

Advanced Services for Oracle Compute Cloud Service – Dedicated Compute Capacity – SPARC

ORACLE® Advanced Customer Services

Oracle Compute Cloud Service – Dedicated Compute Capacity – SPARC extends the SPARC platform to Oracle Cloud. The Infrastructure as a Service (IaaS) offering runs application, database, analytics production, as well as development and test workloads much faster and with significantly less hardware and software than conventional cloud infrastructures. SPARC Model 300 is a dedicated Oracle Compute Cloud Service.

Oracle Advanced Customer Services has a portfolio of tailored services to help you with a smooth, accelerated deployment of your Oracle Compute Cloud Service – Dedicated Compute Capacity – SPARC system.

KEY BENEFITS

- Fast time to deployment
- Optimized configuration and implementation
- Increased availability and security
- Ability to better leverage the rich features of Oracle IaaS
- Risk reduction

KEY FEATURES

- Services covering the entire lifecycle
- Proactive and preventative services
- Focus on supportability early on to ensure downstream success
- Delivery by senior Oracle Advanced Support Engineers, experienced in Oracle products and Oracle Cloud technology

TECHNOLOGIES COVERED:

Solution:

- Oracle Compute Cloud Service – Dedicated Compute Capacity – SPARC such as SPARC Model 300

Services for the Entire Lifecycle

With technical experts, mission-critical support services, and recommended practices, Oracle Advanced Customer Services can enable safe deployment and operation of all the necessary Oracle technology components of your Oracle Compute Cloud Service – Dedicated Compute Capacity – SPARC. Oracle Advanced Support Engineers can help you with the entire lifecycle from hardware installation, software configuration, and performance reviews, to dedicated advanced support and monitoring.

Plan and Design

<p>Oracle Workload Planning and Design</p>	<p>Using defined processes, Oracle Advanced Customer Services will work with you to plan and design your path to a modern Oracle platform.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • <i>Solution governance</i> • <i>Interactive working session to review your current environments, utilization, and business needs</i> • <i>Mapping of current to future cloud architecture</i> • <i>Recommended approach and next steps roadmap</i>
<p>Oracle Advanced Support Knowledge Workshop</p>	<p>Technology workshop sessions to provide you with tailored information on Oracle Compute Cloud – Dedicated Compute Capacity – SPARC, Oracle Cloud technology and services. Oracle Advanced Support Engineers can deliver the functional and technical knowledge, analysis, and recommendations to help your IT team become more proficient with your Oracle Cloud subscription.</p> <p>Sample topics:</p> <ul style="list-style-type: none"> • <i>Solaris / SPARC Technologies</i> • <i>IaaS instance optimization (consolidation and virtualization)</i> • <i>Provisioning</i> • <i>IaaS monitoring</i> • <i>Management with Oracle Enterprise Manager</i> • <i>IaaS network connectivity and security</i>

Systems:

- Sun SPARC T-Series servers
- Oracle VM Server for SPARC
- Sun ZFS Storage Appliance

Infrastructure Software:

- Oracle Solaris
- Oracle Enterprise Manager 13c

Technical Account Manager

Works with your business and technical teams throughout the entire product lifecycle. A holistic approach and guidance can proactively identify risks, document cost reduction and consolidation opportunities, and improve issue-resolution time.

Sample activities:

- *Coordinate the right functional and technical resources for success*
- *Perform analytical approaches to assessing your business initiatives*
- *Identify and articulate IT modernization / IT evolution opportunities*
- *Assistance in monitoring capacity utilization and new feature adoption*
- *Forecasting future capacity expansion*

“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

Build and Deploy**Oracle Consolidation Planning Service**

Analysis and assistance to identify the optimal consolidation and deployment scenarios based on your current configurations, workloads, and security requirements.

Sample activities:

- *Analysis of business and technical compatibility of critical systems*
- *Assistance in modeling the optimal deployment scenarios*
- *Actionable recommendations and easy to read reports*

Oracle Migration Service

Oracle Migration Service delivers interactive tools and migration expertise to help plan, validate, and migrate Solaris applications—quickly and effectively. Applications are not modified as part of this service, but migrated to suitable destination Solaris server virtualization and Solaris Zones.

Oracle Performance Review and Recommendations

Oracle collects and analyzes server performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics and documents, and reviews findings and recommendations.

Expert Support

Tailored assistance such as performance reviews and system optimization assistance for most Oracle technologies.

Sample activities:

- *Reconfiguration of Solaris Cluster*
- *Solaris Hardening activities*
- *Virtualization configuration*
- *Advanced Security Design and Configuration*
- *Storage device configuration*

Oracle Go-Live Support for Cloud

Oracle Support plan to assist during go-live, and a dedicated onsite or remote support if needed. The service can reduce risk for go-live and post-deployment.

Sample activities:

- *Operational readiness review focused on IT processes*
- *Deployment review focused on business and project KPIs*
- *Oracle support plan with senior Oracle Advanced Support Engineers to assist with go-live*
- *Dedicated onsite or remote support as needed*
- *Reports and recommendations*

Operate and Maintain

<p>Oracle Advanced Monitoring and Resolution</p>	<p>24/7 Monitoring and resolution services across the entire IT stack (from servers to applications) that help maximize uptime of mission-critical environments and increase efficiency of your IT.</p> <p>The service can be delivered across the following technology options:</p> <ul style="list-style-type: none"> • Database • Applications • Servers • Storage disk and volume services • Tape Backup and restore services • Network switches and routers
<p>Oracle Cloud Priority Support</p>	<p>Faster problem resolution through personalized and proactive advanced support.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Personalized guidance from a dedicated Oracle Technical Account Manager • Priority service request response • Priority service level standards • Quarterly reviews and knowledge sessions
<p>Oracle Solution Support Center Connected</p>	<p>Tailored mission-critical support to help you minimize risk and maximize your system reliability and availability.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • 24/7 dedicated hotline and specialized support team • Proactive guidance by experienced Technical Account Manager • 24/7 automated Oracle database fault monitoring • Oracle database security compliance reporting

Who Can Support Oracle Better than Oracle?

Leverage Oracle Advanced Customer Services' unique expertise for your Oracle Compute Cloud – Dedicated Compute Capacity– SPARC. Oracle Advanced Support Engineers and Technical Account Managers have broad experience in installing, optimizing, and tuning servers and storage for complex IT infrastructures and Oracle Cloud solutions.





Close cooperation of Oracle Support and Oracle Product Development can help fix issues faster and ensure an integrated approach to your technology needs.

CONTACT US

For more information about Advanced Services for Oracle Compute Cloud Service – Dedicated Compute Capacity – SPARC, visit oracle.com/acs, email us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

ORACLE

CONNECT WITH US

-  blogs.oracle.com/oracle
-  facebook.com/oracle
-  twitter.com/oracle
-  oracle.com

Integrated Cloud Applications & Platform Services

Copyright © 2018, 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 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 and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0418



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