Oracle Cloud Service Units

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Advanced Customer Services

Customers expect easy pricing, simple contracting, and consumption reporting from public cloud and associated services. Oracle Advanced Customer Services is addressing these needs with Oracle Cloud Service Units for easy consumption of services in the cloud.

Easy Consumption of Services in the Cloud

Oracle Advanced Customer Services offers a comprehensive set of services to support customers across all cloud deployment models. For additional service activities, customers can take advantage of Oracle Cloud Service Units (CSU). A CSU is a standard, minimum labor unit, which can be purchased in easy packages and consumed flexibly as needed. This eliminates the need to create a new contract for each new assignment.

The offerings are listed in the Oracle CSU Catalog. They range across a wide variety of activities such as application DBA support during implementation, additional refreshes after go-live, backup, and user administration.

Extended Service Coverage for Oracle Cloud Deployment

CSUs are available for Oracle environments supported by Advanced Customer Services on Oracle Cloud Infrastructure, Oracle Cloud Infrastructure Classic, and Oracle Cloud at Customer including:

- Production environments and production support environments
  - Managed Applications Unlimited. Each run and maintain service package includes initial allowance for CSUs, which can easily be extended
  - Managed Database Cloud Service and Managed Java Cloud Service
  - Compute Cloud Service
  - Managed Security Services
- Applications Unlimited non-production environments
- Managed Cloud Help Desk for Applications Unlimited
- Oracle Applications Cloud (SaaS)
- Customer Success Management for Oracle Applications Cloud (SaaS)
- Oracle Cloud Infrastructure (IaaS)

Unmatched Expertise in Managing Oracle Cloud Environments

Advanced Customer Services has over twenty years of experience in securely managing hundreds of customer environments. The broad portfolio of managed services includes run and maintain of Oracle applications, and additional services such as security and functional services that extend core functionality. Senior experts can also help customers transition to Oracle Cloud IaaS and PaaS.

KEY BUSINESS BENEFITS

- Flexible building blocks to obtain additional services to Advanced Customer Services Managed Cloud Services as needed
- Fast and simplified contract process to consume desired add-on services with easy pricing
- Transparency through clear tracking and reporting on consumption status and trends
- Easy to plan and budget by selecting defined service units from catalog, and consumption as needed
- Fast access to Advanced Customer Services expertise to make the most of Oracle Cloud deployments

KEY FEATURES

- Standard, minimum labor unit for services delivered by Advanced Customer Services
- Service activities across the lifecycle for production and non-production Oracle Cloud environments
- Deployment coverage of Oracle Cloud Infrastructure, Oracle Cloud Infrastructure Classic, and Oracle Cloud at Customer
- Extensive catalog including CSUs such as backup, refresh, security risk assessments, data export/import, log file administration, user management, CEMLI

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- User friendly portal providing information on balance, consumption, and usage trends

RELATED SERVICES

- Oracle Managed Applications Unlimited on Oracle Technology Cloud
- Managed Cloud Help Desk
- Technical Administration Service
- Oracle Database Cloud Service
- Oracle Java Cloud Service
- Oracle Managed Security Services

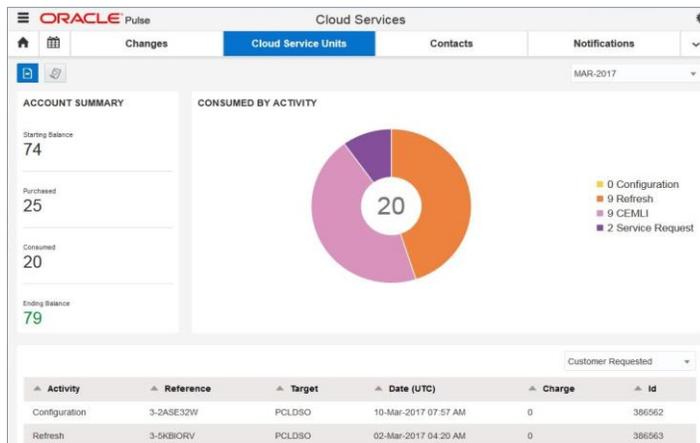| CSUs: Flexible Building Blocks to Expand the Service Coverage as Needed	
Oracle Cloud Service Unit Catalog	• *Customers can chose from the CSU Catalog, which provides the full list of available CSUs, and is being extended frequently.*
Purchase	• *CSUs are an easy way to request additional services to any existing Advanced Customer Services engagement. No contract amendments are required.* • *Customers can simply identify activities from the CSU catalog and request them via the My Oracle Support (MOS) portal.* • *Pay-as-you-go pricing. Each catalog activity has a fixed CSU price and can be consumed against the CSU balance.*
Consumption	• *Customers can request a specific CSU activity via the My Oracle Support (MOS) portal's Request for Change (RFC) or Service Request (SR) mechanism.* • *CSUs will be charged after the activity has been completed by the Advanced Customer Services team*
Reporting	• *The user friendly Oracle Pulse Portal provides customers with a clear view of their current CSU balance. A monthly report shows consumption, purchases, and details on the CSU activities during that period* • *The Oracle Pulse Portal also provides further insight into customers' CSU consumption such as monthly usage trends and consumption by activity and service type. Customers can use this information to plan and budget for future development or application lifecycle activities.*

Figure 1: A Sample Oracle Pulse **Consumption** Report on Cloud Service Units
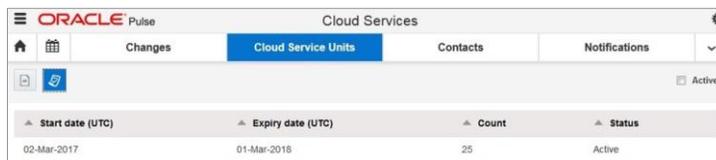

Figure 2: A Sample Oracle Pulse **Purchase** Report on Cloud Service Units

Leverage the flexible CSU as building blocks to get easy access to Advanced Customer Services expertise whenever needed, and make the most of Oracle Cloud deployment.

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Integrated Cloud Applications & Platform Services