

# Oracle Premier Support for Operating Systems

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You have invested in Oracle products to handle the most-demanding IT applications. Now protect your technology investment and keep your business operations running effectively with Oracle Premier Support for Operating Systems.

## A SERVICE FOCUSED ON ONE THING: YOUR SUCCESS

Companies expect their technology investments to enable them to take advantage of new opportunities and deliver significant business outcomes while lowering the total cost of ownership. With Oracle operating system and virtualization software—including Oracle Solaris, Oracle Linux, and Oracle VM—you get enterprise-grade performance, stability, and security that help deliver higher business value and minimize business risk.

For two decades, Oracle has set new standards of performance covering its entire range of products. Supportability is embedded within Oracle integrated systems, allowing for better systems management across the entire solution lifecycle, with a single point of accountability and problem resolution. By choosing Oracle Premier Support for Operating Systems, you can place your trust in a recognized leader in support to help keep your systems running smoothly 24/7 while you focus on meeting your business goals.

## SUPPORT FROM THE SOURCE

Oracle is the only call you need to make to get unparalleled expert support on a global scale. Oracle Premier Support for Operating Systems provides the following services:

### Unlimited, 24/7 access to Oracle product specialists.

Your staff receives assistance from Oracle specialists via telephone and secure Web conferencing technology. We provide fast answers and proven solutions based on our experience in supporting more than a million Oracle Solaris and Linux-based systems across industries and countless application environments.

### Trusted

- Oracle's solid business reputation is built on more than 40 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Oracle helps to protect your Oracle investment, using rigorously tested updates, innovative upgrades, and security patches.
- More than 430,000 customers choose Oracle, and rely on Oracle Support, to protect their technology investment.

### Secure

- 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.

### Comprehensive

- Leverage consistent, ongoing innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.

Our experts are here and ready to help 24/7. What's more, our Oracle ecosystem support capability leverages collaborative support relationships with other leading hardware and software vendors to help isolate and troubleshoot any issues involving multivendor interoperability.

## Essential updates for operating system and virtualization software, and integrated software.

With Oracle Premier Support for Operating Systems, you receive security patches, bug fixes, enhancements, and new releases for Oracle Solaris, Oracle Linux, Oracle VM, and integrated software—all included, so you can get the most from your system.

## Exclusive online resources.

Your IT staff has full access to a powerful collection of tools and personalized technical resources. In addition to online self-help, access to support communities, and easy online service request submission and tracking, these exclusive resources also enable priority service and more proactive management of your operating system and virtualized environment.

## Lifetime support.

You can take advantage of Oracle's industry-leading support policy. Support is provided for the life of the product, so you can enjoy peace of mind and upgrade on your own schedule.

## End-to-end lifecycle management for Oracle system environments, at no additional cost.

With an Oracle Premier Support for Operating Systems agreement, you can download and use Oracle Enterprise Manager Ops Center to manage your covered Oracle systems at **no additional cost**. Oracle Enterprise Manager Ops Center is the industry's first converged hardware management solution for Oracle system environments—combining management across servers, operating systems, virtual machines, storage, and network fabrics into a single console, to help maximize the value of your infrastructure investments. With its end-to-end lifecycle management and built-in integration with My Oracle Support, Oracle Enterprise Manager Ops Center can help greatly improve the efficiency of your IT operations.

## COMPLETE SUPPORT FOR YOUR ORACLE STACK

Oracle provides open and integrated business software and hardware systems, with more than 430,000 customers representing a variety of sizes and industries in 175 countries around the globe. Oracle's global support infrastructure offers customer services leadership in software, systems, and solutions, with thousands of responsive engineers and services professionals dedicated to serving you.

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## Complete Operating System Support and On-Demand Product Updates for Oracle Solaris, Oracle Linux, and Oracle VM

### Features

- 24/7 access to expert assistance
- Feature enhancements and new product releases
- Security patches, fixes, and configuration-specific update recommendations
- Operating system and Oracle VM knowledgebase
- Technical resources, alerts, and proactive support tools
- Lifetime support

### Key Benefits

- Increase value from your 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

### Increase the Value of Infrastructure Investments

Combine management of Oracle system environments across servers, operating systems, virtual machines, storage, and network fabrics into a single console with Oracle Enterprise Manager Ops Center.

