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 are your plans for regular security patches and updates?
- List the specific security offerings you provide.
- Do you have experience managing the cloud? Do you offer optional response security patches?
- How will you protect against stolen remote access client software and the like?
- How do you manage data privacy? What confidentiality policies and training are in place?
- After accessing your custom code, how is my data, 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, that will be required?

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?

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 in advanced technology, including artificial intelligence, Internet of Things (IoT), Big data and analytics?

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 supporting your application?
- Do I have a plan in place to handle any changes in software versions?
- Will I be charged per hour for any issues or action taken?
- How will you handle risk mitigation in the event of a security breach?
- How will you identify vulnerabilities in my existing environment? Are you confident in this and can you provide examples?

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.