

Customer Success Services for Oracle Exadata

ORACLE Customer Success Services



Oracle Customer Success Services offers mission-critical support for Oracle Engineered Systems, with services spanning from hardware installation and configuration to monitoring and advanced assistance. Take advantage of a designated support team, proactive guidance, and preventative services that can help maximize availability, reduce risk, and optimize performance of your Oracle Engineered Systems.

Preproduction readiness services

Hardware installation, systems software configuration, and related services utilize Oracle recommended practices and proven methodologies to enable a fast integration of your Oracle Engineered Systems in your environment.

Key features

- Preproduction Readiness Services, including critical patches and updates using proven methodologies and recommended practices
- Production Optimization Services, including configuration reviews and performance reviews to analyze existing systems
- Run and Operate Services provided by a designated team of Advanced Support Engineers and managed by a Technical Account Manager

SERVICES	DESCRIPTION
Oracle Supportability Planning and Site Survey Support	Analysis of design configuration requirements and creation of deployment specification plans for implementing enterprise solutions considering supportability, reliability, and maintainability requirements.
Oracle Standard System Installation	<p>Comprehensive standard system hardware installation, including site audit, installation and configuration planning documentation, along with hardware, network, and operating system functionality validation and testing.</p> <p>Also available are system expansion upgrade services increasing the system capacity with in-rack expansion options for database and storage servers, multirack interconnect, and Exadata rerecking into customer supplied rack.</p>
Engineered Systems Configuration Service	<p>Oracle Exadata Configuration Service. Oracle engineers cover all aspects of the required configuration and setup across engineered systems components: Exadata database servers, Exadata storage servers and software, Exadata exascale storage, Oracle VM where supported, shared storage, and patches. The software and communications are then tested.</p> <p>Knowledge sharing with customer's IT operations team, including details of the product functionality, testing review, documentation review, and operational training. Documentation of all configuration settings during the post installation procedures.</p> <p>Oracle Engineered Systems Upgrade Configuration Service. Oracle engineers cover all aspects of the required configuration and setup for individual engineered system components: Exadata database servers, Exadata storage servers, Exadata exascale storage, and Data Rebalancing.</p>

SERVICES	DESCRIPTION
Software Installation and Configuration	<p>For external attached storage and management systems:</p> <p>Oracle installs new system software using Oracle recommended practices, tracks configuration changes, and provides complete testing, validation, and documentation.</p> <p>Sample activities include:</p> <ul style="list-style-type: none"> • Oracle Enterprise Manager configuration • Oracle ZFS Storage Appliance replication • Oracle Exadata Storage Expansion racks • Oracle Exadata Rapid Rebuild Server • Oracle Database Data Guard • Engineered Systems Network Connectivity
Oracle Preproduction Readiness Review	Review supportability and readiness of the deployment approach, including review of migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle Support tools, such as Auto Service Request.
Oracle Go-Live Support	Oracle's support plan helps with go-live and dedicated onsite or remote support if needed. The service can reduce risk for go-live and post deployment.
Oracle Advanced Support Knowledge Workshop	Technology knowledge session to provide tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems.

Key benefits

- **Rapid ROI.** Rapid deployment for faster ROI
- **High Availability.** Help ensure system uptime with mission-critical support for your complex IT environment
- **Optimized Performance.** Continuously optimize performance with regular reviews and advice
- **Reduced risk.** Support Oracle Engineered Systems technology with confidence, achieving service levels demanded by your business

Technologies covered

- Oracle Exadata Engineered Systems hardware
- Oracle Linux
- Oracle Database
- Oracle InfiniBand/Royce

Production optimization services

Targeted services utilize unique tooling and expertise of advanced support engineers to provide technical guidance for improved performance and stability of your existing environment.

SERVICES	DESCRIPTION
Oracle Configuration Review and Recommendations	<p>Analysis of current environment and creation of target system configuration based on customer operational objectives and relevant Oracle recommended practices. Gap analysis and risk identification using Oracle diagnostic tools and knowledge, and delivery of a report of findings with recommended actions.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> • Oracle Exadata • Oracle ZFS Storage Appliance
Oracle Security Review and Recommendations	<p>This service is designed to help customers understand their current level of Oracle Exadata infrastructure security against Oracle recommended practices. Oracle Advanced Support Engineers will collect Oracle Linux Security related information via questionnaires, the open SCAP tool, and shell scripts run in the environment. The information is then analyzed, and reports are built based on Oracle's recommended practices to achieve a more secure operational environment. The lead engineer writing the report will publish and review with the customer a detailed Report of Findings and Recommendations.</p>

SERVICES	DESCRIPTION
Oracle Patch Review and Installation Services	These services are designed to help customers understand if the baseline patches on their system are optimally configured to meet their performance and stability requirements. Oracle will analyze the current patch configuration for specific Oracle products used in the engineered systems running in a customer's environment. Configuration and patch data are collected from the customer. Oracle reviews the data collected and makes patch recommendations based on Oracle's recommended practices.
Oracle Performance Review and Recommendations	Oracle collects and analyzes server performance data to identify system load patterns and potential issues. Reviews key performance metrics, and documents and reviews findings and recommendations. Areas reviewed can include: <ul style="list-style-type: none"> • Oracle Exadata • Oracle ZFS Storage Appliance
Production Diagnostic Review and Recommendations	Comprehensive system health-check to help identify risks associated with serviceability, configuration, stability and performance. Collection and analysis of data on patch and firmware levels, pertinent service requests, all recorded errors, warnings and failures to establish a health check diagnostic plan to identify problem areas.
Capacity Planning Review and Recommendations	Validation of thresholds and capacity planning analysis covering the customer's architecture, including the database layer, operating system, virtual machines, servers, and storage to help ensure proper planning for a scalable environment. Review of business processes and existing benchmarks and mathematical modeling and regression analysis.
Tailored Assistance from an Oracle Advanced Support Engineer	Sample activities include performing application or database integrations, reconfiguration of Exadata, Exadata hardening activities, and virtualization configuration.

Run and operate services

Monitoring services, ongoing proactive advice and reactive assistance by a designated team enable you to improve availability, reduce risks, and optimize performance of your Engineered Systems environment.

SERVICES	DESCRIPTION
Oracle Solution Support Center	Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain extensive knowledge of your business and technical environment and deliver ongoing proactive advice, regular patch and performance reviews, and preventative services.
Oracle Priority Support	Provides a Technical Account Manager who has knowledge of your IT environment, business, and timelines, and who proactively manages problem resolution and escalations. Support includes priority service request handling for faster response and resolution times.
Engineered Systems Deployment and Infrastructure Support	Premium annual support offering providing a blend of services to address the needs of a customer's most critical business platforms from initial deployment to on-going support. The service includes proactive and prioritized support, technical guidance, and reviews, as well as elevated support coverage with skilled engineers.

Oracle Advanced Management for Hybrid Cloud	Combination of experts, proven processes, and trusted Oracle intellectual property to jointly manage your technology and application workloads for any deployment model extending and elevating your organization's IT and security skills.
Oracle Engineered System Quarterly Patch Deployment Service	Delivers a proactive patch deployment process to ensure your Oracle Engineered Systems are optimally maintained once per quarter for one year. Oracle performs a high-level check of your system's configuration profile to identify known configuration issues. Oracle support experts then generate a standardized report of findings based on Oracle's recommended practices. Oracle implements the required updates every quarter in a unified and proactive manner across all system components.
Oracle Relocation Services	Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, deinstallation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.

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