Advanced Services for Oracle ZFS Storage Appliance

The Oracle ZFS Storage Appliance family is Oracle’s preferred NAS storage system, with unified storage capability for enterprise tier 1 environments. Intelligent Hybrid Storage Pools, along with real-time analytics and easy-to-use administration, deliver economic advantages through agile storage deployment and management.

Oracle ZFS Storage Appliance Racked System is a fully tested, assembled, and integrated storage system complete with Oracle Platinum Services that lowers total cost of ownership while reducing risk. This preconfigured storage system dramatically shortens deployment time while optimizing performance and availability.

Oracle Advanced Customer Services offers a portfolio of offerings from installation and configuration assistance, to performance reviews, monitoring, and support of Oracle ZFS Storage Appliance. Expedite the successful deployment of your storage technology with services from Oracle and increase your enterprise NAS performance.

Preproduction Readiness Services

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<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Oracle Supportability Planning and Design</td>
<td>Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.</td>
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</table>
| Oracle Standard System Installation | Comprehensive, standard system hardware installation including site audit, installation and configuration planning documentation, and hardware, network and operating system functionality validation and testing. The following installation options are available:  
  - Oracle ZFS Storage Appliance Racked System  
  - Oracle ZFS Storage Controller, rack ready  
  - Oracle Drive Enclosure, rack ready  
  - Upgrade ZFS Storage Appliance Controller  
  - Upgrade ZFS Storage Appliance Drive Enclosure |
| Oracle Standard Software Installation and Configuration | Oracle installs new Oracle ZFS Storage Appliance using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include but not limited to:  
  - Oracle ZFS Storage Appliance Software  
  - Oracle ZFS Backup Appliance Configuration for Engineered Systems  
  - Oracle ZFS Storage Appliance Replication configuration  
  - Oracle SNAP Management Utility for Oracle Database with ZFS |

Preproduction Readiness Services

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
- Monitoring and Support Services provided by a team of Advanced Support Engineers and managed by a Technical Account Manager

KEY BENEFITS
- Rapid ROI. Rapid deployment for faster ROI
- High Availability. Help ensure system uptime with mission-critical support for your complex IT environment

IMPROVE STORAGE EFFICIENCIES WITH SERVICES FOR ORACLE ZFS STORAGE APPLIANCE
- **Optimized Performance.** Continuously optimize performance with regular reviews and advice. Take advantage of the rich product features including Hybrid Columnar Compression, real-time storage analytics, and Intelligent Hybrid Storage Pools

- **Reduced risk.** Support Oracle engineered system technologies with confidence, achieving service levels demanded by your business

**SERVICES COVER THE FOLLOWING TECHNOLOGIES**
- Oracle ZFS Storage Appliance
- Oracle ZFS Backup Appliance
- Oracle Database

**SERVICES TO HELP YOU AVOID THE COMMON CHALLENGES WHEN DEPLOYING NEW STORAGE SYSTEMS**
- Optimally configure new systems within a virtualized, NAS 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

**CUSTOMER TESTIMONIAL**
"Oracle Advanced Customer Services completed the implementation in about two weeks and spent a further 30 days on system testing," said Sharma.

"The support provided by Oracle Advanced Customer Services was exemplary."

Amit Sharma, IT Manager
Dena Bank

**CUSTOMER PROJECT SUMMARY**

**Services:** Hardware installation, Software configuration and Testing
**Technologies:** Oracle disk storage, SPARC servers, Oracle Real Application Clusters 11g, and Oracle Database

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### Production Optimization Services

**PRODUCTION OPTIMIZATION SERVICES FOR ORACLE ZFS STORAGE APPLIANCE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES**

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<td>Oracle Preproduction Readiness Review</td>
<td>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.</td>
</tr>
<tr>
<td>Oracle Go-Live Support</td>
<td>Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project Key Performance Indicators.</td>
</tr>
<tr>
<td>Oracle Advanced Support Knowledge Workshop</td>
<td>Technology knowledge session to provide you with tailored information on Oracle ZFS Storage Appliance and other related Oracle technology. Review recommended practices for maximizing availability of existing and future system deployments.</td>
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**Oracle Performance Review and Recommendations**
Oracle collects and analyzes performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics and documents, and reviews findings and recommendations.

**Oracle Production Diagnostic Review and Recommendations**
Oracle conducts a comprehensive system health check and identifies risks associated with serviceability, configuration, stability, and performance factors. Performs deep-dive diagnostics for identified high-risk issues and conducts a review of findings and recommendations.

**Oracle Capacity Planning Review and Recommendations**
Assist customers 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 provides the customer with a report of findings to assist them in making capacity planning decisions, and to anticipate system resource needs over a 1-2 year period.

**Oracle Patch Review and Installation**
The service is designed to help customers understand if the baseline patches on their system are optimally configured to meet their performance and stability requirements. Oracle will review system data collected and make patch recommendations based on Oracle’s recommended practices.

**Oracle Relocation Services**
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.

**Oracle Advanced Support Engineer**
Oracle Advanced Support Engineers provide customers tailored performance reviews and system optimization assistance for all server and storage technologies. Engineers with OS, storage, cluster and virtualization, and/or specific application expertise can act as an extended team member while sharing knowledge and skills in-house. Sample activities include:
- Data Transfer services
- Backup and Recovery strategies
- Virtualization configuration
Advanced Services for Oracle ZFS Storage Appliance

**From Oracle Advanced Support Engineer**
- Oracle Data Transfer Services

**From Oracle University**
- Expert-led training for Oracle ZFS Storage Appliance
- Learning paths and assessments for Oracle technology

**From Oracle Premier Support**
- Oracle Customer Data and Device Retention
- Oracle Onsite Spares
- 24/7 Proactive Support
- My Oracle Support
- Oracle Platinum Services

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### Monitoring and Support

**MONITORING AND SUPPORT FOR ORACLE ZFS STORAGE APPLIANCE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES**

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<td>Oracle Advanced Monitoring and Resolution</td>
<td>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.</td>
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<tr>
<td>Oracle Solution Support Center</td>
<td>Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment and delivers ongoing proactive advice, regular patch and performance reviews, as well as preventative services.</td>
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<tr>
<td>Business Critical Assistance</td>
<td>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.</td>
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<tr>
<td>Advanced Support Assistance</td>
<td>Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.</td>
</tr>
<tr>
<td>Oracle Priority Support</td>
<td>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.</td>
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**CONTACT US**

For more information about Advanced Services for Oracle ZFS Storage Appliances, visit oracle.com/acs, email us at acs_ww@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.