

Advanced Services for Oracle Private Cloud at Customer

Oracle Private Cloud at Customer delivers Oracle Cloud services in your data center so that you can take advantage of the agility, innovation, and subscription-based pricing of Oracle Cloud while meeting data-residency requirements. Oracle delivers and manages the infrastructure behind your firewall and your IT retains control of the Oracle and non-Oracle application, middleware, and database workloads.

ADVANCED CUSTOMER SERVICES FOR THE FULL LIFECYCLE

When integrating Oracle Private Cloud at Customer into your data center, Oracle Advanced Customer Services provides services spanning across all lifecycle phases from plan and design, build and deploy, to operate and maintain. With a designated support team, proactive guidance, and preventative services, we help you swiftly gain the business benefits that Oracle Private Cloud at Customer offers.

EXAMPLE SERVICES FOR ORACLE PRIVATE CLOUD AT CUSTOMER

Plan and Design

SERVICES	DESCRIPTION
Oracle Workload Planning and Design	<p>Using defined processes, Oracle Advanced Customer Services will work with you to plan and design your path to a modern Oracle platform.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Service governance • Interactive working session to review your current environments, utilization, and business needs • Mapping of current to future architecture • Recommended approach and next steps roadmap
Oracle Cloud at Customer Readiness Service	<p>Assistance to accelerate your adoption of Oracle Private Cloud at Customer deployment. Identification of planning and configuration requirements. The service can speed up time to service activation of Oracle Private Cloud at Customer in your data center environment.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Conduct planning workshops focused on high-level design architecture • Complete deployment configuration specification: Service Activation Request (SAR), Public Cloud Machine Assistant (PCMA), Oracle Exadata Deployment Assistant (OEDA), Oracle Private Cloud Appliance configuration with Oracle ZFS Storage Appliance configuration • Construct data center and network design deployment documents • Document any prerequisites that are required for the installation

Key Features

- Services covering the entire lifecycle of your Oracle Private Cloud at Customer environment
- Safe and efficient workload transition
- Proactive and preventative services
- Focus on supportability from the start to ensure down-stream success
- Delivery by senior Oracle Advanced Support Engineers with many years of experience in Oracle products and Oracle Cloud technology

Key Benefits

- Integration of Oracle Private Cloud at Customer into your data center environment
- Fast time to production of your Oracle Private Cloud at Customer workloads
- Risk reduction
- Efficient and secure management
- Enabling your IT team to operate your virtual machines on Oracle Private Cloud at Customer with confidence, achieving the service levels demanded by your business

Oracle Consolidation Planning Service	<p>Analysis and assistance to identify optimal consolidation and deployment scenarios based on your current configurations, workloads, and security requirements.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Analysis of business and technical compatibility of critical database systems • Assistance in modeling optimal database deployment scenarios including workloads (+20 days) and configuration • Actionable recommendations and easy-to-read reports
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Technologies Covered

- Oracle Private Cloud at Customer
- Oracle Enterprise Manager

Related Oracle Services

- Oracle Managed PaaS Services for Database, Java, Service-Oriented Architecture (SOA)
- Oracle Load Testing and Analysis Service
- Oracle Advanced Support Engineer

Build and Deploy

SERVICES	DESCRIPTION
Oracle Software Installation and Configuration	<p>For Private Cloud at Customer management and workloads, Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides comprehensive testing, validation, and documentation.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Oracle Enterprise Manager configuration • Oracle VM Template configuration
Oracle Transition Service	<p>Rapid transition of Oracle Database, Applications, and VM workloads to Oracle Cloud, Private Cloud at Customer, or on premises leveraging automated tooling, recommended practices, and highly skilled resources.</p> <ul style="list-style-type: none"> • Oracle Database transition • Java Enterprise Edition transition • Oracle E-Business Suite transition • Virtual Machine workload transition • Exalogic workload transition • Exalytics workload transition • Solaris workload transition <p>Sample activities:</p> <ul style="list-style-type: none"> • Transition readiness through systematic analysis • Transition planning, testing and optimization
Oracle Go-Live Support	<p>Oracle Support plan to assist during go-live and designated onsite or remote support if needed. The service can reduce risk for go-live and post-deployment.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Operational readiness review focused on IT processes • Deployment review focused on business and project key performance indicators (KPIs) • Oracle support plan with senior Advanced Support Engineers to assist with go-live • Designated onsite or remote support as needed • Reports and recommendations

Oracle Advanced Support Knowledge Workshop	<p>Technology workshop sessions to provide you with tailored information on Oracle Cloud technology and services. Oracle Advanced Support Engineers can deliver the functional and technical knowledge, analysis, and recommendations to help your IT team become more proficient with Oracle Private Cloud at Customer.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Self-service administration process and tools • Change management process and tools • Incident management process and tools • Oracle Enterprise Manager tools
Oracle Configuration Review and Recommendations	<p>Analysis of your current environment and establishment of target cloud workload configuration based on your operational objectives and relevant Oracle recommendations. Gap analysis, risk identification, and report of findings.</p> <p>Sample areas of review:</p> <ul style="list-style-type: none"> • Oracle Java workloads • Oracle Enterprise Manager • Oracle ZFS Storage Appliance

Operate and Maintain

SERVICES	DESCRIPTION
Oracle Solution Support Center for Cloud	<p>Advanced level of support designed to assist with resolution and optimizations of the ongoing lifecycle of business Oracle Cloud offerings.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Personalized guidance from a designated senior cloud support team • 24/7 dedicated hotline • Priority Service Request response and priority service level standards • Quarterly reviews and knowledge sessions • Proactive technical and architecture assessments
Oracle Cloud Priority Support	<p>Faster problem resolution through personalized and proactive advanced support.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Personalized guidance from a designated Oracle Technical Account Manager • Priority Service Request response and priority service level standards • Quarterly reviews and knowledge sessions
Oracle Managed Applications Unlimited	<p>Provides complete 24/7 lifecycle management of Oracle applications on Oracle PaaS and IaaS to help you run your application workloads at the highest productivity, security, and cost efficiency.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Industry leading SLAs • Critical business transaction monitoring enabled by a cloud automation platform with solution governance oversight • Disaster recovery

<p>Oracle Quarterly Patch Deployment</p>	<p>Proactive patch deployment process ensures your Oracle Private Cloud at Customer infrastructure environment is optimally maintained.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Review and analyze patch inventory • Analyze recommended patches to identify gaps and potential conflicts • Review findings and secure approvals • Request merge patches as needed • Perform/assist with deployment of those patches
<p>Oracle Customer Data and Device Retention</p>	<p>Enables the secure retention of nonfunctioning disk drives, flash devices, and non-volatile RAM cards containing sensitive data that has been removed from Oracle Private Cloud at Customer. Maintain control of data that has outlived its purpose yet is still business critical, and avoid exposure to data loss or unforeseen compromise.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • De-installation of nonfunctioning disk drives, flash devices, or cards containing non-volatile RAM • Replacement with equivalent Oracle-authorized items <p>At the end of the Oracle Private Cloud at Customer subscription, Oracle removes all devices and these are retained by you.</p>
<p>Oracle Relocation Service</p>	<p>Delivers specialized expertise to relocate Oracle IT infrastructure providing your Private Cloud at Customer-based subscription from your data center.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Planning of the relocation • Deinstallation of hardware • Provision of specialist packaging • Transportation • Additional software reconfiguration as required • Validation of functionality and connectivity to Oracle <p>Providing this service necessitates an interruption in your cloud subscription.</p>

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Integrated Cloud Applications & Platform Services

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