

ORACLE ADVANCED CUSTOMER SERVICES

DATABASE SERVICES FOR SAP ENVIRONMENTS - TECHNICAL SKILLS WORKSHOPS

ORACLE

ADVANCED CUSTOMER SERVICES

KEY FEATURES

- Onsite workshops by Oracle professionals with expertise in optimizing Oracle Database deployments in SAP application environments.
- Workshops tailored to your business needs
- Live hands-on demonstrations coupled with practitioner-oriented documentation

As a complement to Oracle Advanced Customer Services for SAP Environments, your staff can gain insight to better provide:

- Increased performance through application of expanded insights of Oracle database technologies operating in SAP environments
- Enhanced efficiency through staying current and interpreting technical recommendations and updates
- Effective methods of working across both Oracle and SAP support processes

Staying ahead of the competition requires effort, expense and the ability to maximize business value from every layer of your IT infrastructure. Oracle Advanced Customer Services, a global business of 2,500 experts within Oracle Support, is dedicated exclusively to the continual operational improvement of all Oracle systems—for all Oracle users. Through an ongoing 15-year partnership with SAP, Oracle Advanced Customer Services provide products and services to help customers go well beyond standard support levels to achieve the highest database performance and system availability.

Capitalize on Your Oracle SAP Environment

Your business depends on both SAP and Oracle software. System level SAP support is important for overall functionality and performance of specified requirements. Many customers, however, require even higher levels of database support for added performance and reliability and to more fully leverage Oracle product features and capabilities. Oracle's global experience with SAP Applications and the Oracle database streamlines support processes and enables our experts to focus on the unique characteristics of your SAP on Oracle deployment.

Database Services for SAP Environments help to reduce complexity and issue resolution times for your implementation, upgrade and production issues. We provide knowledge and insight to engineer your system for increased performance, adaptability, availability and ease of maintenance. With Oracle Advanced Customer Services, you can accelerate your IT productivity, manage risks, lower operational costs, and focus on what really matters—your business objectives.

Database Services for SAP Environments also offers you a highly integrated services partnership with Oracle that takes support to the next level. Oracle provides different levels of annualized advanced support, coupled with access to in-depth technical workshops and assisted services

engagements.

Oracle Advanced Customer Services Database Services for SAP Environments can help to reduce issue resolution time, configure for maximum performance, assist with infrastructure changes and improve your IT staff productivity and effectiveness.

Technical Skill Workshops for SAP Environments

To build your IT staff’s capabilities and confidence in optimizing the Oracle Database in an SAP environment, Oracle Advanced Customer Services Technical Skill Workshops are created and delivered by specialists who know how SAP applications interact with Oracle databases. Based on a long history of technical partnership with SAP, Oracle provides the following Technical Skill Workshops:

- Fundamentals of Oracle for SAP ERP (Level I)
- Oracle Advanced Performance Tuning for SAP ERP (Level II)
- Oracle Expert for SAP ERP(Level III)
- Oracle 11g for SAP Business Suite Technical Skills Workshop
- Oracle Database Administration for SAP Business Intelligence
- Oracle Real Application Clusters for SAP ERP
- SAP ERP ABAP Tuning with Oracle Database Platform

Workshop	Focus	Benefits	Audience	Pre-requisites
Fundamentals of Oracle for SAP ERP (Level I)	Use of an Oracle database in an SAP environment In session days: 5	Basic skills to effectively run SAP on an Oracle database	DBAs Developers	None
Oracle Advanced Performance Tuning for SAP ERP (Level II)	How the Oracle database interacts with SAP relative to performance optimization. In session Days: 5	Detailed knowledge of Oracle database administration and tuning in SAP environments	Database and SAP BASIS Administrators	Fundamentals of Oracle for SAP ERP
Oracle Expert for SAP ERP (Level III)	In-depth understanding of process interaction between Oracle database and SAP applications. In session days: 3	Helps build capabilities to define and solve problems with greater independence.	Oracle DBAs	Fundamentals of Oracle for SAP ERP and Oracle Advanced Performance Tuning for SAP ERP

Workshop	Focus	Benefits	Audience	Pre-requisites
Oracle 11g for SAP Business Suite Technical Skills Workshop	Understanding the Oracle 11g Database and how to leverage new features and increased capabilities in an SAP environment. In session days: 4	Knowledge of new Oracle Database 11g features for SAP systems	Administrators and developers working with Oracle Databases	Fundamentals of Oracle for SAP ERP
Oracle Database Administration for SAP BI (Business/Intelligence)	Understanding the differences in how the Oracle Database interacts with SAP BI and standard SAP Applications. In session days: 4	Knowledge of specialized Oracle features and tuning techniques for SAP BI environments	SAP BI administrators and developers working with Oracle Database	Fundamentals of Oracle for SAP ERP and basic BW/BI knowledge
Oracle Real Application Clusters for SAP	How to maximize performance and leverage the features and capabilities of RAC in an SAP environment In session days: 5	Provides skills and knowledge for successful implementation and administration of RAC in an SAP environment.	Database Administrators	Fundamentals of Oracle for SAP ERP
SAP ERP ABAP Tuning With Oracle Database Platform	Writing efficient code that minimize response time and leverages the features and capabilities of the underlying Oracle database In session days: 2	Knowledge of how to analyze and tune ABAP programs relative to Oracle Database features and functions	ABAP Developers	None

Oracle Advanced Customer Services for SAP Environments Technical Workshops are generally available globally with advanced scheduling.

Benefit from the Next Level in Support—with Advanced Customer Services, Database Services for SAP Environments

Receive expert guidance, benefit from faster problem resolution and gain preferred access to Oracle expertise. Keep your systems running securely, accelerate the adoption of technology while minimizing disruption and automate best practices to better utilize your IT staff to deliver competitive advantage to your business.

Customers with mission-critical requirements are turning to Database Services for SAP Environments—available only from Oracle Advanced Customer Services.

Contact Us

For more information about Oracle Database for SAP Environments Technical Workshops, please visit <http://www.oracle.com/sap>.

Copyright © 2010, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners. 0408

January 2010