

Advanced Services for Server Consolidation, Virtualization, and Migration

ORACLE® Advanced Customer Services

VIRTUALIZE ORACLE SERVERS

KEY FEATURES

- Preproduction Readiness Services including critical patches and updates, using proven methodologies and best practices
- Production Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Tailored assistance provided by an Oracle Advanced Support Engineer

KEY BENEFITS

- Helps save time and money by expediting system deployment and optimizing overall performance
- Customizes configuration and implementation to help meet your business needs
- Leverages proven methodologies, recommended practices, and technologies to help optimize availability and increase security of the platform
- Verifies the proper configuration of availability and recoverability features through a formal testing methodology

When running mission-critical IT environments, you want to start and keep your Oracle servers at peak performance and flexibility. With Oracle Advanced Customer Services, you get the guidance you need to plan, deploy, and keep your Oracle server technology optimized for maximum flexibility and availability.

All organizations have a requirement to run their IT infrastructure in the most efficient way possible. The current trend is to use virtualization technologies to allow the consolidation of many diverse workloads onto a smaller number of physical servers, thereby achieving cost savings. This trend is also driven by the increased capacity of modern servers compared to some of the workloads, and the requirement to consolidate those workloads to avoid the massive underutilization of those servers that would result if a single-workload-per-server route was followed.

Designed for efficiency and optimized for performance, Oracle's server virtualization products support x86 and SPARC architectures and a variety of workloads such as Oracle Linux, Oracle Solaris, and Windows. In addition to solutions that are hypervisor-based, Oracle also offers virtualization built into the hardware and Oracle operating systems to deliver the most complete and optimized solution for your entire computing environment.

With intimate knowledge of Oracle tools and recommended practices, Oracle Advanced Customer Services provides the right knowledge at the right time to help mitigate risk and maximize the value of your Oracle technology investment.

Preproduction Services for Oracle Server Consolidation, Virtualization, and Migration

Oracle Advanced Customer Services delivers optimization services that help you install, configure, optimize, and support your virtualized Oracle environment. When optimizing your environment through the use of virtualization technologies, Oracle Advanced Customer Services can help.

Sample service activities include:

- **Tailored workshops** to address recommended practices and knowledge transfers
- **Installation and configuration** assistance to speed deployment of virtualized Oracle systems

- **Preproduction readiness reviews covering:** Review supportability and readiness of your deployment approach
- **Tailored support with Advanced Support Engineers** focusing on server performance and availability requirements

TECHNOLOGIES COVERED:**Servers:**

- Oracle SPARC Servers
- Oracle x86 Server

Infrastructure Software:

- Oracle Solaris
- Oracle Solaris Cluster
- Oracle Linux
- Oracle VM Server for x86
- Oracle VM Server for SPARC
- Oracle Enterprise Manager Ops Center
- Oracle Enterprise Manager 12c

**COMMON CHALLENGES
WHEN DEPLOYING
SERVER ENVIRONMENTS**

- Optimally configuring new systems within a virtualized infrastructure that support diverse workload requirements
- Properly implementing new systems into a tiered storage infrastructure
- Integrating new technology that can scale easily to support growth

**LEVERAGE THE ORACLE
ADVANCED SUPPORT KNOWLEDGE
WORKSHOP**

Sample activities may include:

- Recommended practices and knowledge sharing
- Map and gap planning exercises for virtualized environments
- Systems optimization opportunities through Consolidation and Virtualization

PREPRODUCTION SERVICES FOR CONSOLIDATION, VIRTUALIZATION, AND MIGRATION OF ORACLE SERVERS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Preproduction Readiness Services	
Oracle Supportability Planning and Design	Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.
Oracle Consolidation Planning Service	Oracle helps you identify the most optimal consolidation and deployment scenarios based on your current configurations, workloads, and security requirements. The service includes the use of Advanced Support Platform tools to efficiently gather consolidation source information and provide optimal analysis. Typical activities include: <ul style="list-style-type: none"> • <i>Set up tools for data gathering</i> • <i>Conduct business review and technical data collection</i> • <i>Analyze business and technical compatibility of critical database and server systems</i> • <i>Present findings with easy to interpret report</i>
Oracle Migration Service	Oracle Migration Service helps ensure an optimal and faster consolidation and migration so you gain the benefits of the latest Oracle server and engineered system technology. The service uses Advanced Support Platform tools for an optimal and faster consolidation and migration. Typical activities include: <ul style="list-style-type: none"> • <i>Pre-Migration Analysis</i> • <i>Validation and Migration Testing</i> • <i>Production Migration; create OVM for SPARC, OVM for x86, OS zones, application binary flash archive transfers</i> • <i>Present findings with easy to interpret report</i>
Oracle Standard System Installation	Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system (Solaris x86 only) functionality validation and testing. . The following installation options are available: <ul style="list-style-type: none"> • <i>Oracle x86 server</i> • <i>Oracle M-Series server</i> • <i>Oracle T-Series server</i>
Oracle Standard Software Installation and Configuration	Oracle installs new system software using Oracle best practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include but not limited to: <ul style="list-style-type: none"> • <i>Security Hardening activities</i> • <i>Virtualization installation and configuration</i> • <i>Oracle VM Manager for x86</i> • <i>Oracle Enterprise Manager Ops Center</i>
Oracle Preproduction Readiness Review	Review supportability and readiness of your deployment approach including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools, such as Auto Service Request.
Oracle Go-Live Support	Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.

CUSTOMER TESTIMONIAL

“Oracle Advanced Customer Services completed the implementation in about two weeks and spent a further 30 days on system testing.”

“The support provided by Oracle Advanced Customer Services was exemplary.”

- Amit Sharma, IT manager, Dena Bank

PROJECT SUMMARY

Services: Hardware installation, Software Configuration and Testing Services, Advanced Support Engineer

Technologies: SPARC Enterprise M5000 Servers, Oracle Real Application Clusters 11g, Oracle Database, and Oracle disk storage

Oracle Advanced Support Knowledge Workshop

Technology knowledge session to provide you with tailored information on an Oracle product or technology. Planning future system deployments or review best practices for maximizing availability of existing systems. Sample M-Series server planning activities may include but not limited to:

- Physical Domains and Bounded Dynamic Domains
- Logical Domains (OVM for SPARC)
- OVM for x86
- Solaris 10 and Solaris 11 zones
- IO Isolation Paths
- OEM Ops Center advanced virtualization management and server power management

Monitoring and Support

MONITORING AND SUPPORT SERVICES FOR ORACLE SYSTEMS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	
Oracle Solution Support Center	Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment and deliver ongoing proactive advice, regular patch and performance reviews, as well as preventative services.
Business Critical Assistance	Advanced Support Engineers assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice about the use of Oracle support tools and procedural recommended practices.
Advanced Support Assistance	Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.
Oracle Priority Support	Provides a Technical Account Manager who has knowledge of your IT environment, business, and timelines, and who proactively manages problem resolution and escalations. Includes priority service request handling from Oracle’s support delivery teams for faster response and resolution times.



CONTACT US

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