

MY ORACLE SUPPORT



KEY BENEFITS AND CUSTOMER RESULTS

Personalize your support experience with My Oracle Support—our award-winning Web portal that offers you secure, anytime access to Oracle expertise. Only from Oracle.

Key benefits

- Personalized knowledge
- Proactive problem detection
- Collaborate support communities

Key customer results

- 97% of issues resolved through the knowledgebase
- 40% faster service request resolution
- 30% faster service request creation
- 25% problem avoidance

Increase productivity with a personalized view of information specific to your Oracle environment. Resolve issues faster with embedded configuration management capabilities. Reduce IT risks and costs with real-time insight into Oracle knowledge articles that are relevant to your systems. Maximize system availability with proactive Security & Product Alerts, Patch Advice and Health Checks. My Oracle Support—our exclusive Web portal—offers you immediate, secure access to the critical information you need for a superior support experience, only from Oracle Premier Support.

Next Generation Support Experience

Two award winning platforms, *Oracle MetaLink* and Oracle Software Configuration Manager have been combined to bring you unprecedented personalized, proactive and collaborative support capabilities in one simplified platform. Using Web 2.0 technologies, these industry leading enhancements make your interactions with Oracle Support faster and more efficient. With details of your Oracle configurations securely shared with Oracle support, your issues are resolved faster and Oracle is able to proactively notify you of possible issues before they impact your business. My Oracle Support, our exclusive Web support portal, provides instant access to the latest support information, forums, communities, security, and product alerts—all included as part of your annual Oracle Premier Support subscription. When you leverage My Oracle Support, expect a superior support experience.

Personalized Knowledge

With its easy and intuitive navigation, My Oracle Support provides a simplified and personalized dashboard representing all of your systems activity and Oracle Support interactions. You have access to a personalized view of topics and content relevant to your specific applications and areas of interest. The PowerView feature allows for advanced filtering and customization for easier and rapid access to configuration data, knowledge documents, and proactive product alerts-- increasing productivity and helping to resolve issues quickly. With embedded configuration management capabilities you are able to seamlessly integrate your Oracle configuration information into the service request flow accelerating service request resolution.

Oracle support engineers use secure, centralized access to your configuration to more quickly diagnose and resolve your critical issues and to help you avoid problems. By taking advantage of the configuration management features to make sure you have the latest security and product alerts for your specific configurations, you benefit from improved system stability.

HIGHLIGHTS

The Oracle knowledgebase holds more than 500,000 solutions, covering more than 1,250 products, which successfully address 97 percent of customer inquiries.

Access threaded discussions about hundreds of topics in our online customer forums. You can also share your knowledge and expertise with the Oracle community and gain knowledge from other users by submitting documents through our Customer Knowledge Exchange.

My Oracle Support provides the comprehensive tools you need to most effectively track, manage and support your Oracle environments.

Proactive Problem Detection

My Oracle Support is your portal to the most comprehensive and integrated Oracle product, technology, and support information across the industry. By aligning your Oracle system details to the extensive knowledge base of over 500,000 problem resolutions, spanning 1,250 products, you can prevent known issues from affecting your systems. Avoid unnecessary downtime and drive greater system stability with My Oracle Support.

Security & Product Alerts, Patch Advice and Health Checks specific to your environment proactively notify you of potential system issues and provide recommendations that help you improve system performance and offer you greater control over your Oracle environment. This ongoing information exchange between Oracle and your enterprise systems automates labor-intensive tasks and significantly reduces IT-infrastructure risks and costs, making system changes easier to manage.

Collaborative Support Solutions

Your access to Oracle product and technology expertise is greatly expanded when you tap into a global network of trusted resources. Interactive features enable real-time exchange of best practices and industry knowledge with your technical peers in areas that align to your IT challenges. Built on Oracle's Web 2.0 technology, My Oracle Support offers multiple community channels from discussion forums, document exchange, tagging, people finder, and RSS feeds—allowing you to stay informed about the key topics that matter most. This collaborative and interactive experience is an area of continued investment for Oracle bringing you a forum to interact with industry peers for faster problem resolution and proactive problem avoidance.

Experience Next Generation Support

Your Oracle solutions help you maintain a competitive business advantage. To get the most out of your Oracle solutions and ensure maximum system availability, you need more. You need My Oracle Support, your one-stop portal for easy access to the information needed to minimize risks and drive maximum system availability. It's more than support as you know it – it's My Oracle Support, only from Oracle.

Get Started

My Oracle Support is available as part of your Oracle Premier Support subscription. To get started, visit oracle.com/support, click on My Oracle Support, and begin reaping the benefits of this exclusive Web support portal.

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