

Advanced Services for Oracle Exadata Cloud at Customer

Oracle Exadata Cloud at Customer delivers Oracle Cloud services in your data center so that you can take advantage of the agility, innovation, and subscription-based pricing of Oracle Cloud while meeting data-residency requirements.

When integrating Oracle Exadata Cloud at Customer into your data center environment, Oracle Advanced Customer Services provides services spanning across all lifecycle phases from plan and design, build and deploy, to operate and maintain. With a designated support team, proactive guidance, and preventative services, we help you swiftly gain the business benefits Oracle Exadata Cloud at Customer offers.

Example Services for Oracle Exadata Cloud at Customer

Plan and Design

SERVICE	SERVICE SUMMARY
Supportability Planning and Design for Platforms	<p>Oracle Supportability Planning and Design services are designed to gather and analyze database, platform, application, or security build requirements for your environment and make design recommendations to ensure supportability, reliability, and maintainability.</p> <p>The service can speed up time to service activation of Oracle Exadata Cloud at Customer in your data center environment and will focus on key areas such as: environment, security, and data center network integration.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Creation of detailed design documents focused on ongoing supportability • Deployment planning consisting of key milestones • Customer Checkpoint Review to validate analysis findings • Verification checklist to ensure configurations work as designed post-install • Final report and recommendations

Key Benefits

- Integration of Oracle Exadata Cloud at Customer into your data center environment
- Fast time to production of your Oracle Database workloads
- Risk reduction
- Efficient and secure management
- Enabling your IT team to operate your virtual machines on Oracle Exadata Cloud at Customer with confidence, achieving the service levels demanded by your business

Key Features

- Services covering the entire lifecycle of your Oracle Exadata Cloud at Customer environment
- Safe and efficient database workload transition
- Proactive and preventative services
- Increased cost efficiency through database monitoring and lifecycle management
- Focus on supportability from the start to ensure down-stream success
- Delivery by senior Oracle Advanced Support Engineers with many years of experience in Oracle products and Oracle Cloud technology

SERVICE	SERVICE SUMMARY
Oracle Workload Planning and Design	<p>Using defined processes, Oracle Advanced Customer Services will work with you to plan and design your path to a modern Oracle platform.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Service governance • Interactive working session to review your current environments, utilization, and business needs • Mapping of current to future architecture • Recommended approach and next steps roadmap
Oracle Consolidation Planning Service	<p>Analysis and assistance to identify optimal consolidation and deployment scenarios based on your current configurations, workloads, and security requirements.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Analysis of business and technical compatibility of critical database systems • Assistance in modeling optimal database deployment scenarios including workloads (+20 days) and configuration • Actionable recommendations and easy-to-read reports



Technologies Covered

- Oracle Database
- Oracle Autonomous Database

Related Services

- Advanced Customer Services for Oracle Private Cloud at Customer

Build and Deploy

SERVICE	SERVICE SUMMARY
Oracle Exadata Deployment Pack	<p>Accelerate new workload deployment to Oracle Exadata Cloud at Customer providing key technical expertise and Oracle preferred practices.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Workload design recommendations including VM cluster, users, instances (up to four clusters) • Preproduction readiness review and recommendations for monitoring of workloads, backup/restore, and migration methods. • Proof of concept for one sample database (up to 50 GB) with migration, monitoring, backup/restore configuration and validation
Oracle Transition Service	<p>Rapid transition of Oracle Database workloads to Oracle Cloud, Cloud at Customer, or on premises leveraging automated tooling, recommended practices, and highly-skilled resources.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Systematic pretransition analysis • Transition planning • Execution and validation • Database reorganization and optimization

SERVICE	SERVICE SUMMARY
Oracle Go-Live Support	<p>Oracle support plan to provide assistance for go-live and dedicated onsite or remote support if needed. The service can reduce risk for go-live and post deployment.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> Operational readiness review focused on IT processes Deployment review focused on business and project key performance indicators (KPIs) Oracle support plan including onsite/remote assistance from senior Advanced Support Engineers as needed
Oracle Security Review and Recommendations	<p>This service is designed to help customers understand their current level of Oracle Exadata Cloud at Customer DomU infrastructure security against Oracle recommended practices. Oracle Advanced Support Engineers will collect Oracle Linux security-related information via questionnaires, the openSCAP tool, and shell scripts run in the environment. The information is then analyzed, and reports are built based on Oracle recommended practices to achieve a more secure operational environment. The lead engineer writing the report will provide a detailed report of findings and recommendations and review it with the customer</p>
Oracle DevOps Services	<p>Comprehensive set of services enabling automated and rapid deployments of production and non-production environments through automated tooling, recommended practices, and highly-skilled cloud engineers.</p>



Operate and Maintain

SERVICE	SERVICE SUMMARY
Oracle Solution Support Center for Cloud	<p>Advanced level of support designed to assist with resolution and optimizations of the ongoing lifecycle of business Oracle Cloud offerings.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> Personalized guidance from a designated senior cloud support team 24/7 dedicated hotline Priority Service Request response and priority service level standards Quarterly reviews and knowledge sessions Proactive technical and architecture assessments
Oracle Cloud Priority Support	<p>Faster problem resolution through personalized and proactive advanced support.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> Personalized guidance from a designated Oracle Technical Account Manager Priority Service Request response and priority service level standards Quarterly reviews and knowledge sessions

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Oracle Advanced Database Support	<p>Intelligent, automated fault monitoring of the Oracle databases and virtual machines in the customer access layer (DomU) and proactive reporting to maximize security, performance, and availability.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • 24/7 DomU fault monitoring and automatic creation of Service Requests • Accelerated Service Request routing and response • Oracle Database security compliance reporting • Proactive database health checks • Proactive patch advisory and patch deployment for DomU
Oracle Quarterly Patch Deployment	<p>Proactive patch deployment process to ensure your Exadata Cloud at Customer is optimally maintained.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Review and analyze patch inventory for DomU • Analyze recommended patches to identify gaps and potential conflicts • Review findings and secure approvals • Request merge patches as needed <p>Perform/assist with deployment of those patches for DomU</p>
Oracle Managed Exadata Database Cloud Service	<p>Efficient and secure 24/7 lifecycle management for Exadata Cloud at Customer and Exadata Cloud Service customers</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Tenant and database administrative user management • Lifecycle tasks including change, incident, and problem management • End to end solution governance <p>Custom enhancements available: security services, disaster recovery services, high availability services, integration services</p>
Oracle Customer Data and Device Retention	<p>Enables the secure retention of nonfunctioning disk drives, flash devices, and non-volatile RAM cards containing sensitive data that has been removed from Exadata Cloud at Customer. Maintain control of data that has outlived its purpose yet is still business critical, and avoid exposure to data loss or unforeseen compromise.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Deinstallation of nonfunctioning disk drives, flash devices, or cards containing non-volatile RAM • Replacement with equivalent Oracle-authorized items <p>At the end of the Oracle Exadata Cloud at Customer subscription, Oracle removes all devices and these are retained by you.</p>



SERVICE	SERVICE SUMMARY
Oracle Managed Security Services	<p>End-to-end security services packages include design, implementation, ongoing management, and monitoring for Oracle security solutions. Help protect data and meet internal security and regulatory compliance requirements in an efficient and cost-effective manner.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Vulnerability assessments to detect vulnerabilities and misconfigurations • Managed services for Oracle Database security solutions such as database audit, encryption, database vault, data masking • Web application firewall for internet facing applications
Oracle Security Review and Recommendations	<p>This service is designed to help customers understand their current level of Oracle Exadata Cloud DomU security against Oracle recommended practices. Oracle Advanced Support Engineers will collect Oracle Linux security-related information via questionnaires, the openSCAP tool, and shell scripts run in the environment. The information is then analyzed and reports are built based on Oracle recommended practices to achieve a more secure operational environment. The lead engineer writing the report will publish and review a detailed report of findings and recommendations with the customer.</p>

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