

# Oracle Customer Replaceable Unit Installation Service

## ORACLE® Advanced Customer Services

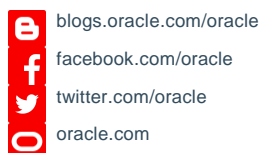
### KEY BUSINESS BENEFITS

- Reduced risk of downtime caused by installation errors or product inexperience
- Eliminate in-house training on device replacement across Oracle technologies
- Quick access to necessary parts

### KEY FEATURES

- Onsite installation of replacement parts
- Malfunctioning unit replacement across Oracle server, storage, or network devices
- Documentation and formal handover process

### CONNECT WITH US



During a system outage or when faced with malfunctioning devices in the data center, it is essential to get access to the right parts quickly and install them properly. Oracle Customer Replaceable Unit Installation Service provides a qualified system engineer onsite to replace malfunctioning Oracle hardware units.

### The Right Expertise – When You Need It

Oracle Customer Replaceable Unit Installation Service is a short-term service engagement delivered by Oracle Advanced Support Engineers trained to repair and replace internal units of servers and other devices.

The service provides a comprehensive assessment, installation, documentation, and handover process to bring your Oracle hardware back to production quickly.

### Proven Processes Deliver Faster Recovery

An Oracle Advanced Support Engineer will assess your replacement unit to determine if it will resolve the original problem. If needed, the engineer will interact with the Oracle Technical Support Center to address the affected hardware.

The requisite device will be installed using documented installation procedures. The affected server, storage, or networking device will be tested on functionality using standard system confidence tests. Upon completion, the unit will be brought back online and to production status.

In a proper handover process, the Oracle Advanced Support Engineer will document the tasks and deliverables and review them with your IT staff.

Trust Oracle's experience in device replacement across Oracle system technologies, and relieve your IT staff from risky emergency fixes. Support business continuity of your Oracle hardware with Oracle Customer Replaceable Unit Installation Service.

### CONTACT US

For more information about Oracle Customer Replaceable Unit Installation Service, visit [oracle.com/acs](http://oracle.com/acs), email [acs\\_ww@oracle.com](mailto:acs_ww@oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

### Integrated Cloud Applications & Platform Services

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