ORACLE PREMIER SUPPORT FOR SOFTWARE

KEY FEATURES AND BENEFITS

SUPPORT FOR ORACLE SOFTWARE THAT IS INNOVATIVE, PROACTIVE, AND IS AVAILABLE GLOBALLY

FEATURES

- Software support across the complete stack.
- 24/7 access to Oracle Software experts
- Feature enhancements and new product releases
- Security patches, fixes and configuration-specific update recommendations
- Technical resources, alerts and proactive support tools
- Lifetime support

BENEFITS

- Get maximum value from your Oracle Software investment
- Consistently deliver on business commitments
- Enable your IT organization to be productive and successful
- Minimize business disruption through rapid resolution and proactive service tools
- Leverage ongoing software innovation

You made an investment in Oracle software to make your business more efficient, cost-effective, risk-resistant, and competitive. Oracle Premier Support gives you access to product updates and enhancements, as well as the very latest support resources created to help you maintain your product, improve product performance, and implement new product functionality as it becomes available. Oracle Premier Support provides consistent coverage across all Oracle software including Oracle Database, Oracle Fusion Middleware, Oracle Fusion Applications, Oracle Enterprise Business Suite, PeopleSoft, Siebel, ATG, JD Edwards, Hyperion, Primavera, and hundreds more. Regardless of the Oracle software you're running, you can count on Oracle Premier Support to help you maximize the value of your investment.

Why Oracle Support?

- **Unparalleled innovation.** Oracle Premier Support entitles you to software enhancements and updates fueled by Oracle's multi-billion dollar annual investment in R&D. Then, we protect your solution over the long term with Lifetime Support.
- **Industry-leading customer support.** Through exclusive focus on Oracle products and support that's delivered directly by Oracle's own employee experts, Oracle has won more awards during the past 10 years for customer support than any other enterprise IT vendor.
- **Powerful proactive support tools.** Our unique tools for preventive maintenance, accelerated problem resolution, knowledge sharing, and guided lifecycle advice provide a new level of value by leveraging technology to deliver outcomes far superior to traditional IT support.
- **Integrated service.** Whether you are running a combination of Oracle software products or a complete Oracle hardware/software stack, you can count on integrated support and product updates with a single point of accountability and consistent service worldwide

ONLY ORACLE PREMIER SUPPORT OFFERS SIGNIFICANT VALUE

Benefit	How It's Delivered
Data and Application Availability to maintain critical business functions	• Problem prevention through on-demand health checks and patch recommendations • Rapid resolution through 24/7 Oracle technical support with priority service request handling • Elimination of potentially costly vendor finger-pointing through comprehensive integrated support
Optimal Performance to achieve maximum productivity	• Proven best practices from Oracle and the global My Oracle Support Community • Ongoing access to the latest product performance improvements • Configuration optimization through Oracle proactive support tools and resources
Security to protect your vital business interests	• Early awareness of potential issues and vulnerabilities through Oracle Security Alerts • Effective maintenance through security patches delivered via Oracle Critical Patch Updates • Oracle Software Security Assurance encompassing every phase of the product life cycle

ORACLE SUPPORT

Oracle's reliability and support help Sonus to quickly get products to market and enjoy long-term customer satisfaction.
"We look at Oracle as more of a partner than a vendor. Our field experts and engineers help us resolve any problems quickly and help us identify ways to continue to optimize our systems. For example, the performance optimization and tuning advice they have given us on Oracle Database has made significant improvements. This level of support is extremely beneficial".
Sonus Networks

Operational Efficiency to reduce costs and increase organizational effectiveness	• Dependable technical solutions and software updates leveraging Oracle's specialized expertise and core competencies • Instant answers through direct access to • knowledge and product information on My Oracle Support • Ability for limited internal resources to focus on business-specific IT priorities instead of product-specific IT maintenance
Ongoing Competitiveness to achieve long-term business success	• Gain competitive advantage and keep pace with change through software enhancements • Implement product innovation more quickly and with less risk through Oracle Upgrade Advisors • Upgrade on your schedule with the unique benefit of Lifetime Support and Applications Unlimited

Stay Ahead with Support from Oracle

Oracle's global support infrastructure offers customer services leadership in software, systems and integrated solutions, with thousands of responsive engineers and services professionals dedicated to serving you and driving innovation in how we deliver customer support. Our extensive reach lets us support customers in 145 countries, in any time zone, in 29 local languages. With Oracle Premier Support, you get the complete system support you need to reduce operating cost, reduce risk, and maximize the return on your investment.

Contact Us

For more information about Oracle Premier Support, please visit oracle.com or call +1.800.ORACLE1 to speak with an Oracle representative.

Oracle is committed to developing practices and products that help protect the environment

Copyright © 2011, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. UNIX is a registered trademark licensed through X/Open Company, Ltd. 0110