




**PREMIER SUPPORT**

**ORACLE ENGINEERED SYSTEMS: BEST PRACTICES FROM ORACLE SUPPORT**  
 IS YOUR ORGANIZATION TAKING FULL ADVANTAGE?

*If your only interactions with Oracle Support have revolved around service requests when problems occur, you are missing out on key capabilities that could play a role in contributing to your company's success. Let Oracle Premier Support help you achieve resolution faster; streamline and simplify your daily operations; reduce risk; maximize uptime, and lower your organization's costs through preventative maintenance. How? By Getting Proactive.*

<b>GET PROACTIVE!</b>				
 <b>PREVENT</b>	<b>Exachk &amp; Health Checks</b> Collect data on key software, hardware, firmware, and configurations, and cross reference collected data against supported versions and recommended Exadata best practices	<b>Stay Informed</b> Receive targeted alerts for Critical Patch Updates, Security Alerts and Third Party Bulletin updates	<b>Advisor Webcasts</b> Participate in Advisor Webcasts and hear from Oracle Premier Support subject matter experts who will offer methods and solutions to help you avoid potential pitfalls	<b>Social Media</b> Follow Exadata and Oracle Premier Support through social media channels
 <b>RESOLVE</b>	<b>Oracle Auto Service Request</b> Utilize auto-detect capabilities. Problem resolution can be expedited through automated service request generation for qualified systems, when specific hardware faults occur	<b>Knowledge Base</b> Find targeted answers and resources to resolve issues and/or troubleshoot Oracle Exadata Database Machine	<b>Product Information Centers</b> A one-stop shop for important resources and targeted content to assist you with troubleshooting and error resolution	<b>My Oracle Support Community</b> Join an extended network of Oracle professionals and industry peers and find answers fast
 <b>UPGRADE</b>	<b>Patching &amp; Maintenance Advisors</b> Plan and execute a viable patching and maintenance strategy	<b>My Oracle Support Community</b> Explore and share upgrade and implementation experiences and best practices	<b>Certifications</b> Review and verify certifications prior to upgrade	<b>Upgrade Information Center</b> Access best practices and step-by-step instructions and upgrade Oracle Exadata Database Machine with confidence

**ARE YOU READY TO DISCOVER MORE AND GET PROACTIVE?**

For more information visit the complete Get Proactive portfolio on My Oracle Support (login required) at <https://support.oracle.com> and search 'Get Proactive'.

**CONTACT US**

For help getting started, contact the Oracle Premier Support 'Get Proactive' Team today at [get-proactive\\_ww@oracle.com](mailto:get-proactive_ww@oracle.com).



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**Hardware and Software, Engineered to Work Together**