

Oracle Upgrade Support for Oracle Database

Oracle Database 19c is a “long term support” release that provides highest stability and planning reliability combined with exciting new features enabling increased operational efficiency and a seamless transition to Oracle Cloud and Autonomous Database. Customers can reduce cost and accelerate innovation when they upgrade their existing databases from older versions.

Oracle Advanced Customer Services provides comprehensive upgrade packages, delivered by experienced Oracle resources, for a fast and safe upgrade to Oracle Database 19c.

UNLOCK THE VALUE OF ORACLE DATABASE 19C

Today, organizations are facing the need to manage an exploding volume of data with fewer resources. A database landscape with multiple versions can cause additional complexity and maintenance effort and may no longer provide the technical capabilities needed to support elevated business requirements.

Oracle Database 19c provides customers with a high-performance, reliable, and secure platform to modernize, easily and cost-effectively, their transactional and analytical workloads either in the cloud, on premises, or in a hybrid cloud configuration. Additionally, it is the foundation for new Oracle Autonomous Database optimizations.

However, upgrading to a new database version is not an everyday task. It requires focus and experience to proactively detect and mitigate potential risk areas, and to facilitate business continuity during and after the upgrade process. Getting it right the first time can save time, cost, and labor.

SAFE AND FAST UPGRADE DELIVERED BY DATABASE EXPERTS

Oracle Advanced Customer Services resources have unmatched experience in Oracle databases. They have delivered countless upgrades around the world in complex, mission-critical environments.

Oracle Upgrade Support for Oracle Database provides:

- Transition within the same system from Oracle Database 11gR2 and above to Oracle Database 19c through extensive planning and testing
- Fast access to the technical capabilities of Oracle Database 19c through accelerated time to production
- Additional cost savings and efficiency through experienced database management optimization
- Comprehensive service package from planning to production, with end-to-end governance by an experienced Oracle Technical Account Manager

Key Features

- End-to-end service management
- Upgrade planning
- Impact analysis
- Test upgrade deployment
- Production upgrade deployment
- Handover of production ready Oracle Database 19c Key Business Benefits

Key Benefits

- Safe and comprehensive upgrade to Oracle Database 19c
- Fast access to new features and functionality
- Gains in operational efficiency
- Accelerated adoption of Oracle Cloud and Oracle Autonomous Database

Oracle Upgrade Support For Oracle Database Includes:

SERVICE DELIVERABLE	DESCRIPTION
Governance	<ul style="list-style-type: none"> End-to-end service delivery management and guidance by an experienced Technical Account Manager
Upgrade planning	<ul style="list-style-type: none"> Configuration review Readiness planning workshop Upgrade planning report
Impact analysis	<ul style="list-style-type: none"> Database performance review Database patch review Impact analysis report
Deployment of upgraded non-production environment	<ul style="list-style-type: none"> Upgrade non-production environment to Oracle Database 19c Application of pertinent post-upgrade patches Testing including assistance and guidance on performance, functionality, volume, stress, backup, and recovery
Deployment of upgraded production deployment	<ul style="list-style-type: none"> Upgrade production environment to Oracle Database 19c Application of critical patches as identified in impact analysis Testing of Oracle Database 19c production environment Handover of fully tested and operational Oracle Database 19c to users

Service packages are available for multiple database scenarios at a fixed price and scope, without the risk of unexpected project delays, and additional costs.

Oracle Upgrade Support For Oracle Database Packages:

SERVICE PACKAGE	MAXIMUM NUMBER OF COVERED ORACLE HOMES*	MAXIMUM NUMBER OF COVERED ORACLE DATABASES
Base package	1	1
Small package	2	10
Medium package	5	25

* An Oracle home is the system context in which Oracle products run.

The service can be delivered as per customers' preference: Onsite at the customer's data center, remotely from an Oracle Expertise Center, or in a combination of both.

Covered Deployment Models

- Oracle Database on premises and on Oracle Cloud Infrastructure
- Oracle Exadata on premises and in cloud deployments
- Oracle Autonomous Database

Related Services

Examples of the service portfolio supporting the lifecycle of Oracle Database

- Oracle Autonomous Database Starter Pack
- Oracle Workload Planning and Design
- Oracle Consolidation Planning
- Oracle Load Testing and Analysis
- Oracle Security Review and Recommendations
- Oracle Transition Service
- Oracle Go-Live Support
- Oracle Advanced Database Support
- Oracle Priority Support or Oracle Cloud Priority Support

SERVICES FOR THE ENTIRE DATABASE LIFECYCLE

This offering is part of a comprehensive portfolio of services by Oracle Advanced Customer Services for high performance of Oracle databases across the entire lifecycle.

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Call +1.800.ORACLE1 or visit oracle.com/acs.

Outside North America, find your local office at oracle.com/contact.



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Integrated Cloud Applications & Platform Services

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