

# The Oracle Support Advantage

Investing in Oracle Support helps fuel 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.

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

## ORACLE DELIVERS HIGHER VALUE AND A SUPERIOR OWNERSHIP EXPERIENCE

### Software and Hardware Designed with Support in Mind

At Oracle, our ability to deliver superior customer support starts with our products. Oracle designs products exclusively for mission-critical enterprise IT solutions, and it shows. We build fault tolerance and serviceability into every product, from hardware, operating systems, and databases to middleware and application software. The result is fewer single points of failure, better internal error handling, and accelerated problem resolution capabilities. It all adds up to lower operating costs, reduced risk, and a solution that's designed—from the start—with future maintenance, support, and evolution in mind. 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.



### 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, including rigorously tested updates, innovative upgrades, and security patches.
- Hundreds of thousands of 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, unparalleled innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.

## Integrated Support with a Single Point of Accountability

Whether you're running Oracle systems, Oracle Engineered Systems, Oracle software, or the complete Oracle stack, you can count on consistent, integrated support. Unlike other enterprise IT vendors, Oracle delivers support for all products utilizing one unified services organization, one unified support platform, and one unified support offering: Oracle Premier Support. Oracle Premier Support customers running Oracle Engineered Systems can qualify to receive Oracle Platinum Services, which provides remote fault monitoring with faster response times and remote patch deployment—at no additional cost.

Oracle offers you a level of service combining direct access to vendor expertise, tools, and product updates with a single point of accountability for all Oracle solution components. With this unique ability, Oracle is able to deliver better service and move past individual technologies so you can get more value from your complete IT solution.

No other support provider can help protect your Oracle investment with 100% genuine parts including rigorously tested updates, innovative upgrades, and security patches. Only Oracle provides true end-to-end support for the complete Oracle IT stack, applications to disk.

## Powerful Proactive Support Tools

Only Oracle places so much emphasis on technology-enabled problem prevention and performance optimization and includes it in standard support coverage. The My Oracle Support platform delivers a web-based, personalized, and proactive support experience through a single point of entry and integrated dashboard. With access to health checks and patch recommendations, based on your unique configurations, you can isolate and resolve problems during implementation, production, and upgrades.

Tailored knowledge management and guided search capabilities enable you to quickly locate relevant articles and technical information and, with ongoing exchanges of knowledge with a collaborative network of Oracle support specialists and industry peers, you're equipped with the information and best practices you need to proactively maintain and optimize your Oracle solution over time.

Oracle has even bridged the gap between online support information and on-premises management through the integration of My Oracle Support with Oracle Enterprise Manager. This integration allows you to implement preventive configuration changes more quickly, realizing an immediate benefit from performance improvements, to help head off potential problems before they can impact your business.

## ORACLE SUPPORT—NO ONE HAS OUR RESOURCES AND KNOWLEDGE

At Oracle, we understand the significance of your IT investments and that providing great customer service is as important as providing great products. That's why we invest so heavily in proactive support tools, and it's also why we have built a global support organization of over 18,000 customer support and service specialists, speaking 20+ languages and spanning 175 countries.

Since service quality is our priority, when you contact us for help, you work directly with an Oracle product expert, not someone in an outsourced call center. All these support professionals have just one focus: to drive the success of our customers' Oracle investments.

We back our support engineers with the full power of Oracle's support knowledgebase, which contains nearly 1.6 million technical solutions developed through our experience supporting hundreds of thousands of customers around the world.

Much of this same information is also available to your IT staff through My Oracle Support, giving you direct access to a wealth of self-solve resources. With Oracle Premier Support, you have 24/7 online access to My Oracle Support, 24/7 access to our support engineers, and, for servers, engineered systems, and storage systems, 24/7 access to two-hour<sup>1</sup> onsite hardware service—all standard.

### Enhanced Support Available for Mission Critical Environments

When you need more, Oracle Business Critical Service for Systems delivers the high availability you demand through a combination of preventative support and automated problem detection. You get the right combination of personalized support, priority response, and fault monitoring to help maintain the highest levels of performance.

### Unparalleled Innovation for Long-term Business Success

Oracle employs 47,000 developers and engineers and has invested more than US\$90B in research and development since FY2012, to help your business keep pace with change and strengthen its competitive position. These enhancements may include new product functionality, performance improvements, tax and regulatory updates, security updates, and even major architectural shifts, which are included in standard Oracle Premier Support coverage. Unlike many software providers, you don't pay extra license fees for new releases of the software—it's all included.

Oracle's innovation doesn't stop with hardware and software. We are continuously investing in user-driven enhancements to our support tools, systems, engineered systems, and processes. Oracle Premier Support gives you access to the very latest support resources created to help you maintain your product, improve product performance, simplify upgrades, and more readily consume Oracle innovation. What's more, with Oracle's Lifetime Support Policy, you can upgrade Oracle software on your own schedule. Only Oracle provides sustaining support for earlier versions for as long as you own the product. It all adds up to greater long-term value, investment protection, and a superior ownership experience.

Learn more at [oracle.com/support/premier](http://oracle.com/support/premier).



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<sup>1</sup>Not applicable to all products and your system must be within an Oracle two-hour service coverage area to receive two-hour service as a standard feature. Refer to the Technical Support Policies for details.

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