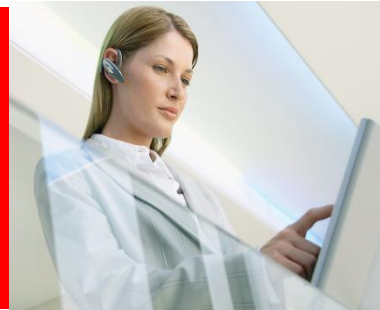


**Hardware and Software  
Engineered to Work Together**



**SOFTWARE SUPPORTED FOR LIFE**

**Continuous Access to  
Innovation with  
Oracle Premier Support**

**January 2012**

**ORACLE®**

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For software products not listed in this brochure, please contact your Oracle sales representative for information regarding the latest product enhancements. Visit My Oracle Support to find upgrade information and resources for all Oracle products.

## Continuous Access to Innovation with Oracle Premier Support

Your investment in Oracle solutions keeps your business competitive and your company on the leading edge of performance. And, through Oracle Premier Support, you have access to the services, resources, and product updates you need to be successful.

Oracle Premier Support helps you protect, extend, and evolve your solution over time-providing the essential support needed for both day-to-day maintenance and long-term business results. Your software is supported for life in accordance with our exclusive Lifetime Support Policy, enabling you to upgrade on your schedule. When you're ready, so are we.

As an Oracle Premier Support customer, you receive much more than traditional technical support and patch downloads. Enhancements and major software releases are also included and immediately available to your business. These releases include the critical new features, functionality, and performance improvements necessary to keep pace and win in today's marketplace. What's more, you have access to specialized Oracle tools and resources through My Oracle Support that are vital in planning and executing safe, fast, and effective upgrades. Throughout this document, we provide you with specific Knowledge Article reference numbers and Doc IDs that you can use within My Oracle Support to find the information that you need.

Ongoing product enhancements. Support for life. That's continuous access to innovation with Oracle Premier Support.

## An Unparalleled Investment in Long-term Success

Oracle employs more than 32,000 developers and product engineers and invests over US\$4.5 billion per year in tested, certified product enhancements. This level of reinvestment in technology research and development is among the highest in the industry. In fact, as a percentage of revenue, it is higher than IBM and HP--combined!<sup>1</sup> This investment fuels success- enabling Oracle customers across diverse industries and 145 different countries to maintain a competitive advantage.

## Capitalizing on New Software

Many customers of Oracle's top software products are finding that now is the time to upgrade. Thankfully, upgrading is not an "all-or-nothing" proposition. In most cases, change can be made on an incremental basis--targeting only specific components, applications, or systems. What's more, with Oracle Applications Unlimited, Oracle is committed to customer choice through continuous investment in innovation in current applications, while simultaneously developing and releasing next-generation Oracle Fusion Applications.

Considering the fast pace of business and the unprecedented wealth of new Oracle product functionality available today, the opportunity has never been greater. By staying current now, you gain immediate rewards and also prepare your business for the future.

<sup>1</sup> Based on publicly available financial reports covering each company's most recently completed fiscal year as of 06/2011.

## Key Innovations in Oracle Solaris 11

<b>Built for Clouds</b>	<ul style="list-style-type: none"><li>• Fast, intelligent provisioning capabilities for rapid service setup and maintenance</li><li>• Oracle Solaris ZFS makes creating multiple images simple and highly efficient</li></ul>
<b>Built-in Virtualization</b>	<ul style="list-style-type: none"><li>• Fully virtualized networking features for the highest levels of performance with the lowest overhead, adding even more flexibility to Oracle Solaris zones</li><li>• Secure live migration with Oracle VM Server for SPARC and Oracle VM Server for x86</li></ul>
<b>Improved Data Management</b>	<ul style="list-style-type: none"><li>• Oracle Solaris ZFS technology moves yet further ahead with new advanced storage features such as built-in deduplication, encryption, and thin provisioning</li><li>• The best storage foundation for traditional, virtualized, and cloud environments</li></ul>
<b>Advanced Security</b>	<ul style="list-style-type: none"><li>• Fully integrated security for users, applications, and devices while simplifying administration with fine-grained, delegated management, implementing the latest security standards</li></ul>

## The Benefits of Upgrading: Oracle Solaris

Oracle Solaris 11 delivers advanced Oracle Solaris features that have been in development for more than five years in an easy-to-use, production-ready package, allowing you to immediately use the latest Oracle Solaris features to deploy new applications. Oracle Solaris 11 adds network virtualization and resource management to the complete, built-in virtualization capabilities of Oracle Solaris, providing the highest-performance virtualization environment with the lowest overhead.

## Highlights Oracle Solaris

- **2011**—Oracle announces Oracle Solaris 11 with more than 4,000 new features; Oracle also releases Oracle Solaris 10 8/11 update, providing new ZFS capabilities, new hardware support, and performance enhancements.
- **2010** — Oracle announces Oracle Solaris 11 Express, demonstrating Oracle's continued commitment and R&D investment in Oracle Solaris.

## Upgrade Resources

With Oracle Premier Support, you not only have access to the great innovation described above, you also get the tools to help you deploy and transition to Oracle Solaris 11:

<b>Oracle Solaris 11 Product Information Center</b>	<ul style="list-style-type: none"><li>• Provides time-critical information and highlights related to Oracle Solaris 11 [ID 1313405.1]</li></ul>
<b>Oracle Solaris Communities</b>	<ul style="list-style-type: none"><li>• My Oracle Support Community adds value through access to discussions moderated by support engineers, industry peers, and Oracle experts; Webcasts; best practices; and white papers</li><li>• Go to My Oracle Support. Click on the Community tab. Choose from Solaris System Administration Community; Solaris Cluster Community; Solaris Installation, Booting and Patching Community; Solaris Developer Community; Solaris Networking Community; Solaris Desktop and Graphics Community; Solaris File System Community; and Solaris Performance, Panics, Hangs, and Dtrace Community</li></ul>
<b>Oracle Solaris 11 Resources on Oracle Technology Network</b>	<ul style="list-style-type: none"><li>• Oracle Solaris 11 delivers groundbreaking features for secure and agile deployment of services in large-scale cloud environments and enterprise data centers. Learn more in the overview and technology spotlights and access documentation, downloads, and training and support information: <a href="http://oracle.com/technetwork/server-storage/solaris11">oracle.com/technetwork/server-storage/solaris11</a></li></ul>
<b>Transitioning to Oracle Solaris 11 and Getting Started</b>	<ul style="list-style-type: none"><li>• From automating installations to managing ZFS storage pools to isolating applications to run in an Oracle Solaris zone, you will find detailed help in the Oracle Solaris 11 product documentation.</li><li>• If you are transitioning from previous Solaris implementations to Oracle Solaris 11, you will want to review what is different and how to leverage it to run your Oracle Solaris 10 applications <a href="http://oracle.com/technetwork/server-storage/solaris11">oracle.com/technetwork/server-storage/solaris11</a> (Documentation tab)</li></ul>

## The Benefits of Upgrading: Oracle Database 11g

By deploying Oracle Database 11g as their data management foundation, organizations can utilize the full power of the world's leading database to:

- Reduce server costs by a factor of 5
- Reduce storage requirements by a factor of 12
- Improve mission-critical systems performance by a factor of 10
- Eliminate idle redundancy in the data center
- Increase DBA productivity by a factor of 2

### Highlights Oracle Database:

- **2011**—Oracle Database Appliance. Oracle announces an easy-to-use, affordable, and highly available database appliance.
- **2010**—Oracle Exadata Database Machine X2-8. This solution extends the Oracle Exadata Database Machine product family with a high-capacity system for large online transaction processing (OLTP), data warehousing, and consolidated workloads.
- **2009**—Oracle Exadata 2. Oracle introduces the world's first OLTP database machine, and Oracle Database 11g Release 2 released.
- **2007**—Oracle Database 11g. Extends the benefits of grid computing in performance and scalability.
- **2003**—Oracle Database 10g. The first database designed to run on a grid of low-cost computers.
- **2001**—Oracle9i Database. Featured Oracle Real Application Clusters (Oracle RAC) technology for “unbreakable” applications.

## Key Innovations in Oracle Database 11g

<b>Private Cloud Consolidation</b>	<ul style="list-style-type: none"> <li>• Lower costs and increase quality of service</li> <li>• Double DBA productivity and reduce the risk of change</li> <li>• Consolidate databases onto private clouds for unbeatable fault tolerance, performance, and scalability</li> </ul>
<b>Storage Optimization</b>	<ul style="list-style-type: none"> <li>• Reduce storage costs by a factor of 10x and improve query performance</li> </ul>
<b>High Availability</b>	<ul style="list-style-type: none"> <li>• Reduce cost of downtime with Oracle's Maximum Availability Architecture</li> <li>• Achieve the highest availability at the lowest cost</li> <li>• Eliminate idle redundancy and dependencies on third-party products</li> </ul>
<b>Security Inside and Out</b>	<ul style="list-style-type: none"> <li>• Protect your mission-critical business information from both internal and external data breaches</li> <li>• Ensure regulatory compliance, protect against threats, and ensure data privacy</li> <li>• Cost-effectively secure data</li> </ul>
<b>Reduced Complexity</b>	<ul style="list-style-type: none"> <li>• Eliminate complexity with self-management, automation, and advisors</li> <li>• Sustain mission-critical service levels and reduce IT costs</li> <li>• Simplify overall IT software portfolio</li> </ul>
<b>Faster Development</b>	<ul style="list-style-type: none"> <li>• Consolidate desktop applications and share data</li> <li>• Model database design and simplify development</li> <li>• Develop, test, and deploy faster on your choice of development</li> </ul>

## Upgrade Resources

With Oracle Premier Support, you not only have access to the great innovation described above, you also get the tools to help you deploy and transition to Oracle Database 11g:

<b>Oracle Database Information Center</b>	<ul style="list-style-type: none"> <li>• Provides time-critical information and highlights related to Oracle Database</li> <li>• Oracle Database 11g Information Center [ID 988222.1]</li> </ul>
<b>Oracle Database Upgrade Advisor</b>	<ul style="list-style-type: none"> <li>• Use Database Upgrade Advisors to streamline your next database upgrade, reduce risks, and minimize complexities. [ID 250.1]</li> <li>• Oracle Database upgrade from 10.2 to 11.2 [ID 251.1]</li> <li>• Oracle Database upgrade from 9.2 to 11.2 [ID 264.1]</li> </ul>
<b>Upgrade Companion</b>	<ul style="list-style-type: none"> <li>• The Oracle Upgrade Companion helps you upgrade your Oracle Database</li> <li>• Oracle9i Release 2 to Oracle Database 11g. [ID 785351.1]</li> <li>• Oracle Database 10g Upgrade Companion [ID 466181.1]</li> <li>• Upgrade to Oracle Database 11g best practices [ID 1100303.1]</li> </ul>
<b>Diagnostics</b>	<ul style="list-style-type: none"> <li>• Remote Diagnostic Agent (RDA)--Check the Health Check Validation Engine (HCVE) test before you upgrade; more than 25 prebuilt tools and tests to assist in troubleshooting [ID 314422.1]</li> <li>• Oracle Database Performance and Tuning Scripts</li> <li>• Diagnostic Tools Catalog [ID 559339.1]</li> </ul>

## Key Innovations in Oracle E-Business Suite 12.1.3

### Standardize and Simplify with Integrated Business Processes

- Reduce cost and minimize complexity
- Maximize the value of your workforce by managing talent through an integrated talent management solution that connects strategic and transactional data and processes from human resources
- Improve visibility to estimated costs and make better sourcing decisions

### Strengthen Competitive Position with Purpose-Built Industry Solutions

- Build and operate world-class value chains for profitable growth
- More easily evaluate the ROI of promotional funds
- Increase visibility into the effects of changes to supplier prices
- Eliminate incomplete and inconsistent site and product data by centralizing all site and production information from different systems
- Reduce the overhead of managing reimbursable agreements

### Achieve Rapid Value with Stand Alone Solutions

- Maximize value by connecting and optimizing supply, demand, and design chains with new value chain planning solutions
- Improve supplier qualification and competence
- Improve manufacturing asset utilization
- Expect a quick ROI by effectively managing pay for performance on a global scale
- Increase operational efficiency and inventory management excellence

## Upgrade Resources

With Oracle Premier Support, you not only have access to the great innovation described above, you also get the tools to help you deploy and transition to Oracle E-Business Suite 12.1.

### Oracle E-Business Suite Product Information Center

- Provides critical information and highlights for Oracle E-Business Suite
- Oracle E-Business Suite Product Information Center Index [ID 444.1] – provides a list of the extensive range of product information centers for Oracle E-Business Suite

### Upgrade Advisor

- Use the Oracle E-Business Suite Upgrade Advisors to streamline your next upgrade, reduce risks, and minimize complexities; Upgrade Advisors are specially crafted dynamic documents that guide you through an upgrade lifecycle
- Oracle E-Business Suite Technology Stack upgrade 11.5.10.2 to 12.1.3 [ID 269.1]
- Oracle E-Business Suite Financials and Projects upgrade from 11.5.10.2 to 12.1.3 and 12.1.2 [ID 256.1]
- Oracle E-Business Suite Human Capital Management (HCM) guided upgrade path from 11.5.10.2 to 12.1.3 and 12.1.2 [ID 257.1]
- Oracle E-Business Suite Manufacturing from 11.5.10.2 to 12.1.3 and 12.1.2 [ID 258.1]
- Oracle Demantra Upgrade Advisor from 7.2.0.2 to 7.3.0.1 [ID 267.1]

### Upgrade and Lifecycle Advisor Communities

- My Oracle Support community adds value through access to Support Engineer moderated discussions, industry peers, Oracle experts, Webcasts, best practices, and white papers.
- Go to My Oracle Support. Click on the Community tab. Choose our Upgrade Community, My Oracle Support Community, Lifecycle Advisor Community, and also the Oracle E-Business Customizations Community

### Maintenance Wizard

- Oracle Support provides Maintenance Wizard to guide you through the upgrade of Oracle Applications with a step-by-step approach. The Wizard identifies critical patches and automatically executes the installation tasks. [ID 434387.1]
- Patch Wizard is a utility included in your Oracle E-Business application that compares the patches that you have already applied against a list of recommended patches; it also provides an impact analysis of any patch [ID 976188.1]
- **Just Released:** Patching and Maintenance Advisor: Oracle E-Business Suite 11i and 12 [ID 313.1]

## The Benefits of Upgrading: Oracle E-Business Suite

Forward-looking organizations understand that having a strategic IT roadmap can positively affect their competitive position in today's challenging marketplace. The latest release of Oracle E-Business Suite can help organizations thrive by providing a portfolio of rapid-value solutions, integrated business processes, and applications focused on your industry.

### Highlights Oracle E-Business Suite:

- **2010**—Oracle E-Business Suite 12.1.3. Sixteen new products, more than 575 new features, and 65 new and enhanced Oracle Business Accelerators flows.
- **2009**—Oracle E-Business Suite 12.1. Lets customers choose to upgrade their entire platform or implement strategic standalone solutions.
- **2007**—Oracle E-Business Suite 12. Delivers global business solutions that let customers think globally to make better decisions, work globally to be more competitive, and manage systems globally to lower costs and increase performance
- **2003**—Oracle E-Business Suite Special Edition. Offers enterprise resource planning (ERP) applications designed for small and midsize companies.
- **2000**—Oracle E-Business Suite 11*i*. Shipped the industry's first fully integrated suite of business applications.

## The Benefits of Upgrading: Oracle's PeopleSoft

Oracle's PeopleSoft solutions are designed to address the most complex business requirements. They provide comprehensive business and industry solutions, enabling organizations to increase productivity, accelerate business performance and lower cost of ownership. With PeopleSoft Release 9.1, Oracle has produced the largest PeopleSoft release ever, with 21 new PeopleSoft solutions and 1,450 new features.

### Highlights PeopleSoft

- **2011**—PeopleSoft PeopleTools 8.52 includes Apple iPad certification, Pivot Grids, and Related Actions framework. Additional off-cycle capabilities delivered onto PeopleSoft 9.1 in advance of the upcoming 9.2 release.
- **2010**—Delivery of off-cycle capabilities and the first PeopleSoft 9.1 Feature Pack containing 125 new features delivered at no cost on top of PeopleSoft 9.1.
- **2009**—PeopleSoft 9.1 introduced. Includes 21 new solutions, 1,350 new features, more than 28,000 pages enhanced with Web 2.0 capabilities, 300 new Web services, and 200 industry-specific enhancements.

## Key Innovations in PeopleSoft 9.1

<b>Increase Productivity</b>	<ul style="list-style-type: none"> <li>• Drive higher user effectiveness with our next-generation user experience</li> <li>• Connect your workforce using new engagement, collaboration, and productivity tools</li> <li>• Provide actionable insight through workbenches, dashboards, and embedded analytics</li> </ul>
<b>Accelerate Business Performance</b>	<ul style="list-style-type: none"> <li>• Execute end-to-end business processes with complete and integrated solutions</li> <li>• Address today's business needs through functionally deep applications</li> <li>• Meet industry-specific requirements using industry-tailored offerings</li> </ul>
<b>Lower Cost of Ownership</b>	<ul style="list-style-type: none"> <li>• Continuous delivery of customer-requested product features on an off-cycle basis and in annual Feature Packs eliminates the need for customizations</li> <li>• PeopleSoft test framework for testing automation and integration into usage monitor and impact analysis reporting</li> <li>• Achieve cost-effective interoperability using expanded Web services</li> </ul>

## Upgrade Resources

With Oracle Premier Support, you not only have access to the great innovation described above, you also get the tools to help you deploy and transition to PeopleSoft 9.1.

<b>Information Center</b>	<ul style="list-style-type: none"> <li>• Provides critical information and highlights for PeopleSoft Solutions: MOS Welcome Center for PeopleSoft [ID 762211.1]</li> </ul>
<b>Upgrade Advisors</b>	<ul style="list-style-type: none"> <li>• Upgrade Advisors are specially crafted dynamic documents that guide you through an upgrade lifecycle using step-by-step instructions [ID 250.1]</li> <li>• PeopleSoft Financials and Supply Chain Management Upgrade from 8.9 to 9.1 [ID 261.1]</li> <li>• PeopleSoft Human Resources Management System Upgrade from 8.9 MP1 to 9.1 [ID 260.1]</li> <li>• PeopleSoft PeopleTools from PT8.48/PT8.49 to PT8.50 [ID 255.1]</li> <li>• Task-Based Advisors [ID 1351416.1]</li> </ul>
<b>PeopleSoft Diagnostic Framework Plug-In Catalog</b>	<ul style="list-style-type: none"> <li>• This catalog contains the complete list of DFW plug-ins for PeopleSoft solutions currently available via My Oracle Support. [ID 1215308.1]</li> </ul>
<b>PeopleSoft Change Assistant</b>	<ul style="list-style-type: none"> <li>• Improves the quality of your upgrade, reduces errors, and shortens the amount of time it takes to complete an upgrade.</li> <li>• Operates on an upgrade template that outlines the upgrade steps to be performed and creates the road map of the upgrade</li> </ul>
<b>Change Impact Analyzer</b>	<ul style="list-style-type: none"> <li>• PSChange Impact Analyzer (PSCIA) helps developers and designers assess the effects that a change to a PeopleSoft solution's object can have, before they make their changes.</li> </ul>
<b>The PeopleSoft Information Portal</b>	<ul style="list-style-type: none"> <li>• Provides you with a single entry point to locate the documentation, training, and other useful information you need to help with your implementation process and improve your daily experience with our products. <a href="http://oracle.com/us/products/applications/054275.html">oracle.com/us/products/applications/054275.html</a></li> </ul>

## Key Innovations in Siebel Customer Relationship Management 8.1 and 8.2

- |                      |   |
|----------------------|---|
| <b>Deep Industry</b> | <ul style="list-style-type: none"> <li>• Public Sector Services</li> <li>• Oracle Policy Automation—Cross-Industry</li> <li>• Deeper Loyalty for Travel and Transportation and Retail</li> <li>• CRM offline client for Life Sciences</li> <li>• Personal content delivery for Life Sciences</li> <li>• Financial services order management</li> <li>• Communications Order to Activate AIA</li> <li>• High Tech Service Transformation</li> <li>• Enhanced B2C and B2B Telecom EBPP and Analytics</li> </ul> |
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| <b>Continued Innovation</b> | <ul style="list-style-type: none"> <li>• Customer Hub (UCM)—Enterprise Governance Manager</li> <li>• Siebel CRM Desktop</li> </ul> |
|-----------------------------|--|

- |                             |   |
|-----------------------------|---|
| <b>Enterprise-Grade CRM</b> | <ul style="list-style-type: none"> <li>• Deeper Support for Data Quality and Governance</li> <li>• Optimized order management</li> <li>• Process-Driven CRM (Task Based UI/Workflow)</li> </ul> |
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## Upgrade Resources

With Oracle Premier Support, you not only have access to the great innovation described above, you also get the tools to help you deploy and transition to Siebel CRM:

- |                                   |  |
|-----------------------------------|--|
| <b>Product Information Center</b> | <ul style="list-style-type: none"> <li>• Provides critical information and highlights for Siebel</li> <li>• Oracle Master Data Management—Customer Hub (Siebel Universal Customer Master) Information Center [ID 1071126.1]</li> </ul> |
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- |                        |  |
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| <b>Upgrade Advisor</b> | <ul style="list-style-type: none"> <li>• This upgrade advisor is intended to help you to plan for and execute upgrades from Siebel 7.8.x or 8.0.x to Siebel CRM 8.1.1.x [ID 259.1]</li> <li>• Upgrade Advisors are specially crafted dynamic documents that guide you through an upgrade lifecycle using step-by-step instructions</li> <li>• Navigate to My Oracle Support and search for knowledge [ID 250.1] for more Upgrade Advisors</li> </ul> |
|------------------------|--|

- |   |  |
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| <b>Patching and Maintenance Advisor</b> | <ul style="list-style-type: none"> <li>• Created to guide customers like you on applying Siebel Maintenance Release (MR) or Fix Pack (FP) and Quick Fix (QF) to their existing Siebel 8.1.x or 8.0.x release. It is applicable to Siebel applications running on both Windows and UNIX platforms</li> <li>• Navigate to My Oracle Support and search for knowledge note [ID 308.1] for this advisor</li> </ul> |
|---|--|

## The Benefits of Upgrading: Siebel CRM

Oracle's Siebel Customer Relationship Management (Siebel CRM) continues to be the world's most complete CRM solution. Over the past few years we have demonstrated our continued commitment to the Siebel product line with several customer-centric innovations. In addition, Oracle will release enhancements annually on the existing Siebel 8.1 and 8.2 code line. The enhancements will be done through additive schema changes within the Siebel code line, ensuring that there are no disruptions to existing implementations, making upgrades easier and simpler.

## Highlights Siebel CRM

- **2011**—Siebel CRM 8.2.2 delivers enhanced functionality in the areas of public sector, loyalty for travel transportation and retail, and financial services for FlexCube. Oracle acquires Fat Wire (web experience management), InQuira (knowledge management, intelligent search, and customer communities), Endeca (e-commerce and web search) and Right Now (cloud service).
- **2010**—Siebel CRM 8.2 adds public sector and social service solutions. Oracle acquires ATG (Web commerce and live help).
- **2008**—Siebel CRM 8.1.1. Offers deep industry footprint and loyalty marketing capabilities with self-service and e-commerce upgrades. Oracle acquires Haley (Policy modeling and automation).
- **2007**—Siebel CRM 8. Offers 10 new products and 366 enhancements that delivered increased value to the enterprise with SOA-enabled CRM and embedded intelligence.
- **2006**—Oracle acquires enterprise software competitor, Siebel Systems.

## The Benefits of Upgrading: JD Edwards EnterpriseOne

With the delivery of Oracle's JD Edwards EnterpriseOne 9.0 update 2, and JD Edwards EnterpriseOne Tools 8.98 Updates 1-4, Oracle includes enhancements that address some of your most challenging business issues, including global market dynamics, industry-specific functional needs, and daily technical changes in your IT ecosystem.

### Highlights JD Edwards EnterpriseOne:

- **2010-2011**—JD Edwards EnterpriseOne application updates 1 and 2 focus on improved user experience and productivity. Four JD Edwards EnterpriseOne Tools updates have delivered improved reporting, access to business intelligence with JD Edwards EnterpriseOne applications, collaboration, simplified system patching and administration, and Apple iPad support.
- **2008**—JD Edwards EnterpriseOne 9.0. Offers broad-based enhancements for operational efficiency along with system flexibility for additional visibility and control.
- **2007**—JD Edwards EnterpriseOne Release 8.12. Released enterprise applications with seven new application modules.
- **2005**—As part of the PeopleSoft acquisition, Oracle acquires the JD Edwards EnterpriseOne enterprise resource planning software.

## Key Innovations in JD Edwards EnterpriseOne 9.0

<b>Project and Government Contract Accounting</b>	<ul style="list-style-type: none"> <li>• Streamlines complex project accounting, billing, and contract compliance and improves project profitability</li> <li>• Offers extensive, integrated, project and contract control</li> <li>• Provides hundreds of suite-related ERP enhancements to help customers increase contract compliance and reduce the risk of late or no payments, reduce audit risks and costs, reduce contract and billing administrative costs, and improve financial performance and visibility</li> </ul>
<b>Benefits for Targeted Industry Segments</b>	<ul style="list-style-type: none"> <li>• Offers features for manufacturers wrestling with configured-to-order products, real-estate firms combating margin erosion, and food and beverage producers</li> <li>• Provides industry-specific capabilities for engineering and construction, home builders, and professional services</li> <li>• Apparel Management for those engaged in the manufacture and distribution of apparel/fashion and many other multiattributed products</li> </ul>
<b>Added Business Value Across Industries</b>	<ul style="list-style-type: none"> <li>• Adds features and functions for human capital management and for managing general ledger, supply chain, and manufacturing</li> <li>• JD Edwards EnterpriseOne Fulfillment Management product ensures service-level agreements are met, and that high-value customers get priority service</li> </ul>
<b>Increased Data Accuracy</b>	<ul style="list-style-type: none"> <li>• Creates template-based data entry rules by defining rules for data relationships according to business needs and company structures</li> <li>• Globally updates data when relationship rules change</li> </ul>
<b>Simplified Deployments</b>	<ul style="list-style-type: none"> <li>• Improves software delivery methods by offering better tools and more options for Oracle Business Accelerators</li> <li>• Offers new tools that improve the delivery of new installations and provide new system management capabilities</li> <li>• Deploy EnterpriseOne on the Apple iPad, leveraging new ERP Apple iPad gestures for ease of use</li> </ul>

## Upgrade Resources

With Oracle Premier Support, you have access to the great innovation described above; you also get the tools to help you deploy and transition to JD Edwards EnterpriseOne 9.0.

<b>JD Edwards EnterpriseOne Welcome Center</b>	<ul style="list-style-type: none"> <li>• Your one location to access general information for JD Edwards EnterpriseOne [ID 762212.1]</li> </ul>
<b>JD Edwards EnterpriseOne Information Centers</b>	<ul style="list-style-type: none"> <li>• Provides critical information and highlights for JD Edwards EnterpriseOne</li> <li>• The JD Edwards EnterpriseOne 9.0 Information Center [ID 974914.1]</li> <li>• Upgrading to JD Edwards EnterpriseOne 9.0 Information Center [ID 1350057.2]</li> </ul>
<b>Electronic Upgrade Value Proposition Tool and Catalog</b>	<ul style="list-style-type: none"> <li>• Electronic Upgrade Value Proposition tool (eUVPT) includes the Statement of Direction for the next release of JD Edwards EnterpriseOne and JD Edwards World [ID 1310896.1]</li> <li>• Is a dynamic online searchable tool for release netchange</li> <li>• Technical Catalog [ID 1361438.1]</li> </ul>
<b>Upgrade Advisor</b>	<ul style="list-style-type: none"> <li>• Guides you through an upgrade lifecycle step-by-step [ID 250.1]</li> <li>• JD Edwards OneWorld Xe to JD Edwards EnterpriseOne 9.0 [ID 254.1]</li> <li>• JD Edwards EnterpriseOne 8.11 SP1 to JD Edwards EnterpriseOne 9.0 [ID 263.1]</li> <li>• JD Edwards EnterpriseOne 8.12 to JD Edwards EnterpriseOne 9.0 [ID 266.1]</li> </ul>

## Key Innovations in JD Edwards World A9.2

### Technical Innovations Improve Integration with Advanced Applications and Business Information

- Leveraging the forecasting analytics in Oracle's Demantra Demand Management application lets management more accurately anticipate market needs, drive increased sales, and decrease cost of goods
- Faster delivery of information reduces operating costs and improves business partner communications
- BI publisher integration for reporting via e-mail, fax, FTP, and http increases flexibility and reduces operating costs
- Service-oriented architecture (SOA) integration infrastructure includes new and redesigned business services, notification transaction messaging, and conformity to Oracle Application Integration Architecture standards
- Improved sales management and 360-degree visibility to your customers (through Oracle CRM On Demand) boosts revenues and customer satisfaction

### Project-Based Functionality

- Improves profitability and reduces costs
- Maximizes contract cash flow with pay-when-paid processing
- Improves contract usability and accuracy with contract billing enhancements
- Streamlines payroll labor correction processes with enhanced Labor Reclass and History features

### New Financial Application: JD Edwards World Purchase Card Management

- Helps reduce the cost of processing small invoices by as much as 70%
- Allows employees to use a card for purchases instead of writing checks or using petty cash
- Provides a centralized view of your company's spending by integrating with financial applications including JD Edwards World Accounts Payable, JD Edwards World Fixed Assets, JD Edwards World Inventory Management, and JD Edwards Purchasing

## Upgrade Resources

With Oracle Premier Support, you have access to the great innovation described above; you also get the tools to help you deploy and transition to JD Edwards World.

### Product Information Center

- Provides critical information and highlights for JD Edwards World.
- JD Edwards World Product Information Center Index (ID 1114713.1)

### Upgrade Advisor

- Use the JD Edwards World Upgrade Advisors to streamline your next upgrade, reduce risks and minimize complexities
- JD Edwards World A7.3 to A9.2 (ID 274.1) - This Upgrade Advisor guides you through the steps required to evaluate, plan and perform an upgrade of World A7.3 to A9.2. This will include upgrading the JD Edwards World programs, installing and deploying web enablement and Service Enablement
- Upgrade Advisors are specially crafted dynamic documents that guide you through an upgrade lifecycle using step-by-step instructions
- Navigate to My Oracle Support and search for knowledge note 250.1

## The Benefits of Upgrading: JD Edwards World

JD Edwards World A9.2 continues to expand the capabilities of your enterprise resource planning (ERP) solution. This latest release dramatically extends previous capabilities by integrating with Oracle's best-of-breed applications to provide faster and easier support of critical business processes.

## Highlights JD Edwards World:

JD Edwards World was acquired by Oracle as part of the PeopleSoft acquisition in 2004.

- **2009**—JD Edwards World Release A9.2. Adds new industry functionality to preserve cash and reduce expenses as well as technical innovation allowing access to advanced applications and business information.
- **2007**—JD Edwards World Release A9.1. Provides a reduced cost of integration through desktop productivity along with improved upgradability through technology enhancements.

## The Benefits of Upgrading: Oracle Fusion Applications

A complete suite of modular applications, Oracle Fusion Applications coexist with and add strategic value to existing Oracle Applications investments. Select a module, a product family, or the entire suite. Adopt these advances pioneered by Oracle at a pace that matches your needs for a new level of business performance.

Designed from the ground up, leveraging the latest technology advances, and incorporating best practices gathered from thousands of customers, Oracle Fusion Applications are 100 percent open standards-based business applications that set a new standard for business and how users innovate, work, and adopt new technology.

Oracle Fusion Applications provide rich functional capabilities with more than 100 modules across seven different product families including customer relationship management; financial management, governance, risk, and compliance; human capital management; procurement and sourcing; project portfolio management; and supply chain management, providing rich, next generation functionality for many industries and geographies.

### Highlights Oracle Fusion Applications:

- **2011**—Oracle announces General Availability of Oracle Fusion Applications 11g, showcasing customer using Oracle Fusion Applications side-by-side with their existing investments.
- **2010**—Oracle unveils Oracle Fusion Applications, the next generation of business applications, setting the standard for application architecture, design and deployment.

## Key Innovations in Oracle Fusion Applications

- |                                       |  |
|---------------------------------------|--|
| <b>Service-Oriented Architecture</b>  | <ul style="list-style-type: none"><li>• Uniquely manage functions and adapt business processes across a heterogeneous environment with Oracle Fusion Applications' flexible SOA foundation</li></ul>   |
| <b>Role-Based User Experience</b>     | <ul style="list-style-type: none"><li>• Oracle Fusion Applications offer a revolutionary, role-based user experience, uniting exception-based processing, business intelligence, transactions, and collaboration in the context of work being performed</li><li>• Oracle Fusion Applications provides you with information that answers questions you might have, such as "What do I need to know?," "What do I need to do?," "How do I get it done?," and "Who do I need to contact?"</li></ul> |
| <b>Embedded Business Intelligence</b> | <ul style="list-style-type: none"><li>• Receive the right information to make decisions within the context of the work being performed, with the ability to drill deeper to identify the root cause, without having to go to a separate BI system</li></ul>  |

## Upgrade Resources

With Oracle Premier Support, you not only have access to the great innovation described above, you also get the tools to help you deploy and transition to Oracle Fusion Applications:

- |  |  |
|--|--|
| <b>Oracle Fusion Applications Product Information Center</b>           | <ul style="list-style-type: none"><li>• Takes you through the various features available in our support portal that would be beneficial</li><li>• Provides critical information and highlights about your Oracle Fusion Applications [ID 100.1]</li></ul>  |
| <b>Oracle Fusion Applications Troubleshooting Overview Master Note</b> | <ul style="list-style-type: none"><li>• Overview of documents related to mechanisms and tools for use in troubleshooting Oracle Fusion Applications [ID 109.1]</li></ul>   |
| <b>My Oracle Support Community</b>                                     | <ul style="list-style-type: none"><li>• My Oracle Support community adds value through access to discussions moderated by support engineers, industry peers, and Oracle experts; Webcasts; best practices; and white papers</li><li>• Collaborate with other like-minded peers in your industry</li><li>• Ask your Oracle Fusion Applications questions and get answers from Oracle Experts for any of your functional, technical or management best practices</li><li>• Find out what other customers are doing</li><li>• Go to My Oracle Support. Click on the Community tab. Choose our My Oracle Support Community, or Lifecycle Advisor Community. Look for new communities that will be rolling out that are Oracle Fusion Applications-specific communities</li></ul> |

For more on Oracle Fusion Applications, visit: [oracle.com/fusion](http://oracle.com/fusion)

## Software Innovation to Fuel Your Business

<b>Oracle Solaris 11</b>	Oracle Solaris 11 is the first cloud OS and brings the reliability, security, and scalability of the #1 UNIX OS to the cloud. The best platform for any enterprise application, co-engineered with the Oracle stack for performance and efficiency.
<b>Oracle Database 11g</b>	Provides you with opportunities to lower cost and increase the quality of service you provide to your customers.
<b>Oracle E-Business Suite Release 12.1.3</b>	Provides upgrades to a global business platform that offers long-term benefits by driving standardization and simplification throughout the enterprise.
<b>PeopleSoft Release 9.1</b>	Delivers significant business benefits by helping you streamline and improve key business processes and by increasing the efficiency of your workforce while lowering costs.
<b>Siebel CRM Release 8.2</b>	Delivers "complete CRM" to maximize top- and bottom-line growth. Oracle is the only provider to offer complete CRM functionality across its on-premise, on-demand, and social CRM applications.
<b>JD Edwards EnterpriseOne 9.0</b>	Addresses global business challenges and provides increased compliance and simplified deployments.
<b>JD Edwards World A9.2</b>	Provides extended capabilities by integrating with Oracle's best-of-breed applications for faster and easier support of critical business processes.
<b>Oracle Fusion Applications</b>	Designed from the ground up using the latest technology advances and incorporating the best practices gathered from Oracle's thousands of customers, Oracle Fusion Applications are 100% open standards-based business applications that set a new standard for the way we innovate, work, and adopt technology.

## Prevent, Resolve, Upgrade with Oracle Premier Support

<b>Prevent</b>	Understand potential problems and recommended actions before issues become critical. Manage system health to higher levels while reducing time spent fighting fires. Includes health checks based on best practices and community experience, alerts from Oracle, and Oracle Configuration Manager
<b>Resolve</b>	Resolve exceptions quickly and reduce their impact on the overall infrastructure. Oracle Premier Support includes tools, knowledge, and 24/7 service resulting in the fast resolution of technical issues

## Oracle Premier Support: The Key to Continued Success

Oracle Premier Support provides essential support and product updates to help you get the most out of your Oracle products and achieve your business objectives. With support for Oracle software, hardware, and complete solutions, Oracle Premier Support helps businesses around the world run more efficiently, mitigate risk, and capitalize on opportunity.

### Investing in Oracle Innovation

Oracle constantly looks to innovation to find ways to enhance our applications and help you:

- Adapt quickly to business change
- Comply more easily with regulatory requirements
- Satisfy customer demands
- Streamline business processes
- Enhance enterprisewide performance
- Take advantage of the latest safeguards to protect and secure your data

Our goal is to provide you with the lowest total cost of ownership and a superior customer experience.

## Learn More

For more information on the Oracle Premier Support, visit [oracle.com/support/premier/](http://oracle.com/support/premier/) or My Oracle Support at [support.oracle.com/](http://support.oracle.com/)

Scan to learn more about Oracle Premier Support for Software.



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## Hear from our Customers

"During the last 15 years, Oracle technology has played a part in nearly all of TAM's IT innovations. We continue to choose Oracle because of its wide range of robust solutions, the reliability of its products and services, its close relationship with its customers, and finally, because it prioritizes innovation."-Marcos Roberto Teixeira, IT Director, TAM Linhas Aéreas S/A

"Oracle Premier Support ensures that we receive high quality, expert assistance for our Oracle software and systems technology. Oracle Support provides us with the proactive support, tools, updates and patches, and resources necessary for our business to succeed."-Michael Bluestein, Chief Executive Officer, Time is Money Billing Systems

"The lifetime support model provides benefit to our business because it gives us flexibility. We can choose when we need to upgrade, how we need to upgrade. We can also decide that we may want to take a path where we upgrade sooner. We have the ability to stay on versions because of other dependencies as well as move ahead of the game if we need to within other areas."-Vito Forte, CIO, WorleyParsons

"The upgrade advisor is tremendously helpful to us and gives us a proactive resource to better plan our upgrades. Because all the documentation is centralized in one place, we have easy access to all the information we need during an upgrade, including best practices and multimedia training. My Oracle Support Projects also enhances the upgrade process, increasing visibility to our upgrade issues by attaching them to the project."-Lisa Kory, DBA Manager, Green Mountain Coffee Roasters, Inc.

"The upgrade advisor is a great proactive tool to help us reduce risk. It ensured we didn't miss anything during upgrade. It also had a direct effect on the number of SRs opened and the time and ease of creating SRs, resulting in a 50% reduction in resolution time. Most importantly, downtime during and after the upgrade was minimal."-April Sims, Database Administrator, Southern Utah University

"My Oracle Support Community provides a one-stop-shop for implementation or upgrade advice. It accelerates our decision-making processes and helps us build relationships. There is no other place where we can access a comparable source of information. My Oracle Support Community is priceless. It says a lot that Oracle is willing to host these communities and encourage open dialogue."-Mohan Dutt, Project Manager, Enterprise IT, VeriSign, Inc.

Like to hear more? Watch this video and hear from customers who have upgraded to the latest releases of Oracle Fusion Applications including Oracle E-Business Suite and Oracle's PeopleSoft, Siebel, and JD Edwards Applications, visit [medianetwork.oracle.com/media/show/15640](http://medianetwork.oracle.com/media/show/15640)

**ORACLE**

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