

Advanced Services for Oracle Management Cloud

Oracle Management Cloud helps customers improve IT stability, efficiency, and security across their entire application and infrastructure portfolio. Advanced Customer Services enables companies to take full advantage of this powerful new technology.

ORACLE MANAGEMENT CLOUD

Operational data in IT organizations, including machine-generated data, can be of different types and dimensions, and is often stored in multiple systems. Oracle Management Cloud enables you to store uploaded data in a single unified platform. It automatically analyzes data using machine learning, proactive monitoring, analysis, and correlation across its offerings.

Using Oracle Management Cloud, you can eliminate multiple information silos in end-user and infrastructure data, and resolve application issues faster. This suite is designed for today's heterogeneous environments: on-premises, Oracle Cloud, and third-party cloud services.

Oracle Management Cloud is most powerful if:

- It is installed by specialists for your environment and for your requirements
- It is configured for high performance and full capacity
- Potential problems are detected and fixed proactively
- Issues are fixed quickly when they do occur

MAKE THE MOST OF ORACLE MANAGEMENT CLOUD

Many companies would like to take advantage of Oracle Management Cloud as quickly as possible, but day-to-day business may make it difficult for their IT teams to focus on this immediately.

Oracle Advanced Customer Services has the skills and services to assist you with your Oracle Management Cloud implementation and operation if:

- Your IT staff would benefit from additional resources and guidance
- You are experiencing recurring problems with Oracle Management Cloud
- You want to make sure to fully leverage the capabilities of Oracle Management Cloud
- You want to take advantage of Oracle Management Cloud as soon as possible

Key Features

- Oracle Management Cloud installation for your environment and for your requirements
- Workshops and request gathering
- Introduction to Oracle Management Cloud and its capabilities
- Collection and analysis of SR data and customer log sources
- Recommendations based on analyzed data
- Configuration for specific workloads experiencing issues
- Configuration of performance analytics and monitoring
- Configuration of Oracle Management Cloud services
- Ongoing support of Oracle Management Cloud platform

TARGETED SERVICES ENABLING SUCCESS WITH ORACLE MANAGEMENT CLOUD

Oracle Advanced Customer Services offers a tailored suite of services, addressing your specific needs around Oracle Management Cloud.

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SERVICES	DESCRIPTION
Oracle Management Cloud IT Operation Health Check	<p>Identify potential issues and anomalies proactively before they can affect your business.</p> <p>Service features:</p> <ul style="list-style-type: none"> • Collection and analysis of Service Request (SR) data • Review of workload mix, and current problems and issues • Introduction to Oracle Management Cloud and its capabilities • Collection and analysis of customer logs using Oracle Management Cloud for up to 6 entities of the past 30 to 60 days (such as database, Real Application Cluster RAC, Exadata, Exadata Cloud at Customer, Oracle WebLogic Server) • Recommendation of Cloud services based on analysis of log data
Software Installation and Configuration for Oracle Management Cloud	<p>Leverage Oracle Management Cloud quickly and efficiently.</p> <p>Service features:</p> <ul style="list-style-type: none"> • Planning and design • Installation and configuration of agents to identified entities <ul style="list-style-type: none"> ○ Small – up to 200 agents ○ Medium – up to 500 agents ○ Large – up to 1000 agents • Data collector installation and Oracle Enterprise Manager integration (if applicable) • Installation and configuration of Oracle Management Cloud Gateway (if applicable) • Setup of applicable Oracle Management Cloud services • Build dashboards based on customer requirements and deployment size • Applies to Oracle Management Cloud services including Application Performance Monitoring, Infrastructure Monitoring, IT Analytics, Log Analytics, Security Monitoring and Analytics, Configuration and Compliance, Orchestration
Oracle Management Cloud Rapid Troubleshooting	<p>Troubleshoot problems efficiently and accurately through an optimized Oracle Management Cloud configuration</p> <p>Service features:</p> <ul style="list-style-type: none"> • Configuration of Oracle Management Cloud for specific workload(s) experiencing regular or periodic issues including: <ul style="list-style-type: none"> ○ Workload topology ○ Log exploration and analytics ○ Customer specific dashboard ○ Customer specific monitoring configuration ○ Configuration of notification alerts for critical log errors

Key Benefits

- Full leverage of technical capabilities of Oracle Management Cloud
- Getting access to Oracle Management Cloud quickly and efficiently
- Optimized performance of Oracle Management Cloud
- Proactive identification of issues and anomalies
- Enablement of problem fixing, and efficient management of performance and capacity
- Knowledge enhancements of in-house staff

	<ul style="list-style-type: none"> • Configuration of Oracle Management Cloud services • Ongoing support of Oracle Management Cloud platform through quarterly reviews and recommendations for modifications • Applies to Oracle database and middleware workloads, including Exadata, Exadata Cloud at Customer, and Oracle Cloud at Customer
Oracle Management Cloud Performance Analytics	<p>Manage Oracle Management Cloud performance and capacity efficiently through an optimized Oracle Management Cloud configuration.</p> <p>Service features:</p> <ul style="list-style-type: none"> • Configuration of Performance Analytics and Monitoring of: <ul style="list-style-type: none"> ○ Resource consumption - CPU, memory, I/O ○ Database performance Key Performance Indicators (KPI) ○ Middleware performance KPIs for WebLogic Server (WLS) ○ Application performance • Configuration of performance violation alerts • Ongoing Oracle Management Cloud platform support through quarterly reviews and recommendations for modifications • Applies to Oracle database, middleware, and application (E-Business Suite and Siebel) workloads

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Integrated Cloud Applications & Platform Services

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