Advanced Services for Oracle Fusion Applications

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Advanced Customer Services

MAXIMIZE THE VALUE OF YOUR ORACLE FUSION APPLICATIONS

KEY FEATURES

• Critical support for Oracle Fusion Applications installation

• Identify risks associated with new deployment by using trusted advisors on Oracle from Oracle

• Reduce total cost of ownership through efficient knowledge transfer and installations of Oracle Fusion Applications

• Faster deployment of Oracle Fusion Applications

KEY BENEFITS

• Advice from Oracle engineers highly experienced in Fusion Applications

• Customers and their technical teams gain a better understanding of implementing Oracle Fusion Applications

• Smoother implementation transitions

• Services co-developed with Oracle Product Development

Are you in the process of a new Oracle Fusion Application deployment and seeking to reduce your total cost of ownership with a more efficient installation? Would critical support during your Oracle Fusion Application deployment offer you the peace of mind your organization requires? Would you like to identify any risks associated with your Oracle Fusion Application deployment before they might occur?

Oracle Fusion Applications were designed using the latest technology advances and incorporate best practices gathered from working with thousands of Oracle customers. They are completely open-standards-based business applications that set a new standard for the way we innovate, work, and adopt technology. Whether you opt for running Oracle Fusion Applications in parallel to your legacy applications, or a completely new implementation, the move to Oracle Fusion Applications is smoother with Oracle Advanced Customer Services guiding you through the process, from installation through to Go-Live and beyond.

Oracle Advanced Support Knowledge Workshop

Oracle Advanced Support Knowledge Workshop is a fixed-scope service offering and provides you with tailored information on the production optimization and supportability of all pillars of Oracle Fusion Applications. This service includes a review of your knowledge development goals and objectives, and a library of existing webinars. After assessing your current knowledge, content is created that is tailored to enhance and develop your knowledge about a product or technology. This content is delivered through a webinar, as well as follow-ups through onsite mentoring. As a result, you leverage Oracle's expertise to gain targeted knowledge for your specific needs for faster product adoption and return on investment.

Key activities:

• Leverage Oracle's expertise to gain targeted knowledge for your specific needs

• Tailored content delivered to enhance your knowledge of your Oracle Fusion

• Applications implementation to accelerate product adoption and ROI

• Onsite mentoring to maximize the experience

Standard Software Installation and Configuration

Installations of Oracle Fusion Applications are a significant improvement from other applications. The open standards and modular approach to the product suite's development means that initial installation follows a prescribed process defined by Oracle Engineering. Oracle Advanced Customer Services has been trained exclusively by Oracle Engineering, through hands-on experience at numerous customers and in Oracle in-house labs. Our team of highly trained engineers updates product build

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sheets, installs recommended software, and any critical patches. The result of this fixed-scope service offering is an accelerated time to deployment of Oracle Fusion Applications utilizing proven methodologies. Oracle Advanced Support Engineers will install and configure a standard instance of Oracle Fusion Applications ready for your project team to begin customizations based on your business requirements.

Key activities:

- Gather build sheet parameters and identify usage scenarios
- Configure and optimize system based on use case scenarios and Oracle recommended practices
- Run configuration tests, report, and review with you all findings and recommendations

Oracle Go-Live Support

Oracle Go-Live Support fixed-scope service evaluates your go-live and operational readiness, as well as provides tailored support for the Oracle Fusion Applications go-live event. An Oracle Technical Account Manager provides personalized support and is a single point of contact to review deliverables and discuss your go-live plan and schedule. The Oracle Technical Account Manager also conducts an operational readiness review focused on IT processes, and a deployment review focused on business and project KPIs. This service establishes an Oracle Support plan enabling Oracle Advanced Customer Services to stay on high alert for go-live, and to provide a dedicated onsite engineer or remote support, if needed. The result is reduced risk for go-live and the critical post deployment period.

Key activities:

- Oracle Technical Account Manager reviews deliverables and discusses your go-live plan and schedule
- Deliver operational readiness review focused on IT processes and a deployment review focused on business and project KPIs
- Oracle Support plan to stay on high alert for go-live and a dedicated onsite presence or remote support, if needed

Oracle Solution Support Center

Oracle Solution Support Center is the most comprehensive Oracle Advanced Customer Services annual offering. A Technical Account Manager and a dedicated team of Advanced Support Engineers work closely with you to provide 24/7 personalized support across the entire Oracle IT stack. Proactive advice, regular patch and performance reviews, as well as preventative services with diagnostic tools are delivered to ensure your Oracle environment is continually optimized. This service provides dedicated support for:

- High availability
- Optimized performance
- Reduced risk

This dedicated team knows your Oracle Fusion Applications environment, your business and projects, and combines this knowledge with deep technical expertise found in Oracle Advanced Customer Services.

Business Critical Assistance

Oracle Business Critical Assistance offers a combination of problem resolution and proactive problem avoidance services from a team of Oracle Service Delivery Engineers. This team works to improve your systems availability and performance.

Key benefits include:

- Oracle service delivery team that helps identify issues before they become critical, and proactively monitors problem resolutions and escalations for minimal impact to your business
- Oracle Service Delivery Engineers and Service Delivery Manager that proactively evaluate your configuration and performance to improve your IT efficiency and help you meet or exceed client service-level agreements
- Oracle service delivery team, with deep insight into your Oracle environment and business, provides ongoing continuity and efficiency for your IT organization

Oracle Priority Support

Oracle Priority Support delivers an advanced level of IT support that provides faster problem resolution through priority handling of service requests and proactive guidance.

Customers with mission-critical systems require advanced support while minimizing disruption, and automated recommended practices to better utilize your IT staff to deliver a more competitive advantage to your business.

Customers benefit from:

- Faster problem resolution
- Preferred access to Oracle technical resources
- Improved availability and reliability
- Oracle Advanced Support Assistance

Oracle Advanced Support Assistance gives you the benefit of a dedicated Technical Account Manager, who provides proactive guidance gained from numerous customer experiences and recommended practices, as well as ensuring timely and accurate escalation of production-critical service requests. The Technical Account Manager provides a single point of contact with a focus on being your customer advocate in Oracle's support ecosystem.

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Oracle is committed to developing practices and products that help protect the environment