

Advanced Services for Oracle Exadata

ORACLE® Advanced Customer Services

When integrating Oracle Exadata Database Machine into your Oracle environment, Oracle Advanced Customer Services provides services spanning the complete lifecycle from hardware installation and configuration to monitoring and support. With a dedicated support team, proactive guidance, and preventative services, we help to maximize availability, reduce risk, and optimize performance of your Oracle Engineered Systems.

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
- Monitoring and Support Services provided by a team of Advanced Support Engineers and managed by a Technical Account Manager

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

Preproduction Readiness Services

PREPRODUCTION READINESS SERVICES – FOR ORACLE EXADATA DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
Oracle Supportability Planning and Design	Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.
Oracle Standard System Installation	Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system functionality validation and testing. Also available are system expansion upgrade services: increasing the system capacity with in-rack expansion options for database and storage servers, multi rack interconnect with InfiniBand, and Exadata re-racking into customer supplied rack (full rack not available).
Software Configuration	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, Oracle VM where supported, shared storage, and patches. The software and communications are then tested. Oracle engineers share knowledge to your IT operations staff that includes details of the product functionality, testing review, documentation review, and operational training. All configuration settings are documented and delivered to a customer's IT team during the post installation procedures. This service is also available with remote engineer access, reducing over costs of service provision. 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, and Data Rebalancing.

TECHNOLOGIES COVERED:

- Oracle Exadata Engineered Systems hardware
- Oracle Linux
- Oracle Database 12c
- Oracle InfiniBand Switches

RELATED SERVICES**ACS Cloud Services**

- Oracle Consolidation Planning Service for Database
- Oracle Migration Service for Database

From Oracle University

- Expert-led training for Oracle Exadata, Oracle Database
- Learning paths and assessments for Oracle technology

From Oracle Premier Support

- Oracle Customer Data and Device Retention
- Oracle Onsite Spares
- 24/7 Proactive Support
- My Oracle Support

Software Installation and Configuration	<p>For external attached storage and management systems, Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation.</p> <p>Sample activities may include, but are not limited to the following:</p> <ul style="list-style-type: none"> • <i>Oracle Exadata Rack Hardening</i> • <i>Oracle Enterprise Manager 12c</i> • <i>Oracle ZFS Storage Appliance</i> • <i>Oracle Exadata Storage Expansion racks</i>
Oracle Preproduction Readiness Review	<p>Review supportability and readiness of your deployment approach including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle Support tools such as Auto Service Request.</p>
Oracle Go-Live Support	<p>Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.</p>
Oracle Advanced Support Knowledge Workshop	<p>Technology knowledge session to provide you with tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems.</p>

Production Optimization Services**PRODUCTION OPTIMIZATION SERVICES – FOR EXADATA DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES**

Service	
Oracle Configuration Review and Recommendations	<p>Analyzes current environment and establishes target system configuration based on customer operational objectives and relevant Oracle recommended practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers final findings report.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> • <i>Oracle Exadata</i> • <i>Oracle ZFS Storage Appliance</i>
Oracle Engineered System Quarterly Patch Deployment Service	<p>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.</p>
Oracle Patch Review and Installation Services	<p>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 is collected from the customer. Oracle reviews the data collected and makes patch recommendations based on Oracle's recommended practices.</p>
Oracle Performance Review and Recommendations	<p>Oracle collects and analyzes server performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics, and documents and reviews findings and recommendations.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> • <i>Oracle Exadata</i> • <i>Oracle ZFS Storage Appliance</i>

Tailored Assistance from an Oracle Advanced Support Engineer	Sample activities include: Perform application or database migration, reconfiguration of Exadata, Exadata Hardening activities, and Virtualization configuration.
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Monitoring and Support

MONITORING AND SUPPORT SERVICES – FOR ENGINEERED SYSTEMS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

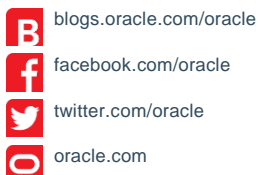
Service	
Oracle Advanced Monitoring and Resolution	24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of your IT resources.
Oracle Solution Support Center	Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment and delivers ongoing proactive advice, regular patch and performance reviews, and preventative services.
Business Critical Assistance	Advanced Support Engineers assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice about the use of Oracle support tools and procedural recommended practice.
Advanced Support Assistance	Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.
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. Includes priority service request handling from Oracle's support delivery teams for faster response and resolution times.

CONTACT US

For more information about Advanced Services for Oracle Exadata visit oracle.com/acs, email us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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Integrated Cloud Applications & Platform Services

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