

Advanced Services for Oracle SPARC S-Series Servers

ORACLE® Advanced Customer Services

INSTALL, CONFIGURE, AND OPTIMIZE
ORACLE SPARC S-SERIES SERVERS

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 system technologies with confidence, achieving service levels demanded by your business

Oracle's SPARC S-Series servers running Oracle Solaris are ideal for an entry level platform where Oracle's highest performance servers are not required. With intimate knowledge of Oracle SPARC S-Series servers, Oracle tools, and deployment recommended practices, Oracle Advanced Customer Services provides the right knowledge at the right time to help mitigate risk and to maximize the value of your new Oracle technology investment.

Services for Oracle SPARC S-Series Servers

Oracle Advanced Customer Services delivers deployment services that help you install, configure, optimize, and support your new Oracle server environment. Whether you are initiating a technology refresh project, optimizing an existing environment through the use of virtualization technologies, or looking to drive better datacenter standardization and operational recommended practices, Oracle can help.

Sample service activities include:

- **Tailored workshops** to share information and address recommended practices
- **Installation and configuration** assistance to speed deployment of new Oracle systems
- **Pre-production readiness reviews** covering supportability and readiness of your deployment approach
- **Tailored support with Advanced Support Engineers** focusing on server performance and availability requirement

Preproduction Readiness Services

PREPRODUCTION READINESS SERVICES FOR ORACLE SPARC S-SERIES SERVERS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Deployment Services	
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.
Oracle Standard Software Installation and Configuration	Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides testing, validation, and documentation. Sample activities may include, but are not limited to: <ul style="list-style-type: none"> • Oracle Solaris installation and configuration • Oracle Solaris Cluster installation and configuration • Oracle VM Manager installation and configuration • Oracle Enterprise Manager installation and configuration

TECHNOLOGIES COVERED:**Servers:**

- SPARC S-Series Servers

Infrastructure Software:

- Oracle Linux
- Oracle Solaris
- Oracle Solaris Cluster
- Oracle VM for SPARC
- Oracle VM Manager
- Oracle Enterprise Manager Ops Center

COMMON CHALLENGES WHEN DEPLOYING SERVER ENVIRONMENTS

- Optimally configuring new systems within a virtualized infrastructure that supports 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 information sharing
- Map and gap planning exercises for successful deployments
- Systems optimization opportunities through Consolidation and Virtualization

CUSTOMER TESTIMONIAL

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

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

- Amit Sharma, IT manager, Dena Bank

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 key performance indicators.
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 recommended practices for maximizing availability of existing systems. Sample S-Series server planning activities may include, but are not limited to: <ul style="list-style-type: none"> • Logical Domains (OVM for SPARC) • Solaris 10 and Solaris 11 zones • IO isolation paths • Oracle Enterprise Manager advanced virtualization management and server power management • Security hardening activities

Production Optimization Services

PRODUCTION OPTIMIZATION SERVICES FOR SPARC S-SERIES SERVERS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	
Oracle Configuration Review and Recommendations	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. Areas to be reviewed can include: <ul style="list-style-type: none"> • Solaris server configuration • OS versions and patches • Virtualization software configuration • Network configuration
Oracle Security Review and Recommendations	Oracle Security Review and Recommendations is an assessment service designed to help customers understand their current level of Oracle Database security against Oracle recommended practices. Oracle Advanced Customer Support Engineers collect database security-related information via questionnaires, scripts, and database snapshots of the environment. The information is then analyzed, and reports are built based on Oracle recommended practices to achieve a more secure operational environment. The security review is focused at the database and operating system level.
Oracle Patch Review and Installation	Oracle Patch Review and Installation Services are 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.
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.

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

	<p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> • <i>Oracle S-Series server</i> • <i>Oracle ZFS Storage Appliance</i> • <i>Oracle Flash Storage System</i>
Oracle Production Diagnostic Review and Recommendations	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.
Oracle High Availability Review and Recommendations	Reviews customer IT architecture and methods used to maintain availability goals. Oracle documents the availability methods deployed compared to business and application requirements and identifies potential risks and gaps. Oracle delivers guidance based on recommended practices to help avoid potential risks.
Oracle Capacity Planning Review and Recommendations	Assist customers with maintaining adequate system resource capacity to support usage trends and peak-period demands. Provides a review of current available capacity, an analysis of consumption trends (including peak consumption periods), and provides the customer with a report of findings to assist them in making capacity planning decisions and to anticipate system resource needs over a 1-2 year period.
Oracle Relocation Services	Delivers specialized knowledge to relocate an IT infrastructure. Service includes planning, de- installation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.
Tailored Assistance from an Oracle Advanced Support Engineer	<p>Oracle Advanced Support Engineers provide customers tailored performance reviews and system optimization assistance for all server technologies. Engineers with OS, storage, cluster and virtualization, and/or specific application expertise can act as extended team member while sharing knowledge and skills in-house. Sample activities include:</p> <ul style="list-style-type: none"> • <i>Reconfiguration of Solaris Cluster</i> • <i>Solaris Hardening activities</i> • <i>Virtualization configuration</i> • <i>Advanced Security Design and Configuration</i> • <i>Storage device configuration</i>

Monitoring and Support

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

Service	
Oracle Advanced Monitoring and Resolution	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.
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 delivers ongoing proactive advice, regular patch and performance reviews, and 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 practice.

<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 SPARC S-Series Servers, 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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