

Advanced Services for Oracle Exalytics

ORACLE® Advanced Customer Services

KEY FEATURES

- Preproduction Readiness Services including critical patches and updates, using proven methodologies and recommended practices
- Production Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Monitoring and Support Services provided by a team of Advanced Support Engineers and managed by a Technical Account Manager

KEY BENEFITS

- **Rapid ROI.** Rapid deployment for faster ROI
- **High Availability.** Help ensure system uptime with mission-critical support for your complex IT environment
- **Optimized Performance.** Continuously optimize performance with regular reviews and advice
- **Reduced risk.** Support Oracle Engineered Systems technologies with confidence, achieving service levels demanded by your business

Oracle Exalytics In-Memory Machine is the world's first engineered system specifically designed to deliver high performance analysis, modeling, and planning. Built using industry-standard hardware, market-leading business intelligence software, and in-memory database technology, Oracle Exalytics In-Memory Machine is an optimized system that delivers answers to all your business questions with unmatched speed, intelligence, simplicity, and manageability.

Oracle Advanced Customer Services offers mission-critical support for Oracle Exalytics In-Memory Machine spanning the complete lifecycle from installation and configuration to monitoring and support. With a dedicated support team, proactive guidance, and preventative services, we help to maximize availability, reduce risk, and optimize performance of your Oracle Engineered Systems.

Preproduction Readiness Services

PREPRODUCTION READINESS SERVICES - FOR ORACLE EXADATA DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
Oracle Supportability Planning and Design	Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.
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. Also available are system expansion upgrade services—increasing the system capacity with memory expansion options for servers, multi rack interconnect with InfiniBand.
Software Configuration	<p><i>Oracle Exalytics Configuration Service:</i> Oracle engineers cover all aspects of the required configuration and setup across engineered system components. Due to the flexibility of the Exalytics platform, the following options are available with this service:</p> <ul style="list-style-type: none"> • Oracle VM (OVM): <ul style="list-style-type: none"> • Oracle VM Manager on your management server • Up to two Oracle VM (OVM) instances on your Exalytics server • Up to two selections from: <ul style="list-style-type: none"> • Oracle Business Intelligence Enterprise Edition (OBIEE) with Oracle TimesTen In-Memory Database • OBIEE with Oracle Database 12c In-Memory Database • Oracle Essbase • Oracle Endeca with optional Enterprise Performance Management (EPM) Foundation Services

TECHNOLOGIES COVERED:

- Oracle Exalytics In-Memory Machine
- Oracle VM (OVM) Manager
- Oracle Linux
- Oracle Solaris
- Oracle Business Intelligence Enterprise Edition (OBIEE)
- Oracle Database 12c In-Memory option
- Oracle TimesTen In-Memory Database
- Oracle Endeca
- Oracle Essbase with Enterprise Performance Management (EPM)
- Oracle Hyperion Performance Management Applications
- Oracle InfiniBand

RELATED SERVICES**From Oracle University**

- Expert-led training for Oracle Exalytics, Oracle Database
- Learning paths and assessments for Oracle technology

From Oracle Premier Support

- Oracle Customer Data and Device Retention
- Oracle Onsite Spares
- 24/7 Proactive Support
- My Oracle Support

	<p>The software installations are patched and communications are then tested. Oracle engineers share knowledge to your IT operations staff that includes details of the product functionality, testing review, documentation review, and operational training.</p> <p>All configuration settings are documented and delivered to a customer's IT team during the post installation procedures.</p> <p><i>Oracle Exalytics Configuration Service: Additional Software</i> option enables further options to be installed over and above the base configuration listed above. The following are available:</p> <ul style="list-style-type: none"> • <i>OBIEE and Oracle Times Ten In-Memory Database; or</i> • <i>OBIEE and Oracle Database 12c In-Memory option; or</i> • <i>Oracle Essbase with optional Enterprise Performance Management (EPM) Foundation Service</i> • <i>Oracle Endeca</i> • <i>Web Analysis</i> • <i>Interactive Reporting</i> • <i>EPMA Architect</i> • <i>Two (2) empty Solaris Zones on Exalytics T-series, or Two (2) empty OVM Guests</i> • <i>Oracle Enterprise Manager (OEM) Agent</i> • <i>Clustering per node for OBIEE, TimesTen and Essbase</i> • <i>Clustering per node for OBIEE, with standalone Oracle Database 12c In-Memory option and Essbase</i> • <i>Clustering per node for OBIEE WebLogic Administration Server (high availability)</i>
<p>Software Installation and Configuration</p>	<p>For external attached storage and management systems, Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation.</p> <p>Sample activities may include but not limited to the following:</p> <ul style="list-style-type: none"> • <i>Oracle Enterprise Manager 12c</i> • <i>Oracle ZFS Storage Appliance</i>
<p>Oracle Preproduction Readiness Review</p>	<p>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.</p>
<p>Oracle Go-Live Support</p>	<p>Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.</p>
<p>Oracle Advanced Support Knowledge Workshop</p>	<p>Technology knowledge session to provide you with tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems.</p>

Production Optimization Services

PRODUCTION OPTIMIZATION SERVICES - FOR EXALYTICS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	
Oracle Configuration Review and Recommendations	<p>Analyzes current environment and establishes target system configuration based on customer operational objectives and relevant Oracle recommended practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers final findings report.</p> <p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> • Oracle Exalytics • Oracle ZFS Storage Appliance
Oracle Engineered Systems Quarterly Patch Deployment Service	<p>The Oracle Engineered Systems Quarterly Patch Deployment Service delivers a proactive patch deployment process to ensure your Oracle Engineered Systems are optimally maintained once per quarter for one year. Oracle performs a high-level check of your system's configuration profile to identify known configuration issues. Oracle support experts then generate a standardized report of findings based on Oracle's recommended practices. Oracle implements the required updates every quarter in a unified and proactive manner across all system components.</p>
Oracle Patch Review and Installation	<p>Oracle Patch Review and Installation 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 analyze the current patch configuration for specific Oracle products used in the engineered systems running in a customer's environment. Configuration and patch data is collected from the customer. Oracle reviews the data collected and makes patch recommendations based on Oracle recommended practices.</p>
Oracle Performance Review and Recommendations	<p>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.</p> <p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> • Oracle Exalytics • Oracle ZFS Storage Appliance
Tailored Assistance from an Oracle Advanced Support Engineer	<p>Sample activities include: Perform application or database migration, reconfiguration of Exalytics, additional Exalytics applications, clustering, and virtualization configuration.</p>

Monitoring and Support

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

Service	
Oracle Advanced Monitoring and Resolution	<p>24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of your IT resources.</p>
Oracle Solution Support Center	<p>Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment, and delivers ongoing proactive advice, regular patch and performance reviews, as well as preventative services.</p>
Business Critical Assistance	<p>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.</p>





<p>Advanced Support Assistance</p>	<p>Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.</p>
<p>Oracle Priority Support</p>	<p>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.</p>



CONTACT US

For more information about Advanced Services for Oracle Exalytics, visit oracle.com/acs, email us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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