



## The Value of Oracle Premier Support

Trusted | Secure | Comprehensive

Investing in Oracle Support fuels your business innovation and provides you with important support and security updates for your Oracle products. Businesses around the world continue to rely on Oracle as their trusted support provider of outstanding protection for vital business interests.

Oracle delivers complete, dependable, fully-integrated, and tested products for your business now and for what's next, on premises and in the Oracle Cloud.

Only Oracle can deliver security enhancements to the software itself and more comprehensive protection against new hacking threats.

### Trusted

**Oracle is your trusted business partner.**

- » A solid business reputation built on providing service to customers globally.
- » Oracle helps ensure your technology investments are effective, efficient, risk-resistant, and competitive.
- » Oracle helps to protect your Oracle investment, including rigorously tested updates, innovative upgrades, and security patches.
- » More than 430,000 customers choose Oracle, relying on Oracle Support to protect their technology investment.

### Secure

**Oracle provides robust security features to protect your business.**

- » Security features at every layer of the software stack.
- » Security patching is essential and is standard operating practice.
- » Oracle has the tools, owns the source code, and has the ability to develop security updates.
- » Regression testing across the full stack at the core application/database code level.

**ORACLE®**  
Premier Support

*"It is a team effort with Oracle Support—they are almost like employees within my organization because we all know the goals we're working towards."*

**JEROME AIKEN**  
SENIOR SOLUTIONS ARCHITECT  
COX ENTERPRISESE

*"We love the relationship with Oracle Premier Support. They understand the pain points for a big company and will come to us proactively to provide solutions for a particular issue. We use Oracle Patch Advisor and patch analyzers in our system. We run the patch through the analyzers and see the impact it will have into our system. The moment we run the patch analyzer, we know what surprises are coming and can take care of them before we apply the patch."*

**RAJESH DAYAL**  
MANAGER, ORACLE DBA TEAM  
AECOM TECHNOLOGY

**ORACLE®**

## Comprehensive

### Oracle delivers complete, dependable, fully-integrated, and tested products.

- » Leverage consistent, ongoing, unparalleled innovation.
- » Rely on Oracle to deliver integrated support and product updates with a single point of accountability.
- » Protect your investment with Oracle's Lifetime Support Policy.

## Who Could Support Oracle Better than Oracle?

Oracle customers are supported by 40,000 engineers, \$6.2B in R&D investment, and 16,000 Oracle experts delivering support services. We built our knowledge and tools based on over 39 years of experience helping customers around the world succeed. Let us help you.

Go beyond reactive support with proactive support tools that help you avoid known problems, mitigate risk, and upgrade with confidence. Oracle's service automation helps you dramatically reduce issues and resolution times. My Oracle Support provides a portal to build your success, giving you access to the resources you need.

## Oracle Support has the Resources You Need to Succeed

- » **My Oracle Support** resources include tools that can help you assess the health of your software or system, upgrade advisors, and product specific tools. You can also access patches and software updates—available only to Oracle Premier Support customers. Register for your account—go to [My Oracle Support](https://support.oracle.com) at support.oracle.com.
- » **Oracle security alerts and critical patch updates** help keep your software and systems safe from new threats. Only Oracle can provide critical security for Oracle software and for our customers' systems by correcting identified vulnerabilities within the source code of the software itself.
- » **My Oracle Support Community**, moderated by Oracle Support Engineers, gives you access to Oracle experts and peers who can help you. Interact and get advice from peers with the same products—your answer may be waiting for you. Access through My Oracle Support or directly at <https://community.oracle.com/community/support>.
- » **Oracle Support's learning resources** expand your skills and knowledge.
  - » Advisor Webcasts bring Oracle experts with live Q&A to your desktop. We schedule new webcasts on a wide variety of topics and products, and you can access recordings of past topics.
  - » Oracle Support's knowledgebase provides access to articles created by Oracle Support Engineers, including information centers, to quickly browse for tailored information on your products.
  - » On-demand videos provide the My Oracle Support essentials by showing you how-to.
  - » Oracle Support's accreditation program, with guided learning paths and study guides, helps you get more value from Oracle Support tools and your Oracle products.

## Never Compromise. Get More from Oracle Support.

Get the protection you need with Oracle and take advantage of trusted, fully featured security, and comprehensive support.

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*"Sportmaster has a long history of working with Oracle. We can always rely on Oracle's support team to help us with solutions to problems at various levels and that optimize the employed solutions."*

*Support quality was an influencing factor, among others, in our decision to use Oracle products. It wouldn't be possible to use such complex products without enterprise-level support."*

**ANDREY PRUDOVSKY**  
HEAD OF THE DATABASE DEPLOYMENT  
AND SUPPORT DEPARTMENT  
SPORTMASTER LTD.



*"The value of Oracle Support is having internal advocates at Oracle in your corner as you maintain your current system, plan the next upgrade, and look to the future—Oracle Support gives you the elite experts."*

**VINCE DADE**  
DIRECTOR, ENTERPRISE APPLICATIONS  
NEIMAN MARCUS GROUP

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Integrated Cloud Applications & Platform Services

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