

# Oracle PlatinumPlus Services: Exclusive Support for Oracle Infrastructure as a Service



## KEY FEATURES

- Quarterly automated assessments:
  - Performance
  - System Availability
  - Security Compliance
- Included with Oracle IaaS at no additional cost for Oracle Exadata, Oracle Exalogic and Oracle SuperCluster

## KEY BENEFITS

- Enhanced support services to help keep Oracle IaaS systems configured and tuned for reliability, security, and performance

Quarterly automated assessments exclusively available at no extra cost to Oracle IaaS customers on Oracle Exadata, Oracle Exalogic, and Oracle SuperCluster.

## Exclusively Available for Oracle IaaS Customers

When you choose the extreme performance of an Oracle IaaS solution you also gain access to extraordinary support for high availability and performance, including Oracle PlatinumPlus Services. Exclusively available at no extra cost to Oracle IaaS customers running Oracle Exadata, Oracle Exalogic or Oracle SuperCluster, Oracle PlatinumPlus Services helps ensure your system remains configured and tuned correctly with quarterly automated assessments for performance, system availability, and security compliance.

## Keep Systems Tuned and Optimized

Quarterly Automated Assessments: Once per quarter, Oracle will provide automated assessments for certified components to help customers optimize their Oracle IaaS solution for reliability, performance and security<sup>†\*</sup>. These automated assessments will:

- Identify system performance issues and bottlenecks and provide guidance on how to eliminate them
- Identify system security and compliance issues and provide guidance on configuration changes and patches needed
- Identify system reliability issues, provide up-time reports, and provide automated guidance on how to comply with Oracle's Maximum Availability Architecture
- Identify deviations from Oracle best practices

## Extraordinary Support for Extreme Performance

In addition to receiving Oracle PlatinumPlus Services, Oracle IaaS customers running Oracle Exadata, Oracle Exalogic or Oracle SuperCluster also receive the complete support essentials of Oracle Premier Support for Systems and support for high availability with Oracle Platinum Services.

To learn more about Oracle Premier Support and Oracle Platinum Services, visit [www.oracle.com/goto/platinumservices](http://www.oracle.com/goto/platinumservices).

## Oracle Services Extensions for Oracle IaaS

Oracle Advanced Customer Support (ACS) provides extension services to help optimize Oracle IaaS for maximum high availability:

### Oracle Advanced Monitoring and Resolution for Oracle IaaS

With 275 additional monitoring metrics customizable to customer specific service level, Oracle Advanced Monitoring and Resolution services provides proactive and predictive monitoring to complement fault monitoring from Oracle Platinum Services.

### Oracle's Database Machine Administrator for Oracle IaaS

Leverage Oracle's deep database expertise with an experienced Oracle Exadata Database Machine administrator who will work with you onsite or remotely to help you accelerate adoption and optimize performance of your system. Oracle consolidated the roles of database, systems, and storage administrators into a single role designed to help customers fully leverage the operational efficiencies of Oracle Exadata and Oracle Enterprise Manager.

### Oracle Solution Support Center for Oracle IaaS

With the Oracle Solution Support Center, an Oracle Advanced Support Delivery Manager and a team of Oracle Advanced Support Engineers work closely with a customer, both onsite and remotely, to provide 24/7 personalized support with a response time SLA. This dedicated support team has intimate knowledge of a customer's business and systems to support their technology and operational needs.

To learn more about Oracle ACS Services Extensions, visit [www.oracle.com/goto/acsplatinumservices](http://www.oracle.com/goto/acsplatinumservices).

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\* Application recommendations and services are not included.

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#### CONTACT US

For more information about Oracle PlatinumPlus Services: Exclusive Support for Oracle Infrastructure as a Service, visit [oracle.com/support](http://oracle.com/support) or call +1.800.ORACLE1 to speak to an Oracle representative.

#### CONNECT WITH US



#### Hardware and Software, Engineered to Work Together

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