

# Advanced Services for Upgrade to Oracle Database 19c

Oracle Database 19c is a “long term support” release that provides highest stability and planning reliability combined with exciting features that enable increased operational efficiency and a seamless transition to Oracle Cloud and Autonomous Database. Customers can reduce cost and accelerate innovation when they upgrade their existing databases from older versions.

In complex environments, upgrades or changes can have unforeseen implications on other components. Oracle Advanced Customer Services can help you modernize your database environments safely, efficiently, and according to your specific requirements.

## WHAT MAKES ADVANCED CUSTOMER SERVICES FOR ORACLE DATABASE UNIQUE

Whether you are looking to upgrade an on-premises database, consolidate and modernize a complex database environment, or transition to Oracle Autonomous Database, Oracle Advanced Customer Services offers a complete portfolio of services for your specific business requirements, providing:

- Well-defined fixed scope and fixed price services giving the transparency you need to plan your timeline and budget.
- Oracle Advanced Support Engineers utilizing proven methodologies and advanced support diagnostic tools to identify database status and detect potential risk areas. Based on a wealth of experience in database management and upgrades, they will help you to plan and successfully execute your database upgrade.
- Automation and cloud-based delivery, via Oracle Advanced Support Platform as appropriate, to reduce cost and increase efficiency.
- Oracle Technical Account Managers to coordinate service delivery end-to-end and to provide governance every step of the way.

## The Planning

| SERVICE                                  | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| Oracle Modernization and Upgrade Roadmap | Expert planning, considering all related components, is the foundation for successful modernization projects in complex, business-critical environments. Potential risk areas need to be detected and mitigated proactively to ensure business continuity during and after the upgrade process and to avoid downstream interoperability issues. The service analyzes the current status and infrastructure of your database environment, and identifies the desired |

## Key Features

- Comprehensive services from planning to go-live by senior Oracle Advanced Support Engineers, experienced in Oracle Database and Oracle Cloud technology
- Customer specific planning, testing, and execution
- End-to-end service management by an experienced Oracle Technical Account Manager

## Key Benefits

- Identification of customer specific solution scenario and approach to achieve project goals
- Minimized risk
- Faster time to production
- Accelerated adoption of Oracle Database 19c and Oracle Autonomous Database

future state, at your premises or in Oracle Cloud. A planning report shows the potential implications and solution scenarios, and guidance on the optimal approach.

Sample activities:

- Evaluation of existing infrastructure, desired future architecture, and modernization goals
- Determination of business issues, specific pain points, and boundaries
- Analysis of potential solution scenarios and options to achieve desired results, determination of preferred approach
- Customer specific upgrade planning report and modernization roadmap, leveraging the existing infrastructure
- Detailed suggestions of modernization options, products, and services

#### Covered Deployment Models

- Oracle Database on premises and on Oracle Cloud Infrastructure
- Oracle Exadata on-premises and in cloud deployments
- Oracle Autonomous Database

### The Assurance

| SERVICE                          | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Oracle Upgrade Assurance Service | <p>Focused on your most critical databases, this service provides a detailed understanding of the impact of an upgrade. An upgrade analysis report, following a rigorous workload performance testing phase, determines each database's expected post upgrade performance.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> <li>• Upgrade preparation of Oracle Database 11gR2 or higher to Oracle Database 19c</li> <li>• Planning to deliver a recommended upgrade approach</li> <li>• Impact analysis</li> <li>• Support for pre-upgrade testing to determine expected post upgrade performance               <ul style="list-style-type: none"> <li>• Automated testing using real production workload</li> <li>• SQL performance unit test</li> <li>• Real-time status available in Oracle Advanced Customer Services Portal</li> </ul> </li> <li>• Detailed upgrade analysis report</li> </ul> |

### The Upgrade

| SERVICE                        | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| Oracle Upgrade Support Service | <p>This service is ideal for upgrades in place, on the same hardware. It provides a complete upgrade of non-production and production environments for Oracle Databases 11gR2 and upward.</p> <p>Comprehensive service packages from planning to production are available for multiple database scenarios at a fixed price and scope, without the risk of unexpected project delays and additional costs.</p> <p>This service can be delivered as per customers' preference: Onsite at the customer's data center, remotely from an Oracle Expertise Center, or a combination of both.</p> |

Sample activities:

- Upgrade planning with configuration review, readiness planning workshop, and upgrade planning report
- Impact analysis through database performance review, database patch review, and impact analysis report
- Deployment of upgraded non-production environment
  - Upgrade non-production environment to Oracle Database 19c
  - Application of pertinent post-upgrade patches
  - Testing including assistance and guidance on performance, functionality, volume, stress, backup, and recovery
- Deployment of upgraded production environment
  - Upgrade production environment to Oracle Database 19c
  - Application of critical patches as identified in impact analysis
  - Testing of Oracle Database 19c production environment
- Handover of fully tested and operational Oracle Database 19c to users

Read more about Oracle Upgrade Support for Oracle Database [here](#).

## The Transition

| SERVICE                                                   | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Oracle Consolidation Planning Service for Oracle Database | <p>This service is ideal for transitions from one hardware platform to another or to cloud. It allows you to identify the most optimal database consolidation scenario to deliver a less complex environment.</p> <p>Sample activities:</p> <ul style="list-style-type: none"><li>• Analysis of business and technical compatibility of critical database systems</li><li>• Helping you to model the most optimal database deployment scenarios including workloads (+20 days) and configuration</li><li>• Actionable recommendations and easy to interpret reports</li></ul> <p>Read more about Oracle Consolidation Planning Service for Oracle Database <a href="#">here</a>.</p> |
| Oracle Transition Service for Oracle Database             | <p>This service uses automation technology, interactive tools, and transition expertise to help with the planning, validation, and transition of critical database environments.</p> <p>Sample activities:</p> <ul style="list-style-type: none"><li>• Pretransition analysis</li><li>• High automation and tooling</li><li>• Transition validation</li><li>• Comprehensive reporting at all steps of the transition process</li></ul> <p>Read more about Oracle Transition Service for Oracle Database <a href="#">here</a>.</p>                                                                                                                                                    |

## The Ongoing Support

| SERVICE                                                  | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| Oracle Solution Support Center for Cloud and On Premises | <p>Advanced level of support designed to assist with resolution and optimizations of the ongoing lifecycle of business for Oracle Cloud, on-premises, and hybrid environments.</p> <p>Sample activities:</p> <ul style="list-style-type: none"><li>• Personalized guidance from a designated senior cloud support team</li><li>• 24/7 dedicated hotline</li><li>• Priority Service Request response and priority service level standards</li><li>• Quarterly reviews and knowledge sessions</li><li>• Proactive technical and architecture assessment</li></ul> <p>Read more about Oracle Solution Support Center for Cloud <a href="#">here</a>.</p> |
| Oracle Cloud Priority Support / Oracle Priority Support  | <p>Faster problem resolution through personalized and proactive support.</p> <p>Sample activities:</p> <ul style="list-style-type: none"><li>• Personalized guidance from a designated Oracle Technical Account Manager</li><li>• Priority Service Request response and priority service level standards</li><li>• Quarterly reviews and knowledge sessions</li></ul> <p>Read more about Oracle Cloud Priority Support <a href="#">here</a>.</p>                                                                                                                                                                                                      |

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## Integrated Cloud Applications & Platform Services

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