

Oracle Platinum Services

Oracle Platinum Services helps you maximize the availability and performance of Oracle engineered systems with 24/7 remote fault monitoring, industry-leading response times, and patch deployment services—at no additional cost.

HELPS MAXIMIZE AVAILABILITY AND PERFORMANCE

Oracle understands that disruptions in IT systems availability can seriously impact your business. When you choose the extreme performance of an Oracle engineered system you also gain access to Oracle Platinum Services—enhanced support for availability and performance.

HELPS REDUCE IT RESOURCE REQUIREMENTS

Oracle Platinum Services is a special entitlement available to Oracle Premier Support customers running certified configurations of Oracle engineered systems. Customers can access this enhanced support for eligible systems under their existing support agreement at no additional cost. In addition to receiving the complete support essentials with Oracle Premier Support, qualifying Oracle Platinum Services customers also receive:

- 24/7 Oracle remote fault monitoring
- Accelerated response and restore targets
- 5-Minute Fault Notification
- 15-Minute Restoration or Escalation to Development
- 30-Minute Joint Debugging with Development
- Remote patch deployments up to four times per year

Highly trained, specialized Oracle support experts deliver these services on behalf of our customers, helping to reduce the costs and complexity of ongoing maintenance and support.

“Oracle Platinum Services lets me sleep nights—I have a team of Oracle Exadata experts handling patching, working proactively, and monitoring my system 24/7 at no additional charge.”

Purnima Kasarabada

Service Delivery Manager, Cerner

Extraordinary Support for Extreme Performance

Key Features

- 24/7 Oracle remote fault monitoring
- Accelerated response and restore
 - 5-Minute Fault Notification
 - 15-Minute Restoration or Escalation to Development
 - 30-Minute Joint Debugging with Development
- Patch deployment
- Included with Oracle Premier Support at no additional cost

Key Benefits

Unlock extreme value with Oracle Platinum Services

- **Helps Maximize Availability and Performance**—Assistance with preventing critical issues and resolving them faster. Support to help you achieve the full performance potential of your Oracle engineered system.
- **Helps Reduce IT Resource Requirements**—Assistance with reducing risk and administrative tasks while also helping you to enable higher business productivity, freeing you up to focus on innovation and new projects instead of maintenance and support.
- **Helps Reduce Complexity**—Single-vendor access to support and engineering expertise for complete Oracle stack.

ADVANCED SUPPORT DELIVERY

Remote Fault Monitoring, Around-the-Clock: As shown in the support delivery model in Figure 1 below, Oracle Platinum Services is enabled through our two-way monitoring gateway that is backed by patented technology to help improve both security and reliability compared to traditional remote connections. Telemetry from all monitored systems is collected, consolidated and transmitted via the Oracle Advanced Support Gateway using a single connection between Oracle and the customer.

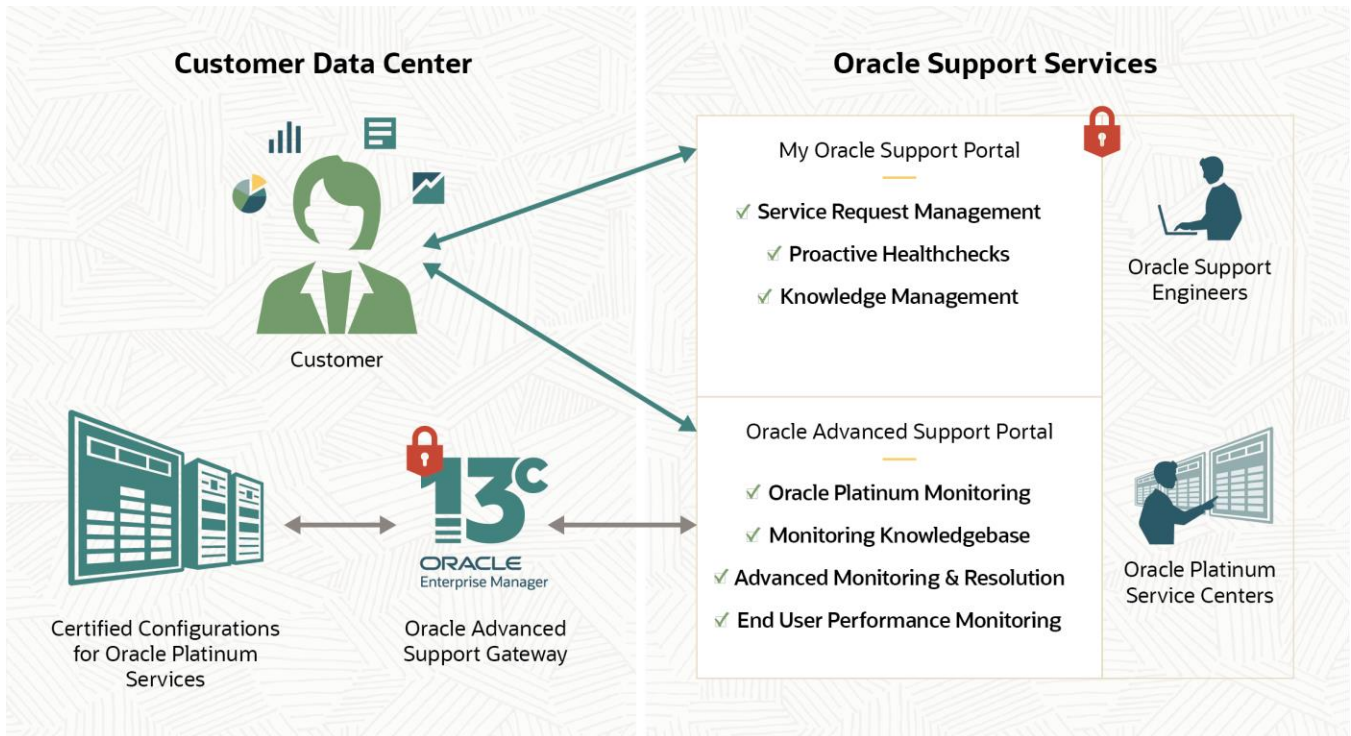


Figure 1. Oracle Platinum Services Support Delivery Model

Faster Response and Restore Times: Oracle engineers in Platinum Services Centers of Excellence are standing by 24 hours a day, seven days a week to rapidly respond to fault alerts transmitted via the Oracle Advanced Support Gateway. Within 5 minutes of a fault occurrence, notifications will be sent to designated customer contacts and restoration efforts begin. Customers can view the status of alerts and service requests via the Oracle Advanced Support Portal.

Senior support engineers at Oracle reference a single, global knowledgebase and support toolset to quickly diagnose issues and begin restoration. To further ensure that systems are restored to full performance as quickly as possible, Oracle Platinum Services includes a defined escalation process, hotline and dedicated escalation managers to provide expert support anytime, day or night.

After the opening of a Priority 1 service request, customers receive 15-minute restoration or escalation to Development. If the issue is not resolved within 30 minutes of the opening of the service request, a joint debugging session is held with Development to find a resolution.

Remote Patch Deployment: Oracle Platinum Services also includes patching services in which Oracle applies patches to covered systems four times per year via the Oracle Advanced Support Gateway. We work collaboratively with customers to assess, analyze, plan and deploy updates and patches to mitigate risks and complications. Through this continuous improvement, customers can experience greater system performance, availability, and security.

To view a list of Certified Platinum Configurations, the programs that will be patched, and the scope of the remote patching deployment, please visit us online at <http://www.oracle.com/us/support/library/remote-quarterly-patching-scope-1652890.pdf>

REMOVE COMPLEXITY WITH CERTIFIED CONFIGURATIONS

To be eligible to receive Oracle Platinum Services, customers must be running a Platinum Certified Configuration – a defined combination of certified components that have been tested and certified by Oracle. By maintaining technology on a standard configuration, we can further help remove complexity from the supportability of the IT stack.

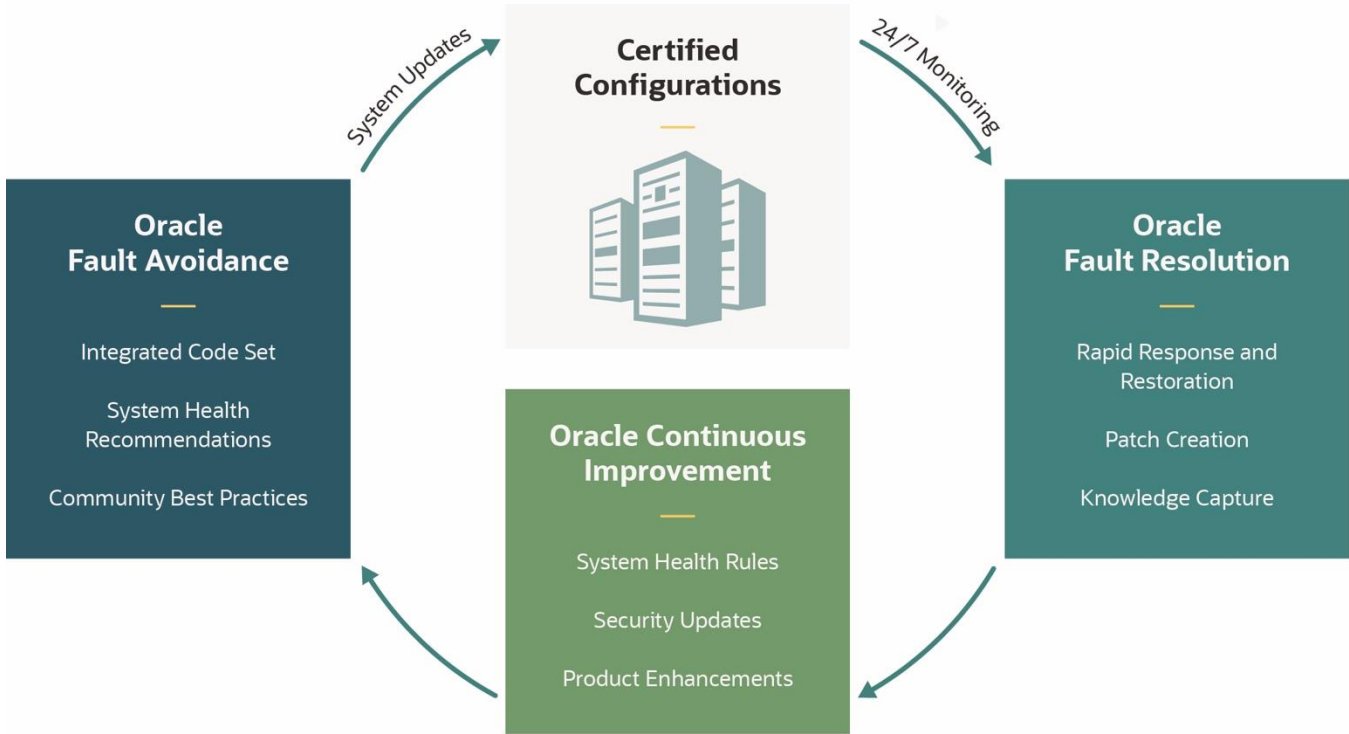


Figure 2. Unified Basis of Support for High Availability

As shown in Figure 2 above, Platinum Certified Configurations create a unified basis that enable us to deliver a new level of high availability support for Oracle systems within our standard support offering. Oracle runs these same certified configurations in our service centers to enable fault replication and troubleshooting. Because we are working with known configurations across our systems, as well as those of our customers, we are able to leverage collective knowledge and a continuous cycle of improvement to more effectively avoid faults and to respond to them much more rapidly when they do occur. Everyone benefits from the knowledge captured and the updates deployed as a result.

To view qualifying Platinum Certified Configurations, please visit us online at <http://www.oracle.com/us/support/library/certified-platinum-configs-1652888.pdf>

“We are very satisfied with Oracle Platinum Services because it guarantees that we are up to date and we are very secure against any attack or system failure. We can contact them at any time and they provide quick resolution.”

Patrice Ramos

Manager IT, GOL Linhas Aereas Inteligentes

“With Oracle Platinum Services, we achieved a 40% increase in operational efficiency—virtually eliminating the need for dedicated resources to perform updates, monitor systems, and resolve incidents. Oracle Platinum Services freed our team to focus on improving the quality and availability of insurance and reinsurance information across the organization.”

Roland Schiller

Architect, Swiss Re

“With Oracle Platinum Services, we raise service requests (SRs) 45x faster, diagnose problems 15x faster, and have initiated a predefined action plan. We can also upload log files 4x faster with support from Oracle engineers, reducing the time the IT team spends on administrative and maintenance work, and enabling them to focus on strategic initiatives.”

Kim Gyeong-Cheol

Head of Information Infrastructure Promotion Group, POSCO

“With Oracle Platinum Services, we have a single contact person and are always on the latest patches, and with our deployment, EWS is fit for the future.”

Thomas Hartmann

Head of Information Technology, FIFA Early Warning System GmbH

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