




PREMIER SUPPORT

ORACLE SERVERS & STORAGE: 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.

GET PROACTIVE!				
 PREVENT	<p>Oracle Sun System Analysis</p> <p>Proactive Risk Analysis Report with up to 12,000+ checks. Identify known issues including data corruption and availability risks, mission-critical patching, and firmware management</p>	<p>Product & Security Alerts</p> <p>Oracle issues 'Alerts' for Critical Patch Updates (CPUs) or when critical product and/or security issues are found</p>	<p>Oracle Services Tools Bundle</p> <p>A self-extracting installer bundle that supports all Solaris standard operating systems and architectures, enabling customers to ready their systems for proactive capabilities</p>	<p>Stay Informed</p> <p>Receive targeted alerts for Critical Patch Updates, Security Alerts and Third Party Bulletin updates and follow Oracle Premier Support through social media channels</p>
 RESOLVE	<p>Oracle Auto Service Request</p> <p>Utilize auto-detect capabilities. Problem resolution can be expedited through automated service request generation for qualified systems, when specific hardware faults occur</p>	<p>Knowledge Base</p> <p>Find targeted answers and resources to resolve issues and/or perform common tasks</p>	<p>Automated Diagnostic for SPARC</p> <p>Selecting Automated Diagnosis and attaching the requested files allows Oracle to systematically review your SR and dispatch the required parts or parts and field engineer</p>	<p>Product Information Centers</p> <p>A one-stop shop for Solaris Crash Analysis Tool with important resources and targeted content to assist you with troubleshooting and error resolution</p>
 UPGRADE	<p>Patching & Maintenance Advisors</p> <p>Plan and execute a viable patching and maintenance strategy</p>	<p>Solaris Live Upgrade Information Center</p> <p>Access best practices and step-by-step instructions and upgrade with confidence</p>	<p>My Oracle Support Community</p> <p>Explore and share upgrade and implementation experiences and best practices</p>	<p>Certifications</p> <p>Review and verify certifications prior to upgrade</p>

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.



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Hardware and Software, Engineered to Work Together