

Oracle Business Critical Assistance

ORACLE[®] Advanced Customer Services

MISSION-CRITICAL SUPPORT

KEY FEATURES

- Dedicated support team
- Proactive guidance and preventative services delivered
- Patch, configuration, and performance advice
- Advanced diagnostic tools built on a knowledge base of customer projects

KEY BENEFITS

- Faster problem resolution
- Operational costs and risk reduction
- Quick return on investment
- High availability and performance of your mission-critical environment
- Technology adoption acceleration

When business continuity is crucial and you need mission-critical support, Oracle Advanced Customer Services delivers proactive guidance and preventative services from a dedicated support team. With Oracle Business Critical Assistance, Oracle Advanced Customer Services helps to drive high availability across the entire Oracle IT stack—from applications, middleware, and database, through servers, storage, and network devices.

Drive High Availability with Mission-Critical Support

Oracle Business Critical Assistance from Oracle Advanced Customer Services delivers the high availability and mission-critical support your business demands.

A dedicated Oracle Technical Account Manager works with you to provide a personalized support plan. You also get access to a team of Oracle Advanced Support Engineers who will assist you with production-critical service requests and provide you with preventative advice that includes technical alerts, patch information, and release announcements. This team also provides proactive advice about the use of Oracle support tools and recommended procedural practices.

The team helps you maximize your Oracle investment, whether it is to resolve a critical issue, optimize the performance of your Oracle technology, or share proven recommended practices. This team combines the knowledge of your environment, along with expertise from Oracle Support and Product Development, to work with you every step of the way.

Oracle Business Critical Assistance includes:

Key Service Activities

- **Dedicated Technical Account Manager:** Dedicated account manager who manages the overall delivery of your service
- **Access to Advanced Support Engineers:** Engineers who know your environment and can quickly assist with the resolution of a Service Request
- **Proactive Guidance:** Advanced Support Engineers who understand your unique IT environment
- **Preventative Services:** Patch, configuration, and process improvement advice to drive high availability
- **Issue Identification and Resolution:** Advanced diagnostic tools to identify and resolve issues

Proactive Guidance and Preventative Services

Mission-critical IT environments demand consistent and optimized performance. With Oracle Business Critical Assistance, you benefit from a proactive approach to support that goes beyond problem response to problem prevention. The Oracle Business Critical Assistance team helps to continually maximize the performance of your Oracle hardware and software through proactive advice, regular reviews, and preventative services.

Regular patch, configuration, and performance advice is provided for your specific IT environment and operational requirements to ensure that your combination of Oracle products are optimized and working effectively. Knowledge sessions with Oracle engineers deepen the skills and improve the self-sufficiency of your IT team.

Build a Foundation for High Availability with Diagnostic Tools

With Oracle Business Critical Assistance, Oracle Advanced Support Engineers utilize advanced diagnostic tools, built on a knowledge base of over 200,000 customer experiences, to immediately identify and resolve issues, as well as provide root cause analysis, and deliver permanent remediation plans.

With the help of advanced diagnostic tools, issues may be reduced, resulting in higher system availability.

Mission-Critical Support for Your Complex IT Requirements

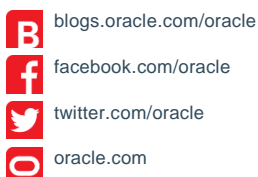
Oracle Business Critical Assistance provides tailored, mission-critical support to help drive system performance and availability. Advanced Support Engineers provide highly proactive and preventive support for your mission-critical environment with a dedicated support team, proactive guidance, and preventative services.

CONTACT US

For more information about Oracle Business Critical Assistance, 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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