

Accelerate Adoption of Oracle Autonomous Database

IT professionals experience an ever-increasing pressure to support business innovation and agile application development. At the same time, they need to manage exploding data volumes, protect against cyberattacks, and minimize downtime with trimmed resources. According to Gartner, more than 50 percent of organizations take a reactive approach to data management, forcing them to constantly be in catch-up mode to meet new demands.¹ Oracle Autonomous Database revolutionizes data management and enables customers to increase productivity, lower risk, and drive innovation.

ACCELERATE ADOPTION AND EMBRACE THE FULL POTENTIAL

Oracle Autonomous Database (ADB) automatically takes care of mundane database operation tasks and gives your team more time for new projects.

Oracle Advanced Customer Services can support you with the business-related activities you are responsible for, such as onboarding and transition, architecting new systems, planning and data modeling, as well as data security within the application, or data lifecycle management.

Data Management Challenges

- 75% of database management cost spent on labor²
- 85% of security breaches occurred after the Common Vulnerabilities and Exposures (CVE) was published³
- 90% of application developers and database administrators report that the process of updating and changing databases delays application release time⁴

Oracle Advanced Customer Services Key Facts

- Personalized and proactive mission-critical support and cloud services for over 6,000 customers globally
- Patented technology with automated tooling across all domains—from database to application to DevOps to AI/ML
- More than 4,000 experienced technical engineers closely integrated in Oracle Support and Oracle Development

Tasks	Responsibility			How ACS Can Support Customers
	ADB	CUSTOMER	ACS	
Data security, user and identity setup		●	●	Reduce risk and increase business agility
End-to-end service level management		●	●	Problem avoidance, faster response, and business continuity
Data modeling and application tuning		●	●	Accelerate and secure deployment of applications
Database migration and go-live		●	●	Safe, efficient database upgrade, transition, and go-live risks
Onboarding and readiness		●	●	Rapid adoption, and optimized planning and analysis
Database backups, H/A, disaster recovery	●			Autonomous Database executes generic database tasks  Self-Driving  Self-Securing  Self-Repairing
Database security	●			
Database tuning, optimization	●			
Database provisioning and patching	●			
OS, virtualization, network, infrastructure	●			



Oracle Advanced Customer Services has decades of experience with mission-critical database environments and provides the right guidance, tools, and knowledge to put Oracle Autonomous Database success into practice.

EXPEDITE ONBOARDING AND READINESS

Adopt new technology quickly

Would you like to:

- Gain exposure and experience with Oracle Autonomous Database?
- Enable application readiness for Oracle Autonomous Database?
- Plan for workload transition without issues and business interruption?



Key Benefits for Oracle Autonomous Database Customers

- Easy and timely onboarding and readiness
- Optimized planning and analysis, and tailored roadmap
- Safe and efficient database upgrade and transition
- Accelerated and secure deployment of applications
- Reduced risk for go-live
- Personal support and proactive guidance
- Reduced risk and increased business agility

The Advanced Customer Services Offering

- **Oracle Autonomous Database Starter Pack** enables you to expedite the onboarding process for Oracle Autonomous Database and through interactive knowledge workshops and proof of concept assistance.
- **Oracle Expert Services** provides technical cloud and Oracle Autonomous Database experience for activities that are supporting testing, readiness, and transitions.
- **Oracle Workload Planning and Design** assist in making your cloud journey a success with personal support of experienced Oracle engineers and technology leaders who understand your environment and your goals.

OPTIMIZE YOUR TRANSITION

Ensure safe and efficient workload transition and go-live

Would you like to:

- Assure and accelerate your database upgrade to 19c and migration to Oracle Autonomous Database?
- Optimize your databases while you transition?
- Reduce risk of go-live and post deployment production issues?



The Advanced Customer Services Offering

- **Oracle Database Upgrade Assurance and Support** provide comprehensive analysis and testing for an efficient upgrade to Oracle Database 19c.
- **Oracle Transition Services** moves Oracle Database workloads to Oracle Autonomous Database leveraging automated tooling, testing, and highly skilled resources. Facilitates safe and efficient transition, from mass migrations of small databases to mission-critical databases.
- **Oracle Go-Live Support** reviews your operational and production deployment readiness and provides specialized dedicated support for the go-live event.

DRIVE NEW APPLICATION DEPLOYMENT

Accelerate adoption of DevOps practices for swifter application deployments

Would you like to:

- Enable standardized and proven DevOps deployments for improved stability?
- Shorten provisioning lead time for production, test, and development environments?
- Reduce manual effort through automated testing and better insights?



The Advanced Customer Services Offering

- **Oracle DevOps Strategy Review** examines your current DevOps maturity level to determine gaps and identify areas for improvement.
- **Oracle DevOps Starter Pack** enables a jump-start on DevOps adoption through onboarding and discovery workshops, and deployment of one non-production environment.
- **Oracle Build and Deploy DevOps Platform Service** helps you standardize and simplify a DevOps pipeline for faster deployment of non-production and production environments

EMBRACE THE FULL POTENTIAL IN PRODUCTION

Run business environments at highest availability, performance, and cost efficiency

Would you like to:

- Get personal support and proactive support for your production environment?
- Mitigate risks and minimize change impact for applications after change events?
- Improve data security and compliance with end-to-end security management?



The Advanced Customer Services Offering

- **Oracle Cloud Priority Support** provides expedited issue resolution by combining priority handling of cloud operations incidents and Service Requests with quarterly reviews and information sharing.
- **Oracle Solution Support Center for Cloud** assists with ongoing execution, and effective use of Autonomous Database through a dedicated support team with a 24/7 hotline who understands your requirements and provides proactive assessments and guidance.
- **Oracle Application Support** helps with 24/7 management, monitoring, and resolution for critical processes such as payroll, integration flows or batch jobs, and provides tailored application testing after database and application change events.
- **Oracle Security Support** helps design and apply data security controls according to your requirements, manage user identities and access across applications, and protects internet facing applications.

GET IT RIGHT, KEEP IT RIGHT

Whether you retain your data and applications on premises, in Oracle Cloud, Cloud at Customer, or multicloud environments, Advanced Customer Services has the experience and direct access to Oracle Support and Development teams to enable your business transformation. Gaining peace of mind and getting the edge on your competition is just a phone call away. Contact us to learn more today.

¹ Gartner, "The New Data Economy", Research Note G00351994, March 2018.

² IDC, "Oracle's Autonomous Database: AI-Based Automation for Database Management and Operations", February 2018, #US43571317.

³ Verizon, "2018 Data Breach Investigation Report"

⁴ CIO and Datical, "New Research Data: The Biggest Delays to Digital Transformation Initiatives"

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