-style-type: none"> • Oracle Linux installation and configuration • Solaris x86 installation and configuration activities • Security Hardening activities • Virtualization installation and configuration • Oracle VM Manager for x86 • Oracle Enterprise Manager Ops Center
Oracle Preproduction Readiness Review	Review supportability and readiness of your deployment approach including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools such as Auto Service Request.
Oracle Go-Live Support	Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.

Production Optimization Services**PRODUCTION OPTIMIZATION SERVICES FOR X86 SERVERS DELIVERED BY ORACLE ADVANCED CUSTOMER SUPPORT**

Oracle Configuration Review and Recommendations	Analyzes current environment and establishes target system configuration based on your operational objectives and relevant Oracle recommended practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers final findings report. <p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> • Oracle Linux configuration • Oracle Solaris server configuration • Oracle Cluster and OS version and patches • Virtualization software configuration • Network configuration
Oracle Security Review and Recommendations	Oracle Security Review and Recommendations is an assessment service designed to help you understand your current level of Oracle operating system security against Oracle recommended practices. Oracle Advanced Support Engineers collect database security related information via questionnaires, scripts, and database snapshots of the environment. The information is then analyzed, and reports built based on Oracle recommended practices to achieve a more secure operational environment. The security review is focused at the database and operating system level. Areas to be reviewed can include: <ul style="list-style-type: none"> • Oracle Linux security configuration • Oracle Solaris x86 server security configuration
Oracle Performance Review and Recommendations	Oracle collects and analyzes server performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics and documents, and reviews findings and recommendations. <p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> • Oracle Linux server • Oracle Solaris x86 server • Oracle ZFS Storage Appliance • Oracle Flash Storage System
Oracle High Availability Review and Recommendations	Reviews your IT architecture and methods used to maintain availability goals. Oracle documents the availability methods deployed, compared to business and application requirements, and identifies potential risks and gaps. Oracle delivers guidance based on recommended practices to help avoid potential risks.

PROJECT SUMMARY

Services: Hardware Installation, Software Configuration and Testing Services, Advanced Support Engineer

Technologies: Servers, Oracle Real Application Clusters 11g, Oracle Database, and Oracle disk storage

<p>Oracle Capacity Planning Review and Recommendations</p>	<p>Assists you with maintaining adequate system resource capacity to support usage trends and peak period demands. Provides a review of current available capacity, an analysis of consumption trends (including peak consumption periods), and a report of findings to help you make capacity planning decisions, and anticipate system resource needs over a 1-2 year period.</p>
<p>Oracle Relocation Services</p>	<p>Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, de-installation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.</p>
<p>Tailored Assistance from an Oracle Advanced Support Engineer</p>	<p>Oracle Advanced Support Engineers provide tailored performance reviews and system optimization assistance for all server technologies. Sample activities include:</p> <ul style="list-style-type: none"> • <i>Reconfiguration of Solaris Cluster</i> • <i>Solaris servers</i> • <i>Solaris Hardening activities</i> • <i>Virtualization configuration</i> • <i>Advanced Security Design and Configuration</i> • <i>Storage device configuration</i>





Monitoring and Support

MONITORING AND SUPPORT FOR ORACLE SYSTEMS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	
<p>Oracle Advanced Monitoring and Resolution</p>	<p>24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of your IT resources.</p>
<p>Oracle Solution Support Center</p>	<p>Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment, deliver ongoing proactive advice, regular patch and performance reviews, as well as preventative services.</p>
<p>Business Critical Assistance</p>	<p>Advanced Support Engineers assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice about the use of Oracle support tools and procedural recommended practices.</p>
<p>Advanced Support Assistance</p>	<p>Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.</p>
<p>Oracle Priority Support</p>	<p>Provides a Technical Account Manager who has knowledge of your IT environment, business, and timelines, and who proactively manages problem resolution and escalations. Includes priority service request handling from Oracle's support delivery teams for faster response and resolution times.</p>



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Integrated Cloud Applications & Platform Services

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