

# Advanced Services for Oracle Storage

## ORACLE® Advanced Customer Services

OPTIMIZE PERFORMANCE, IMPROVE VALUE, REDUCE RISK WITH SERVICES FOR ORACLE STORAGE

### KEY FEATURES

- Storage services for the entire IT lifecycle, from installation to system configuration, optimization, and tuning
- Rich tools and proven IT delivery methodologies
- Proactive advice and guidance from Oracle Advanced Support Engineers

### KEY BENEFITS

- Maximize the availability and data readiness of your new storage technology for rapid ROI
- Meet budget and schedule objectives with rapid execution based on streamlined installation and configuration processes
- Mitigate the risk of downtime, data loss, and costly change management delays during product commissioning
- Leverage proven methodologies and recommended practices to optimize data availability, reliability, and increase security of the infrastructure

Today's enterprises are continuously challenged to optimize performance of their storage infrastructure. Information technology leaders contend with inadequate performance and scale, storage inefficiencies, high deployment and operating costs, and complex management.

With Oracle storage products you get industry leading performance, manageability, data protection, and affordability. Proper installation, configuration, and ongoing support are critical to the successful deployment of your new storage technology. Oracle Advanced Customer Services can install, configure, monitor, and support your new storage products utilizing Oracle recommended practices. Expedite the successful deployment of your technology for rapid ROI.

## Maximize the Performance of Your Oracle Investment

Oracle Advanced Customer Services provides mission-critical support for complex IT environments to help maximize performance and achieve higher availability of Oracle storage technologies. Oracle provides the knowledge and support needed during the installation, configuration, monitoring, and ongoing support of your mission-critical IT infrastructure. With more than 4,000 experts that have intimate knowledge of Oracle recommended practices, tools, and technology, you have access to the right expertise at the right time to help mitigate risk and maximize the value of your Oracle storage investment.

From annual services that deliver faster problem resolution and improved stability to predictive monitoring and support that provides a quality of service demanded by the mission-critical needs of your business, Oracle Advanced Customer Services delivers a highly personalized, strategic relationship dedicated to your business success.

Sample service activities for Oracle storage products:

- **Storage Installation and Configuration**, focused on accelerating return on investment and reducing risk
- **Storage Optimization**, including configuration and performance reviews, to continuously maximize availability and improve performance
- **Advanced Monitoring and Resolution** services across the entire IT stack to maximize availability
- **Advanced Support Engineers** with unparalleled support and operational experience for Oracle storage technology

## ADDITIONAL SERVICES

- Oracle University: Expert-led training for Oracle storage products

## ORACLE PREMIER SUPPORT

- 24/7 proactive support
- My Oracle Support portal

## Assure New Storage Technology Gets to Production Quickly and Accurately

Oracle storage services can help safely deploy new Oracle storage products while staying focused on your critical business. Oracle storage support engineers install, configure, and optimize new storage technology based on your unique environment.

Oracle utilizes delivery recommended practices for all installation and configuration services to help avoid disruptions that could cost time, money, and business. With Oracle services, storage technology moves into production more quickly, smoothly, and safely. Oracle Advanced Support Engineers for storage utilize recommended practices and risk mitigation techniques to deliver even the most complex project objectives on time and within budget. The goal is to help you achieve a successful deployment, improve IT efficiency, and maintain compliance with business or industry specific regulations.

## Run Your IT Smarter

Oracle Advanced Support Engineers understand Oracle storage, software, and operating system technology. Based on our aggregated Oracle knowledge base, engineers know how to tune storage systems so they are running at peak performance. Oracle ensures that storage configurations are optimized to maximize the performance and availability to meet the specific requirements of your business.

Key activities may include:

- **Software Upgrades:** Oracle Advanced Support Engineers provide tailored assistance for your upgrade requirements on Pillar Axiom, ZFS, Oracle Key Manager, and Automated cartridge system library software
- **Backup Services:** Proper data backup is critical. Advanced Support Engineers assist customers with full integration of their Oracle backup products such as Oracle Secure Backup and the ZFS Backup Appliances

Oracle Advanced Customer Services focuses on establishing the right IT foundation the first time—assuring your storage environment is running smoothly and efficiently while deploying and integrating new solutions quickly, and sharing knowledge with your staff.

## Monitoring and Support of Your Critical Storage Environments

Oracle Advanced Monitoring and Resolution provides 24/7 monitoring and resolution services across the entire IT infrastructure, from database to applications to storage and servers. The monitoring of Oracle storage products delivers the availability management and performance optimization required of your business. Specific storage services include:

- **Storage Disk and Volume Services.** This service includes disk space allocation, provisioning of SAN, NAS, and DAS storage arrays or storage servers
- **Tape Backup and Restore Services.** Oracle engineers monitor best-in-class tape libraries

## Getting Started

Proper planning, installation, configuration, deployment, and support of your new Oracle storage systems are critical to optimizing overall IT performance. By utilizing Oracle

enterprise storage services and personalized expertise, you can ensure the ongoing system stability and performance expected of your technology, right from the start.

#### ORACLE ADVANCED CUSTOMER SERVICES FOR ORACLE STORAGE

Annual Services	
Oracle Business Critical Service	24/7 fault monitoring and event detection, rapid response and hardware replacement SLAs, priority handling of IT Service Requests, and quarterly reviews and patch installation.
Oracle Priority Support	An Oracle Technical Account Manager provides a personalized support experience, assistance during any resolution processes and account management support. Includes priority service request handling and support.
Oracle Solution Support Center	Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of the business and technical environment and delivers ongoing proactive support and guidance.
Oracle Advanced Monitoring and Resolution	<p><b>Advanced Monitoring:</b> Predictive monitoring provides 24/7 proactive system monitoring.</p> <p><b>Advanced Resolution:</b> Resolution of software and/or hardware incidents across the complete IT stack.</p>
Systems Optimization Support	
Oracle Advanced Support Knowledge Workshop	<p>Technology knowledge session to provide tailored information on an Oracle product or technology. Planning future system design deployments or review best practices for maximizing availability of existing systems. Topics may include:</p> <ul style="list-style-type: none"> <li>• <i>Backup and Recovery</i></li> <li>• <i>Storage configuration and virtualization recommended practices</i></li> <li>• <i>Data replication</i></li> <li>• <i>Data management recommended practices</i></li> </ul>
Oracle Standard System Installation	Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system functionality validation and testing.
Oracle Standard Software Installation and Configuration	<p>Oracle installs new storage software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• <i>Solaris Cluster installation and configuration</i></li> <li>• <i>Oracle Key Manager readiness</i></li> <li>• <i>Automated cartridge system library software installation, configuration, and patching</i></li> <li>• <i>Security Hardening activities</i></li> <li>• <i>Configure storage array LUN and / or File systems</i></li> <li>• <i>Storage LUN masking and mapping</i></li> <li>• <i>Assist in Zoning of storage controllers</i></li> <li>• <i>Path Management (when required)</i></li> <li>• <i>Storage presentation to Hosts</i></li> </ul>
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 Configuration Review and Recommendations	<p>Analyzes current environment and establishes target system configuration based on operational objectives, and relevant Oracle recommended practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers a final findings report. Areas reviewed can include:</p> <ul style="list-style-type: none"> <li>• <i>Sun Storage Archive Manager</i></li> </ul>





	<ul style="list-style-type: none"> <li>• <i>Storage configuration LUN and File system balance</i></li> <li>• <i>Oracle Key Manager software</i></li> <li>• <i>Storage virtualization software configuration</i></li> <li>• <i>Network configuration</i></li> <li>• <i>NAS, SAN, and Tape product configuration</i></li> </ul>
<b>Oracle Performance Review and Recommendations</b>	Oracle collects and analyzes storage performance data to identify system load patterns and potential challenges. Reviews key performance metrics, as well as documents findings and recommendations.
<b>Oracle Production Diagnostic Review and Recommendations</b>	Oracle conducts a comprehensive system and operating system health-check and identifies risks associated with serviceability, configuration, stability, and performance factors. Performs deep-dive diagnostics for identified high-risk issues and conducts a review of findings and recommendations.
<b>Oracle Go-Live Support</b>	Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
<b>Oracle Patch Review and Installation</b>	The service is designed to help customers understand if the baseline patches on their system are optimally configured to meet their performance and stability requirements. Oracle will review system data collected and provide patch guidance based on Oracle's recommended practices.
<b>Oracle Relocation Service</b>	Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, de-installation, packaging, transportation, installation, and project management expertise to bring IT infrastructures back into production.
<b>Oracle Onsite Support</b>	
<b>Oracle Advanced Support Engineer for Storage</b>	<p>Oracle Advanced Support Engineers provide tailored performance reviews and system optimization assistance for all storage technologies: NAS, SAN, Tape, Flash, and related storage software. Activities may include:</p> <ul style="list-style-type: none"> <li>• <i>Storage expansions, upgrades, and add-on's</i></li> <li>• <i>Backup and recovery testing and validation</i></li> <li>• <i>Optimization of storage</i></li> <li>• <i>Virtualization configuration</i></li> <li>• <i>Advanced security design and configuration</i></li> <li>• <i>Storage device configuration</i></li> <li>• <i>Customer Replaceable unit installation</i></li> <li>• <i>Storage device configuration</i></li> </ul>

## CONTACT US

For more information about Advanced Services for Oracle Storage, visit [oracle.com/acs](http://oracle.com/acs), email us at [acs\\_ww@oracle.com](mailto:acs_ww@oracle.com), or call +1.800.ORACLE1 to speak to an Oracle representative.



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## Integrated Cloud Applications &amp; Platform Services

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