

Advanced Services for Oracle Autonomous Database

IT leaders experience an ever-increasing pressure to support business innovation and agile application development. At the same time, they need to manage exploding data volumes with fewer resources. Oracle Autonomous Database is using machine learning to revolutionize data management and enable customers to increase productivity, lower risk, and drive innovation.

ACCELERATE ADOPTION AND EMBRACE FULL POTENTIAL

Oracle Advanced Customer Services offers the expertise and tailored, scalable services helping customers on their journey to Oracle Autonomous Database.

Accelerate Adoption. Onboarding and Readiness Services enable customers to become familiar with the new capabilities of Autonomous Database and build an optimized workload consolidation and transition strategy. Transition Support Services leverage patented technology and automation to safely and efficiently move Oracle Database workloads and reduce risk of go-live and post-deployment production issues.

Embrace the Full Potential. Once go-live is accomplished, Advanced Customer Services can support customers with managing their business-critical workloads, allowing them to reduce operational risks and increase business continuity of their Autonomous Database.

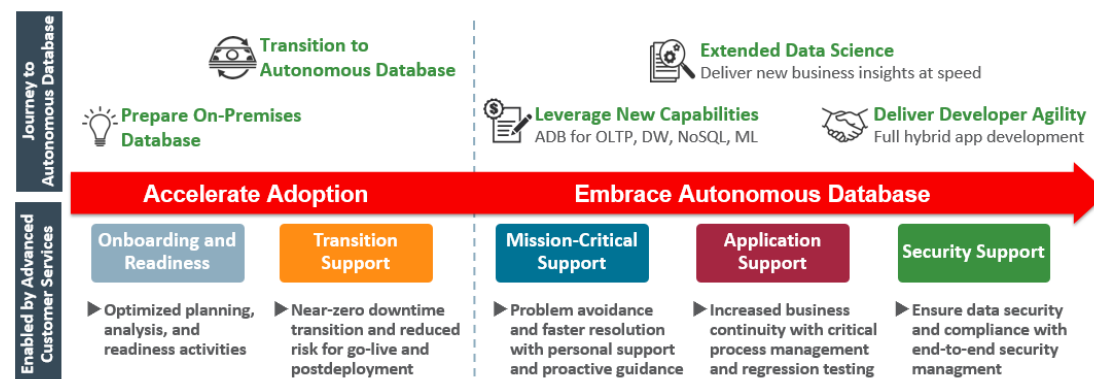


Figure 1. Accelerate Adoption with Onboarding and Readiness Services and Transition Support

Key Benefits

- Accelerated adoption and integration of Oracle Autonomous Database
- Reduced complexity and risk of workload transition
- Near-zero downtime for Oracle Database transition
- Accelerated time to production
- Proactive problem avoidance and faster issue resolution
- Ensure smooth operation and integrated IT processes
- Accelerated return on investment (ROI)

Key Features

- Comprehensive onboarding and readiness services
- Customer specific analysis and roadmap for secure workload transition and database upgrade
- Efficient Oracle Database transition with pretransition analysis, transition planning, execution, and validation
- Personal support and proactive guidance for cloud administrators, IT staff, and super users

ADVANCED CUSTOMER SERVICES TO ACCELERATE ADOPTION

Onboarding and Readiness Services Include:

SERVICE	DESCRIPTION
Oracle Advanced Support Knowledge Workshop	Tailored technical workshops covering topics like changes in roles and responsibilities, policies, security, architecture, and multitenancy
Oracle Workload Planning and Design	Strategy and roadmap planning, including analysis of existing database environments and creation of a deployment specification plan with milestones
Oracle Consolidation and Capacity Planning Service	Assistance to identify the optimal database consolidation scenario, analyzing the current configurations, workloads, and security requirements, and providing a comprehensive consolidation plan with actionable recommendations
Oracle Database Upgrade Assurance and Upgrade Support	Comprehensive services to assist with a safe and performant upgrade, providing planning and impact analysis, testing, and detailed upgrade analysis reporting

Transition Support Includes:

SERVICE	DESCRIPTION
Oracle Transition Service	Safe and efficient transition of existing Oracle Database workloads leveraging automated tooling, best practice, and highly skilled resources. Providing pre-migration analysis, transition planning, execution, and validation. Available as database transition packages, mass database transitions, and mission-critical systems transitions with near-zero downtime
Oracle Go-Live Support	Assist customer to achieve production readiness, providing operational and deployment readiness reviews, and go-live support planning including onsite/remote assistance from senior Advanced Support Engineers
Oracle DevOps Services	Comprehensive set of services enabling automated and rapid deployments of production and non-production environments through automated tooling, Oracle recommended practices, and highly-skilled cloud engineers

- Priority Service Request handling
- Tailored Applications Support Services
- End-to-end service management by an Oracle Technical Account Manager
- Delivery by senior Oracle Advanced Support Engineers with many years of experience in Oracle products and Oracle Cloud technology

Related Deployment Models

- Dedicated and serverless deployment
- Oracle Cloud Infrastructure and Oracle Cloud at Customer (planned for 2019)

Related Services

- Oracle Autonomous Data Warehouse
- Oracle Autonomous Transaction Processing

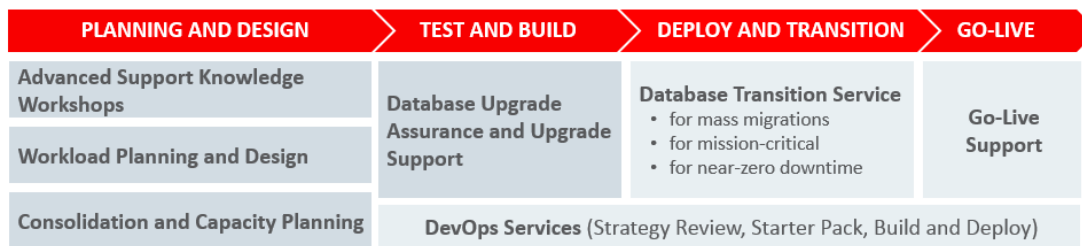


Figure 1. Accelerate Adoption with Onboarding and Readiness Services and Transition Support

ADVANCED CUSTOMER SERVICES TO EMBRACE AUTONOMOUS DATABASE

Mission-Critical Support Includes:

SERVICES	DESCRIPTION
Oracle Cloud Priority Support	Provides faster issue resolution by combining priority handling of cloud operations incidents and Service Requests with quarterly reviews and knowledge sessions
Oracle Solution Support Center for PaaS and IaaS	Advanced level of support to assist with ongoing execution, effective use, and expansion of Oracle Cloud solutions through a dedicated support team with 24/7 hotline and understanding of customer requirements; Priority Service Request handling, and proactive assessments and guidance; go-live support with review of deployment plans and stand-by assistance

Application Support Includes:

SERVICES	DESCRIPTION
Oracle Critical Process Management	24/7 management, monitoring, and resolution for critical processes such as payroll, integration flows or batch jobs
Oracle Regression Testing	Tailored application testing service analyzing the impact of database and application changes such as patching, upgrades, introduction of new features, and configurations to minimize change impact on key business flows

Security Support Includes:

SERVICES	DESCRIPTION
Oracle Security Design and Hardening Support	Planning, design, and application of data security controls like data redaction, masking, and subsetting
Oracle Managed Security Web Application Firewall Service	Design, implementation, and monitoring of Web Application Firewall for internet-facing applications to protect against web application attacks
Oracle Managed Identity Cloud Service	Manage application user authentication and identity governance

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