

Oracle Engineered Systems Quarterly Patch Deployment

ORACLE® Advanced Customer Services

UNPARALLELED SERVICES FOR
MAINTAINING YOUR ORACLE
ENGINEERED SYSTEMS

KEY FEATURES

- Flexible patch deployment frequency
- Experienced patch deployment by Oracle Advanced Customer Services Engineers according to Oracle's recommended practice methodologies
- Overall service coordination by an Oracle Technical Account Manager

KEY BENEFITS

- Reduced operational costs
- Reduced risk
- Improves stability
- Reduces security risks
- Optimally maintained environment
- Maximize availability and reliability

Oracle's Engineered Systems provide the high performance and productivity for mission-critical workloads strategic to your company's future. Many times maintaining security patches and patch levels are not critical IT tasks - that is until it affects stability or performance. Encountering a known issue is avoidable and securing databases in today's world is crucial. Oracle Engineered Systems Quarterly Patch Deployment (QPD) service enables customers to focus on their business needs while Advanced Customer Services maintains their environment patch levels. By applying security fixes, critical issues and proactive patching, the environment will be up to date and less likely to face known issues or security compromises. Let Advanced Customer Services proactively maintain patch levels of your Oracle Databases running on an Engineered System to meet optimum performance and availability so your IT team can focus on solving business challenges.

Oracle Engineered Systems Quarterly Patch Deployment (QPD)

The Oracle Engineered Systems Quarterly Patch Deployment Service delivers a proactive patch deployment process to optimally maintain your Oracle Engineered Systems and Appliances up to 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 resources then generate a report of findings, based on Oracle's recommended best practices. Oracle implements the required updates in a unified and proactive manner across all system components including firmware, Oracle Enterprise Linux or Solaris, and other Oracle software installed on your Oracle Engineered system machine or appliance. You maintain the flexibility to apply additional configuration and patches as needed between the planned deployments of this service.

Key Activities:

- Initial configuration validation and documentation.
- Perform patch strategy assessment
- Patch review and planning meetings.
- Quarterly patch updates and appropriate critical patching up to 4 times per year
- Review meeting to summarize service actions

RELATED SERVICES

- Oracle Upgrade Support for Oracle Database
- Oracle Migration Service

Proactive Patch Application

The Oracle Engineered Systems Quarterly Patch Deployment Service proactively applies patches on the following Oracle Engineered Systems:

Engineered System Type	Patch Type Applied
Exadata Database Machine	Quarterly Full Stack Download Patch Exadata Database Machine Critical Issues
SuperCluster	Quarterly Full Stack Download Patch SuperCluster Critical Issues
Exalogic	<ul style="list-style-type: none"> • Exalogic PSU
Exalytics In-memory Machine	<ul style="list-style-type: none"> • Exalytics In-memory Machine Patch sets
Oracle Database Appliance	<ul style="list-style-type: none"> • Oracle Database Appliance Bundle
Big Data Appliance	<ul style="list-style-type: none"> • Mammoth Deployment Bundle
Zero Data Loss Recovery Appliance	<ul style="list-style-type: none"> • Recovery Appliance Patch set
Incremental patch components	<ul style="list-style-type: none"> • Oracle database (RAC, non RAC) • Oracle database with SAP • Oracle database with EBS • Oracle grid home • Oracle database home

Enhanced Security, Stability and Flexibility with Advanced Customer Services





Oracle Engineered Systems Quarterly Patch Deployment Service applies critical patches and security patches to match your individual patching schedule. This service has the flexibility to apply patches once, twice, three times or four times during the contract term. This service can be delivered remote or onsite according to your requirements. Service oversight is provided by a Technical Account Manager working closely with you to ensure their patching cycles are scheduled and the results are clearly understood.

CONTACT US

For more information about Oracle Engineered Systems Quarterly Patch Deployment, 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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