

# Advanced Services for Oracle SPARC T-Series Servers

## ORACLE® Advanced Customer Services

### INSTALL, CONFIGURE, AND OPTIMIZE ORACLE SPARC T-SERIES SERVERS

#### KEY FEATURES

- Technical knowledge sharing tailored to your IT environment and business needs
- Comprehensive, system hardware installation including site audit, installation and configuration planning documentation, testing, and handover
- Trusted systems knowledge and proven IT delivery methodologies
- Reviews and recommendations for optimized deployment planning, system configuration, and meeting availability requirements

#### KEY BENEFITS

- Helps save time and money by expediting system deployment and optimizing overall performance
- Customizes configuration and implementation to help meet your business needs
- Leverages proven methodologies, recommended practices, and technologies to help optimize availability and increase security of the platform
- Verifies the proper configuration of availability and recoverability features through a formal testing methodology

Oracle's SPARC servers running Oracle Solaris are ideal for mission-critical applications that require high performance, best-in-class availability, and unmatched scalability on all application tiers. With intimate knowledge of Oracle SPARC T-Series servers, Oracle tools, and deployment recommended practices, Oracle Advanced Customer Services provides the right knowledge at the right time to help mitigate risk and to maximize the value of your new Oracle technology investment.

### Services for Oracle SPARC T-Series Servers

Oracle Advanced Customer Services delivers deployment services that help install, configure, optimize, and support new Oracle server environments. Whether you are initiating a technology refresh project, optimizing an existing environment through the use of virtualization technologies, or looking to drive better datacenter standardization and operational recommended practices, Oracle can help.

Sample service activities include:

- **Tailored workshops** to address recommended practices and knowledge sharing
- **Installation and configuration** assistance to speed deployment of new Oracle systems
- **Preproduction readiness reviews** covering supportability and readiness of your deployment approach
- **Tailored support with Oracle Advanced Support Engineers** focusing on server performance and availability requirement

### Plan and Design

Deployment Services	
Oracle Supportability Planning and Design	Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.
Oracle Standard System Installation	<i>Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system functionality validation and testing.</i>
Oracle Standard Software Installation and Configuration	Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include, but are not limited to: <ul style="list-style-type: none"> <li>• Solaris installation and configuration activities</li> <li>• Solaris Cluster installation and configuration</li> </ul>

**TECHNOLOGIES COVERED:****Servers:**

- SPARC Servers

**Infrastructure Software:**

- Oracle Solaris
- Oracle Solaris Cluster
- Oracle VM for SPARC
- Oracle VM Manager
- Oracle Enterprise Manager Ops Center

**COMMON CHALLENGES WHEN DEPLOYING SERVER ENVIRONMENTS**

- Optimally configuring new systems within a virtualized infrastructure that support diverse workload requirements
- Properly implementing new systems into a tiered storage infrastructure
- Integrating new technology that can scale easily to support growth

**LEVERAGE THE ORACLE ADVANCED SUPPORT KNOWLEDGE WORKSHOP.**

Sample activities may include:

- Recommended practices and knowledge sharing
- Map and gap planning exercises for successful deployments
- Systems optimization opportunities through Consolidation and Virtualization

**CUSTOMER TESTIMONIAL**

*“Oracle Advanced Customer Services completed the implementation in about two weeks and spent a further 30 days on system testing.”*

*“The support provided by Oracle Advanced Customer Services was exemplary.”*

Amit Sharma, IT manager,  
Dena Bank

	<ul style="list-style-type: none"> <li>• <i>Security Hardening activities</i></li> <li>• <i>Virtualization installation and configuration</i></li> <li>• <i>OEM Ops Center installation and configuration</i></li> </ul>
Oracle Preproduction Readiness Review	Review supportability and readiness of your deployment approach including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools such as Auto Service Request.
Oracle Go-Live Support	Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
Oracle Advanced Support Knowledge Workshop	Technology knowledge session to provide tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems. Sample T-Series server planning activities may include but not limited to: <ul style="list-style-type: none"> <li>• <i>Physical Domains and Bounded Dynamic Domains</i></li> <li>• <i>Logical Domains (OVM for SPARC)</i></li> <li>• <i>Solaris 10 and Solaris 11 zones</i></li> <li>• <i>IO isolation paths</i></li> <li>• <i>OEM Ops Center advanced virtualization management and server power management</i></li> </ul>

**Build and Deploy**

Service	
Oracle Consolidation Planning Service	<p>Analysis and assistance to identify the 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"> <li>• <i>Analysis of business and technical compatibility of critical systems</i></li> <li>• <i>Assistance in modeling the optimal deployment scenarios</i></li> <li>• <i>Actionable recommendations and easy to read reports</i></li> </ul>
Oracle Migration Service	<p>Rapid transition of Solaris applications, Oracle Databases, Java Enterprise Edition, Oracle E-Business Suite, VM Workloads to on-premises platforms or to Oracle Cloud.</p> <ul style="list-style-type: none"> <li>• <i>Solaris application migrations</i></li> <li>• <i>Oracle Database migrations</i></li> <li>• <i>Java Enterprise Edition migration</i></li> <li>• <i>Oracle E-Business Suite migration</i></li> <li>• <i>Virtual Machine workload migrations</i></li> </ul> <p>Sample activities:</p> <p><i>Migration readiness through detailed analysis</i></p>
Oracle Configuration Review and Recommendations	<p>Analyzes current environment and establishes target system configuration based on customer operational objectives and relevant Oracle recommended practices. Oracle performs a gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers a final findings report.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> <li>• <i>Solaris server configuration</i></li> <li>• <i>OS versions and patches</i></li> <li>• <i>Virtualization software configuration</i></li> <li>• <i>Network configuration</i></li> </ul>
Oracle Patch Review and Installation	<p>Oracle Patch Review and Installation Services are designed to help you understand if the baseline patches on your system are optimally configured to meet performance and stability requirements. Oracle will analyze the current patch configuration for specific Oracle products used in the engineered systems running in a customer's environment. Configuration and patch data is collected from the customer. Oracle reviews the data collected and makes patch recommendations based on Oracle recommended practices.</p>

**PROJECT SUMMARY**

**Services:** Hardware installation, Software configuration and Testing Services, Oracle Advanced Support Engineer

**Technologies:** SPARC Enterprise M5000 servers, Oracle Real Application Clusters 11g, Oracle Database, and Oracle disk storage

Oracle Security Review and Recommendations	Assessment service designed to help you understand your current level of Oracle Database security against Oracle recommended practices. Oracle Advanced Support Engineers collect database security-related information via questionnaires, scripts, and database snapshots of the environment. The information is then analyzed, and reports built based on Oracle recommended practices to achieve a more secure operational environment. The security review is focused at the database and operating system level.
Oracle Performance Review and Recommendations	Oracle collects and analyzes server performance data to identify system load patterns and potential challenges. Reviews key performance metrics, and documents, as well as findings and recommendations.  Areas to be reviewed can include: <ul style="list-style-type: none"> <li>• Oracle T-Series server</li> <li>• Oracle ZFS Storage Appliance</li> <li>• Oracle Flash Storage System</li> </ul>
Oracle Production Diagnostic Review and Recommendations	Oracle conducts a comprehensive system and operating system health-check and identifies risks associated with serviceability, configuration, stability, and performance factors. Performs deep-dive diagnostics for identified high-risk issues and conducts a review of findings and recommendations.
Oracle High Availability Review and Recommendations	Reviews customer IT architecture and methods used to maintain availability goals. Oracle documents the availability methods deployed compared to business and application requirements and identifies potential risks and gaps. Oracle delivers guidance based on recommended practices to help avoid potential risks.
Oracle Capacity Planning Review and Recommendations	Assist customers with maintaining adequate system resource capacity to support usage trends and peak-period demands. Provides a review of current available capacity, an analysis of consumption trends (including peak consumption periods), and provides a report of findings to assist the customer in making capacity planning decisions and to anticipate system resource needs over a 1-2 year period.
Oracle Relocation Services	Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, de-installation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.
Tailored Assistance from an Oracle Advanced Support Engineer	Oracle Advanced Support Engineers provide tailored performance reviews and system optimization assistance for all server technologies. Engineers with OS, storage, cluster and virtualization, and/or specific application expertise can act as an extended team member while sharing knowledge and skills in-house. Sample activities include: <ul style="list-style-type: none"> <li>• Reconfiguration of Solaris Cluster</li> <li>• Solaris Hardening activities</li> <li>• Virtualization configuration</li> <li>• Advanced Security Design and Configuration</li> <li>• Storage device configuration</li> </ul>

## Operate and Maintain

---

Service	
Oracle Advanced Monitoring and Resolution	24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of your IT resources.
Oracle Solution Support Center	Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment and delivers ongoing proactive advice, regular patch and performance reviews, as well as preventative services.
Business Critical Assistance	Oracle Advanced Support Engineers assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice

	about the use of Oracle support tools and procedural recommended practice.
<b>Advanced Support Assistance</b>	Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.
<b>Oracle Priority Support</b>	Provides a Technical Account Manager who has knowledge of your IT environment, business, and timelines, and who proactively manages problem resolution and escalations. Includes priority service request handling from Oracle's support delivery teams for faster response and resolution times.



#### CONTACT US

For more information about Advanced Services for Oracle SPARC T-Series Servers, visit [oracle.com/acs](http://oracle.com/acs), email us at [acs\\_ww@oracle.com](mailto:acs_ww@oracle.com), or call +1.800.ORACLE1 to speak to an Oracle representative.

#### CONNECT WITH US



#### Integrated Cloud Applications & Platform Services

Copyright © 2018, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0318

