

DEMAND ANSWERS WHEN EVALUATING THIRD-PARTY SOFTWARE SUPPORT



DO YOUR DILIGENCE. ASK THESE QUESTIONS.

Don't put your software investment at risk. Get the protection you need with Oracle and take advantage of trusted, fully featured security, and comprehensive support. Critical software updates, compliance and governance, and deep domain expertise are essential components of a complete offering. Before you make a decision, demand answers and protect your business.

SECURITY



Demand Answers

Minimize the threat of cyberattacks and potential vulnerabilities.

Ask the potential third-party support provider for critical details:

- What is your plan for regular security patches and updates?
- List the specific security offerings you provide?
- Do you have direct oversight of the software? Do you offer rapid response security patches?
- How have you protected other clients from cyberattacks? What are the examples?
- How do you manage data-privacy? What confidentiality policies and training are in place?
- After accessing my custom code, how is my data and my customers' data protected?

COMPLIANCE AND GOVERNANCE



Demand Answers

Your brand reputation and customers' trust depend on it.

Ask how the potential third-party support provider will demonstrate compliance and governance:

- Describe how you will adhere to my governance guidelines. How will your company and IT operations demonstrate compliance?
- Can you provide audit trails to meet my security and compliance requirements while protecting my brand and customers' trust?
- How will you handle a software vendor's IP? Is there detailed language about this in your contract?
- Can you show proof of legal rights for accessing vendor IP? In the event of any possible litigation involving software vendor IP, who will be responsible?

SOFTWARE SUPPORT FEATURES AND FUNCTIONALITY



Demand Answers

Resolve issues before your end users are impacted.

Ask the potential third-party support provider how new industry functionality gets vetted, tested, and developed in the software:

- What are your investments in advanced support tools? Can you detect, isolate, diagnose and resolve issues before they impact end users?
- Do you offer a support portal? A deep knowledge-base? Expert guidance? Upgrade assistance to customers?
- If you don't own the source code, how can you provide complete enterprise support for the software?
- Are industry best practices built into your code?
- What percentage of your team is dedicated to building innovative features and functionality?

OVERALL IT EXPERTISE AND SUPPORT



Demand Answers

Get reliable guidance that will help minimize problems and errors.

Ask the potential third-party support provider what credentials they have in software support services:

- What experience do you have in specific software applications?
- Can you share a detailed plan on how you intend to resolve issues and handle escalations?
- From a technical perspective, why do you believe IT support is better with a third-party provider?
- What specific guidance and expertise do you have on advanced technology, including artificial intelligence, Internet of Things (IoT), big data and analytics?
- Do you have any history or experience managing my existing environment? Are you confident in this and can you provide examples?

ANNUAL SUPPORT COST



Demand Answers

Lowest cost is not always best when it comes to protecting your investment.

Ask the potential third-party support provider how they measure the value of support against the essentials required to protect your business:

- What do my internal stakeholders need to understand about the potential risks and liabilities associated with third-party support models?
- Do I have to download, store, and/or maintain access to patches and updates from the software vendor? Will I be charged fees for these or related activities?
- How will you help with risk mitigation in the event of a security breach?
- How will you bring value to my longer-term technology strategy and transformation initiatives? Or are you simply selling support services?
- Does the annual support cost cover security protection for my software applications?

DEMAND ANSWERS AND GET THE SUPPORT YOU NEED TO PROTECT YOUR BUSINESS

When your business is on the line, there's no substitute for trusted, secure, and comprehensive support. **Learn more at:**

oracle.com/support/trusted-support.html

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