

Advanced Services for Oracle SPARC M-Series Servers

ORACLE® Advanced Customer Services

INSTALL, CONFIGURE, AND OPTIMIZE ORACLE SPARC M-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 Oracle 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 system technologies with confidence, achieving service levels demanded by your business

Oracle's SPARC servers running Oracle Solaris are ideal for mission-critical applications that require high performance, best-in-class availability, and unmatched scalability on all application tiers.

Oracle Advanced Customer Services experts have intimate knowledge of Oracle SPARC M-Series servers, Oracle tools, and deployment recommended practices, to help mitigate risk and to maximize the value of your new Oracle technology investment.

Preproduction Services for Oracle SPARC M-Series Servers

Oracle Advanced Customer Services delivers deployment services that help install, configure, optimize, and support new Oracle server environments. 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 address recommended practices and knowledge sharing
- **Installation and configuration** assistance to speed deployment of new Oracle systems
- **Preproduction readiness reviews** covering supportability and readiness of your deployment approach
- **Tailored support with Oracle Advanced Support Engineers** focusing on server performance and availability requirement

Plan and Design

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	<i>Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system functionality validation and testing.</i>

TECHNOLOGIES COVERED:

Servers:

- Oracle SPARC servers

Infrastructure Software:

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

RELATED SERVICES

ACS Cloud Services

- Oracle Consolidation Planning Service for Systems
- Oracle Migration Service for Systems

From Oracle University

- Expert-led training for Oracle Solaris, Oracle SPARC servers
- Learning paths and assessments for Oracle technology Oracle SPARC servers

From Oracle Premier Support

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

<p>Oracle Standard Software Installation and Configuration</p>	<p>Oracle installs new system 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"> • <i>Solaris installation and configuration activities</i> • <i>Solaris Cluster installation and configuration</i> • <i>Security Hardening activities</i> • <i>Virtualization installation and configuration</i> • <i>OEM Ops Center installation and configuration</i>
<p>Oracle System Application Readiness Service</p>	<p>Implement and test Oracle server and storage systems to the point of application loading. Optimize the IT architecture to take advantage of the advanced availability features of SPARC servers and the Oracle Solaris operating system. Activities include, but are not limited to:</p> <ul style="list-style-type: none"> • <i>Project Initiation and project management</i> • <i>Design planning for server virtualization and high availability to host target applications</i> • <i>Implementation including Solaris OS hardening</i> • <i>System availability test and security implementation to confirm design conformance</i> • <i>Handover and transfer of information</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 tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems. Sample M-Series server planning activities may include but are not limited to:</p> <ul style="list-style-type: none"> • <i>Physical Domains and Bounded Dynamic Domains</i> • <i>Logical Domains (OVM for SPARC)</i> • <i>Solaris 10 and Solaris 11 zones</i> • <i>IO isolation paths</i> • <i>OEM Ops Center advanced virtualization management and server power management</i>

Build and Deploy

Service	Service Summary
<p>Oracle Consolidation Planning Service</p>	<p>Analysis and assistance to identify the optimal consolidation and deployment scenarios based on your current configurations, workloads, and security requirements.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • <i>Analysis of business and technical compatibility of critical systems</i> • <i>Assistance in modeling the optimal deployment scenarios</i> <p>Actionable recommendations and easy to read reports</p>

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

PROJECT SUMMARY

Services: Hardware installation, Software configuration and Testing services, and Oracle Advanced Support Engineer

Technologies: SPARC servers, Oracle Real Application Clusters 11g, Oracle Database, and Oracle disk storage

<p>Oracle Migration Service</p>	<p>Rapid transition of Solaris applications, Oracle Databases, Java Enterprise Edition, Oracle E-Business Suite, VM Workloads to on-premises platforms or to Oracle Cloud.</p> <ul style="list-style-type: none"> • <i>Solaris application migrations</i> • <i>Oracle Database migrations</i> • <i>Java Enterprise Edition migration</i> • <i>Oracle E-Business Suite migration</i> • <i>Virtual Machine workload migrations</i> <p>Sample activities: Migration readiness through detailed analysis</p>
<p>Oracle Configuration Review and Recommendations</p>	<p>Analyzes current environment and establishes target system configuration based on customer operational objectives and relevant Oracle recommended practices. Oracle performs a gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers a final findings report.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> • <i>Solaris server configuration</i> • <i>OS versions and patches</i> • <i>Virtualization software configuration</i> • <i>Network configuration</i>
<p>Oracle Security Review and Recommendations</p>	<p>Oracle Security Review and Recommendations is an assessment service designed to help you understand your current level of Oracle Database security against Oracle recommended practices. Oracle Advanced 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.</p>
<p>Oracle Patch Review and Installation</p>	<p>Oracle Patch Review and Installation Services are designed to help you understand if the baseline patches on your system are optimally configured to meet 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>
<p>Oracle Performance Review and Recommendations</p>	<p>Oracle collects and analyzes server performance data to identify system load patterns and potential challenges. Reviews key performance metrics and documents, as well as findings and recommendations.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> • <i>Oracle M-Series server</i> • <i>Oracle ZFS Storage Appliance</i> • <i>Oracle Flash Storage System</i>
<p>Oracle Production Diagnostic Review and Recommendations</p>	<p>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.</p>
<p>Oracle High Availability Review and Recommendations</p>	<p>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.</p>
<p>Oracle Capacity Planning Review and Recommendations</p>	<p>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 a report of findings to assist the customer in making capacity planning decisions and to anticipate system resource needs over a 1-2 year period.</p>

Oracle Relocation Services	Delivers specialized expertise 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	Oracle Advanced Support Engineers provide 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 an extended team member while sharing knowledge and skills in-house. Sample activities include: <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>

Operate and Maintain

Service	Service Summary
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, as well as preventative services.
Business Critical Assistance	Oracle 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.
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

For more information about Advanced Services for Oracle SPARC M-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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Integrated Cloud Applications & Platform Services

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