

Complete Support for Oracle SuperCluster



Oracle provides enhanced support with a single point of accountability across Oracle SuperCluster hardware and software assets to maximize availability and simplify management.

KEY FEATURES

- Unlimited, 24/7 access to Oracle's software and hardware specialists
- Essential patches, feature enhancements, new releases, and lifetime support for covered software
- 2-hour onsite hardware service response (24/7)¹
- Experienced technicians and OEM replacement parts
- Knowledge base access and configuration-specific update recommendations
- Personalized, proactive support tools
- Additional services that cover the full solution lifecycle
- Eligible for Oracle Platinum Services with a certified configuration

KEY BENEFITS

- Free your staff to concentrate on core business challenges with consistent, well-defined Oracle Premier Support services, helping you manage and resolve issues quickly and efficiently
- Save time and money when you reduce IT and management complexity with a single point of service accountability

Support from the Industry Leader

With Oracle, you get unparalleled expert support when you need it at a global scale for your Oracle SuperCluster systems. Through Oracle Premier Support, we seamlessly deliver the best level of support and provide the following:

ORACLE PREMIER SUPPORT

Support Provided	
Complete solution coverage	Comprehensive support from Oracle is essential to your success, and you'll get full coverage of your: <ul style="list-style-type: none"> • Oracle Database 11gR2, Oracle Exadata Storage Server software, Oracle Exalogic Elastic Cloud software, and the following certified and tested configurations for Oracle software: PeopleSoft HCM, WebCenter Content, Siebel CRM and Oracle E- Business Suite • Server and storage system hardware, integrated software (such as firmware), Oracle Solaris operating system, Oracle Solaris Cluster, and Oracle VM Server for SuperCluster
Unlimited, 24/7 access to Oracle specialists	Our specialized Oracle SuperCluster Enterprise Support Team experts are ready to help 24/7, so you can be sure of one point of expertise that provides fast answers and proven solutions, leveraging the experience of our experts in each of the technologies.
Award-winning hardware service	If hardware service is required, local service engineers are ready to respond rapidly 24 hours a day, 365 days a year. Oracle provides onsite hardware service for your Oracle SuperCluster server and storage hardware within two hours ¹ .
Essential product updates	Updates for integrated software (such as firmware) and covered software provide access to critical security patches, bug fixes, feature enhancements, and any new releases that become available while you maintain support coverage.
Proactive capabilities	Embedded hardware diagnostic capabilities provide "phone home" automated service requests, and system configuration details enable targeted proactive advice. Includes a powerful collection of tools and personalized technical resources, proactive systems management, and access to industry expert and peer expertise.

¹ Your system must be within an Oracle two-hour service coverage area to receive two-hour onsite service as a standard feature.

- Run your business technology confidently with secure, dependable support
- Protect your data and help maintain data availability

<p>Customer Incident Manager (CIM)</p>	<p>Assigned to you for the first 90 days following installation, this key resource ensures you get the best out of Oracle Support for the long term and that service requests are prioritized and progressed during this initial period.</p>
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Oracle Platinum Services – Enhanced Support, No Additional Cost

Oracle Platinum Services is a special entitlement under Oracle Premier Support for certified Oracle SuperCluster configurations that provides additional high availability services, such as remote fault monitoring, faster response times and patch deployment services – 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
- Industry-leading response and restore times
 - 5-Minute Fault Notification
 - 15-Minute Restoration or Escalation to Development
 - 30-Minute Joint Debugging with Development
- Update and patch deployments four times per year

Oracle Platinum Services goes well beyond the typical IT support model to help you unlock the value of your technology investments. To learn more about these enhanced services and how to become certified, visit us online at www.oracle.com/goto/platinumservices

Solution Lifecycle Services for Oracle SuperCluster

When you select Oracle Premier Support, you also have the option to augment your support coverage through these additional Oracle service offerings:

LIFECYCLE SERVICES FOR ORACLE SUPERCLUSTER

Service	
<p>Oracle SuperCluster Start-Up Pack</p>	<p>The Oracle SuperCluster Start-Up Pack delivers an integrated solution that ensures an optimized plan and deployment of an Oracle SuperCluster system. Oracle delivers a suite of services that can help you implement your new technology solution while staying focused on your critical business needs. Oracle plans, architects, implements, and project manages a solution based on your unique environment. The goal is to help you achieve a successful implementation.</p> <p>Oracle Start-Up Advisory Service</p> <ul style="list-style-type: none"> • <i>Planning and preparation for implementation</i> • <i>Document actionable recommendations</i> <p>Oracle Installation Service</p> <ul style="list-style-type: none"> • <i>Comprehensive system installation with standardized methodologies</i> • <i>Complete system testing and functionality validation</i> <p>Oracle Configuration Service</p> <ul style="list-style-type: none"> • <i>Configure Oracle SuperCluster compute nodes, Oracle Exadata Storage Servers, shared storage, InfiniBand Switches, Oracle Database and Oracle Exadata software</i> • <i>Verification testing and delivery of a final summary report</i> <p>Oracle Production Support Readiness</p> <ul style="list-style-type: none"> • <i>Governance meetings and project oversight</i> • <i>Technical reviews of project and single point of contact</i> <p>Oracle Quarterly Patch Deployment Service</p> <ul style="list-style-type: none"> • <i>High-level check of system's configuration profile</i> • <i>Quarterly patch deployment and proactive patch updates (for systems not qualified for Oracle Platinum Services)</i>

<p>Additional Oracle SuperCluster lifecycle services offerings</p>	<p>Oracle systems experts plan, architect, implement, and project manage a solution based on your unique environment, so you can achieve a successful implementation and improve IT efficiency.</p> <p>Services from Oracle Advanced Customer Support</p> <ul style="list-style-type: none"> • <i>Oracle Advanced Monitoring and Resolution</i> <ul style="list-style-type: none"> • <i>24X7 monitoring and resolution by Advanced Support Engineers</i> • <i>Global knowledge base and tool set</i> • <i>Root cause analysis and corrective action</i> • <i>Oracle Solution Support Center</i> <ul style="list-style-type: none"> • <i>Dedicated support team</i> • <i>24/7 hotline</i> • <i>Proactive advice and preventative services</i> <p>Services from Oracle Consulting</p> <ul style="list-style-type: none"> • <i>Oracle Migration Factory</i> • <i>Oracle Engineered Systems Architecture Service</i> • <i>Oracle Engineered Systems Management Implementation Service</i> • <i>Oracle Engineered Systems Security Deployment Service</i> • <i>Oracle Engineered Systems Maximum Availability Architecture (MAA) Service</i> • <i>Oracle Engineered Systems Cloud Services</i>
<p>Oracle Customer Data and Device Retention Service</p>	<p>Global data retention and auditing laws impose significant constraints on data storage security practices. While our engineering and support teams strive to avoid any possible problems, the Oracle Customer Data and Device Retention service enables the secure retention of any nonfunctioning disk drives or flash devices containing sensitive data that need to be removed from the Oracle SuperCluster, ensuring you stay in compliance.</p>
<p>Oracle Onsite Spares</p>	<p>Oracle Onsite Spares provides a secure, up-to-date spare parts program tailored to your specific Oracle SuperCluster configuration and is optimized to meet your critical business requirements.</p>

Complete Solutions. Complete Confidence. Complete Support.




Oracle SuperCluster support offers complete, enterprise-level services to help you get the most of your Oracle SuperCluster investment and consistently achieve your business objectives. In addition to start-up services and 24/7 global support for both software and hardware, you also get unrivaled technical expertise from our world-class support and consulting organizations. Oracle SuperCluster support services provide a single point of service accountability so when you do need help, you can count on consistent, integrated support for your complete Oracle solution.

CONTACT US

For more information about Complete Support for Oracle SuperCluster, visit oracle.com/support or call +1.800.ORACLE1 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together

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