

Advanced Services for Oracle Big Data Appliance

When integrating Oracle Big Data Appliance (BDA) into your Oracle environment, proper installation and configuration are critical to optimizing system performance. Oracle Advanced Customer Services delivers comprehensive installation and configuration to shorten time to deployment and enhance availability and performance of your IT environment.

PREPRODUCTION READINESS SERVICES

Preproduction Readiness Services for Oracle Big Data Appliance Delivered by Oracle Advanced Customer Services

SERVICE	SERVICE SUMMARY
Oracle Supportability Planning and Design	<p>BDA Engineered systems: Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.</p> <p>BDA Ecosystem: Oracle advises the customer on integration of various Oracle and non-Oracle technologies, explain the complexities of Cloudera and Hadoop setups and discuss security and integration considerations. Oracle will discuss best architecture and deployment options for Oracle Big Data Eco system. The key deliverables of this offering is a Supportability plan, and a design document, which is the blueprint for implementing a suite that addresses customer requirements and pain-points.</p>
Oracle Standard System Installation	<p>Comprehensive, standard system hardware installation including site audit, installation and configuration planning documentation and hardware, network and operating system functionality validation, and testing.</p> <p>Also available are system expansion upgrade services increasing the system capacity with in-rack expansion options, multi-rack interconnect with InfiniBand, and rerecking into customer-supplied rack (full rack not available).</p>
Software Configuration	<p>Oracle Engineered Systems Configuration Service for BDA: Oracle engineers cover all aspects of the required configuration and setup across Engineered Systems components: storage servers and software, database servers, shared storage, and patches.</p> <p>Software is configured on a server and then connected to the network. Configurations are tailored for peak performance, disk partitions are created, and patches are applied. The software and communications are then tested. Engineers share knowledge with your IT operations staff that includes details of the product functionality, testing review, documentation review, and operational training.</p> <p>A remote configuration service option delivers a guided, cost-effective software installation performed remotely.</p> <p>All configuration settings are documented and delivered to a customer's IT team during the post installation procedures.</p>

Key Features

- Preproduction Readiness Services including critical patches and updates using proven methodologies and recommended practices
- Production Optimization Services including configuration reviews and hardening activities
- 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 BDA technology with confidence, achieving service levels demanded by your business

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 Advanced Support Delivery Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
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.

Technologies Covered

- Oracle Big Data Appliance Engineered Systems hardware
- Oracle Linux
- Cloudera Enterprise (Data Hub Edition) Oracle Enterprise Manager
- Cloudera Manager
- Oracle Distribution
- Oracle NoSQL Database
- Oracle Enterprise Manager, BDA plugin

PRODUCTION OPTIMIZATION SERVICES

Production Optimization Services for Oracle Big Data Appliance Delivered by Oracle Advanced Customer Services

SERVICE	SERVICE SUMMARY
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"> • <i>Oracle Big Data Appliance</i>
Oracle Engineered Systems Quarterly Patch Deployment Service	The Oracle Engineered Systems Quarterly Patch Deployment Service delivers a proactive patch deployment process to ensure your Oracle Engineered Systems are optimally maintained. 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 up to four times per year in a unified and proactive manner across all system components.
Tailored Assistance from an Oracle Advanced Support Engineer	Sample activities include: perform application or data migration, reconfiguration of Solaris Cluster, Solaris servers, Solaris hardening activities, virtualization configuration, Advanced Security Design and Configuration, storage device configuration.

Related Services

From Oracle University

- Expert-led training for Oracle BDA
- 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 SupportMy Oracle Support

MONITORING AND SUPPORT

Monitoring and Support Services for Engineered Systems Delivered by Oracle Advanced Customer Services

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 detailed 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	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.
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.

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Integrated Cloud Applications & Platform Services

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