

Oracle Advanced Support Knowledge Workshop

ORACLE® Advanced Customer Services

KEY BENEFITS

- Identify how Oracle technology can help you to meet your business needs today and in the future
- Increase the value you gain from your investment in Oracle technology
- Enable your IT staff to successfully implement and manage Oracle products
- Increase efficiency, stability, and performance of your Oracle platform
- Expedite deployment of new Oracle technology

KEY FEATURES

- Technical knowledge transfer and mentoring on Oracle products and technology, tailored to your needs
- Actionable and prioritized recommendations
- End-to-end service management by an experienced Technical Account Manager

Oracle Advanced Support Knowledge Workshop is a customized knowledge session designed to provide your IT team with tailored content on the Oracle technical topic of your choice. The workshop includes targeted presentations and mentoring, and can help you accelerate the benefits expected from your Oracle products and services.

Get Ready to Achieve Best Results with your Oracle Products

Oracle Advanced Support Engineers can work with you and deliver technical workshop sessions to help you to plan, deploy, and support your Oracle products to achieve excellent results.

During the workshop and through personal mentoring, Oracle Advanced Support Engineers share in-depth knowledge of Oracle products as well as Oracle recommendations. Opportunities can be identified to proactively improve the efficiency and availability of your Oracle environment. The service can include actionable recommendations on how to implement improvements and reduce operational costs.

Knowledge Workshops Tailored to Your Needs

Oracle Advanced Support Knowledge Workshops can cover a broad range of Oracle products or technology, in any phase of the IT life cycle; whether it is deployment planning of new Oracle products and services, or optimization and modernization of existing Oracle products. The numerous support-related topics you can explore is up to you. The workshops can focus on:

- **Technical knowledge transfers** with Oracle Advanced Support Engineers, covering your choice of Oracle technology
- **Validation of your modernization plans** with Oracle Advanced Support Engineers, providing Oracle recommendations to achieve your goals

Oracle Advanced Support Knowledge Workshops are customized to your specific requirements, and typically include:

- Recommendation of applicable training material and webinars on the selected Oracle products or topics to 'jump-start' your knowledge
- A personalized workshop session led by an Oracle Advanced Support Engineer, addressing the topics you selected, such as:
 - A deep-dive into defined Oracle technology

CAN COVER ORACLE PRODUCTS AND TECHNOLOGY SUCH AS

- Oracle SPARC Servers
- Oracle x64 Servers
- Oracle ZFS Storage Appliance
- Oracle Flash Storage Systems
- Oracle Infrastructure Software
- Oracle Storage Software
- Oracle Engineered Systems
- Oracle Fusion Middleware
- Oracle Database
- Oracle Applications
- Oracle Cloud technology and products

- A review of opportunities and detailed recommendations where Oracle technology could be optimized to drive better efficiencies in your current IT environment
- Personal mentoring of one or more workshop participants to follow up on the topics previously discussed
- Documented findings and recommendations
- Wrap-up meeting to review achievements of the Oracle Advanced Support Knowledge Workshop
- End-to-end service management by an Oracle Technical Account Manager

Oracle Advanced Support Knowledge Workshops can be delivered remotely through appropriate web conferencing channels or onsite, whatever is your preference.

Leverage Oracle Expertise to Enhance Your Team's Skills





Oracle Advanced Support Knowledge Workshops can help you evolve your Oracle infrastructure to fully support your unique business goals and requirements. Oracle Advanced Support Engineers can deliver the functional and technical knowledge, analysis, and recommendations to help your IT team become more proficient with Oracle technology.



CONTACT US

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

CONNECT WITH US

-  blogs.oracle.com/oracle
-  facebook.com/oracle
-  twitter.com/oracle
-  oracle.com

Integrated Cloud Applications & Platform Services

Copyright © 2018, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0418