

# Unleash the Power of Oracle Cloud at Customer

Oracle Cloud at Customer delivers Oracle Cloud services in your data center so that you can take advantage of the agility, innovation, and subscription-based pricing of Oracle Cloud while meeting data-residency regulations and internal policies. Oracle Advanced Customer Services has the skills and services to help make the most of your Oracle Cloud at Customer investment.

## TAKE ADVANTAGE OF CLOUD INNOVATION IN YOUR DATA CENTER

If you are unable to move your data and applications to the public cloud because of data privacy concerns, industry regulations, or unique security requirements, you can still take advantage of the scalability, affordability, and ease of public cloud technology by using Oracle Cloud at Customer.

Oracle delivers and manages the services based on how you want to operate and you subscribe only to the cloud services you need. Your IT retains control of the data and application workloads, and should plan for a smooth onboarding of the new technology to get a rapid return on your Cloud at Customer investment.

- Does your IT team have the capacity and skills for a rapid activation and integration of Cloud at Customer in your data center?
- What are your plans for a fast and safe transition of workloads into production?
- Do you want to modernize the operation and security of your environment, relieving your IT staff from routine tasks?

## TAILORED SUPPORT TO MAXIMIZE BUSINESS VALUE

Oracle Advanced Customer Services has years of experience in operations and support of Oracle solutions in the cloud and on premises. More than 4000 skilled subject matter resources around the world deliver tailored, proactive mission-critical support, and cloud services to help you maximize the adoption, availability, performance, and value of your Cloud at Customer solution.

Oracle Advanced Customer Services span across all lifecycle phases and can support your IT team addressing your most demanding challenges.

## PLAN FOR RAPID ACTIVATION

### *Integrate and adopt new technology quickly*

Would you like to:

- Ensure a seamless integration of Cloud at Customer in your data center?
- Plan for workload transition without issues and business interruption?

## Cloud Insights from IT Leaders

*Longitude: Cloud Insights: A global survey by Longitude of 730 senior IT professionals<sup>1</sup>*

- *More than 7 in 10 say: Moving our applications, DevOps, and workloads to the cloud is integral to our organization being competitive*
- *Security, loss of business continuity, a lack of control, and potential gaps in regulatory compliance are among executives' biggest concerns about migration*

## Oracle Advanced Customer Services Key Facts

- Personalized and proactive mission-critical support and cloud services for over 6,000 customers globally
- Tailored services covering the full Oracle technology for on-premises, Oracle Cloud, and Cloud at Customer deployments
- Managed services backed by industry leading SLAs managing over 28,000 virtual machines and 185 petabyte of storage
- More than 4,000 experienced technical engineers closely integrated in Oracle Support and Oracle Development

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### The Advanced Customer Services Offering

- **Oracle Cloud at Customer Readiness Service** optimizes the required planning and readiness activities to integrate Cloud at Customer into your data center and network. Oracle engineers gather customer requirements, analyze the information, and complete the prerequisite documentation with your team.
- **Oracle Workload Planning and Design Service** sets you on the right path to a modern Oracle solution and builds a clear strategy and transition roadmap for your specific needs.

## OPTIMIZE YOUR TRANSITION

### *Ensure safe and efficient workload transition and go-live*

Would you like to:

- Transition your databases with near-zero downtime?
- Optimize your databases while you transition?
- Reduce risk of go-live and post-deployment production issues?
- Adopt DevOps to shorten the lead time for environment provisioning?
- Simplify and standardize your DevOps flow for quick deployments?

### The Advanced Customer Services Offering

- **Oracle Transition Services** moves Oracle database workloads to Oracle Cloud leveraging automated tooling, recommended practices, and highly skilled resources. Facilitates safe and efficient transition with pretransition analysis, transition planning, execution, and validation, and end-to-end project management by an experienced Technical Account Manager.
- **Oracle Go-Live Support** reviews your operational and production deployment readiness and provides specialized dedicated support for the go-live event.

## INCREASE BUSINESS PRODUCTIVITY

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

Would you like to:

- Focus on strategic initiatives instead of system management?
- Increase consistency and efficiency of workload management?
- Improve availability and performance of your applications?
- Enable fast provisioning of production, test, and development environments?

### 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 Managed Database Cloud Service** delivers complete lifecycle management of Oracle Database workloads with industry leading service level agreements (SLAs), disaster recovery, and governance services.
- **Oracle Advanced Services for DevOps** enable automated and rapid deployments of production and non-production environments through automated tooling, recommended practice, and highly skilled cloud engineers.

### Key Benefits for Customers Using Oracle Cloud at Customer

- Rapid integration and activation
- Clear strategy and transition roadmap
- Safe and efficient workload transition
- Reduced risk for production go-live
- Prioritized issue resolution
- Increased cost efficiency through full lifecycle management of workloads
- Optimized performance and SLAs
- Automated and rapid deployments
- Secure retention of nonfunctioning devices
- Reduced risk of data breaches and unauthorized access with managed security services

## ENSURE SECURITY AND COMPLIANCE

### *Protect your critical data in Oracle Cloud and on premises*

Would you like to:

- Prevent unauthorized access and data breach?
- Proactively address compliance regulations?
- Reduce the risk of malicious attacks?

### The Advanced Customer Services Offering

- **Oracle Customer Data and Device Retention for Cloud at Customer** enables the secure retention of nonfunctioning devices containing sensitive data that have been removed from Cloud at Customer.
- **Oracle Managed Security Vulnerability Assessment Services** detects vulnerabilities and misconfigurations through regular security scans of your platform and internet facing applications.
- **Oracle Managed Database Security Services** protects your data by end-to-end service management of your Oracle database security products and services.

## GET IT RIGHT, KEEP IT RIGHT

Whether you retain your data and applications on premises, in Oracle Cloud, Cloud at Customer, or multi-cloud 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.

<sup>1</sup>[Source:Longitude "Cloud Insights: A global survey by Longitude of 730 senior IT professionals exploring current and planned use of the cloud.", published March 2018](#)

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## Integrated Cloud Applications & Platform Services

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