

Oracle Premier Support Qualification

ORACLE® Advanced Customer Services

SERVICE ELIGIBILITY NON-SUPPORTED SYSTEMS

KEY FEATURES

- Audits, inspections, and tests
- Recommendations for repairs and upgrades
- Qualification and/or operability certification

KEY BENEFITS

- Decreased risk of inheriting someone else's problem
- Assurance of product quality
- Improved reliability, availability, and serviceability
- Maximum business value of existing IT investments

It is not uncommon for IT departments to merge, for server and storage systems to relocate, and for equipment on lease from other departments or even an acquisition to show up in the datacenter. To get the most business value and avoid introducing risk into the IT environment, these systems need to be serviced and supported. Oracle Premier Support Qualification investigates system reliability and qualifies systems to be covered under an Oracle support agreement.

Get the Most out of Oracle Servers and Storage Systems

Oracle Premier Support Qualification provides audits, inspection, testing, and repairs necessary to make sure Oracle systems are operable and ready for support:

- Phase I: Audit, inspection, and testing
- Phase II: Repairs and upgrades
- Phase III: Qualification of system for support or operability

Decrease the Risk of Inheriting Another's Problem

Systems inherited from another department, a merger, or an acquisition may bring hidden problems. There are several questions to ask: What is the system's service and support history? Is it trustworthy for critical applications? Are all the software licenses running on it legitimate and up to date? Oracle finds answers to all of these questions and more with Oracle Premier Support Qualification.

Maximize IT Investments

Enjoy cost savings now by optimizing the IT assets you have, rather than purchasing new ones. Oracle Premier Support Qualification controls costs and provides highly reliable systems for use in solutions that must deal with performance issues, such as short-term peaks that require additional capacity. Oracle engineers inspect systems and make sure they are optimized to meet demand.

Oracle's three phases include the following services:

Phase 1: Audit, Inspection, and Testing

Oracle engineers:

- Audit and inventory the systems to determine configuration and revision levels (including CPU speed, memory, and disk size)
- Inspect the system for physical damage or missing or altered components and determine, at Oracle's sole discretion, whether the system requires repairs

- Determine whether all needed software and operating systems licenses have been procured and if not, provide guidance on how to procure licenses if necessary

Phase 2: Repairs and Upgrades

After Phase 1, Oracle reviews any required repairs and upgrades with you, and may charge additional fees for performing them

Phase 3: Qualification of System for Support or Operability

After Phase 1 and Phase 2, Oracle provides qualification certification stating that the system is eligible for support and/or operability certification attesting that the system is ready for use

**CONTACT US**

For more information about Oracle Premier Support Qualification, visit oracle.com/acs, email us at acs_ww@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.

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