

Advanced Services for Oracle Exalogic Elastic Cloud

ORACLE® Advanced Customer Services

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

Oracle Exalogic Elastic Cloud is a datacenter building block that integrates compute, networking, and storage hardware with virtualization, operating system, and management software. Oracle Advanced Customer Services delivers comprehensive installation and configuration to shorten time to deployment and enhance availability and performance of your IT environment.

Preproduction Readiness Services

Installation and configuration services are delivered as individual services for Oracle Exalogic Elastic Cloud.

PREPRODUCTION READINESS SERVICES – FOR ORACLE EXALOGIC 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. Two installation service options are available: <ul style="list-style-type: none"> • <i>With OVM (Oracle Virtual Machine)</i> • <i>Without OVM</i> Also available are system expansion upgrade services: <ul style="list-style-type: none"> • <i>Compute node installation, increasing the system capacity with in-rack expansion options</i> • <i>Compute node memory upgrade</i> • <i>InfiniBand multi rack interconnect</i> • <i>Re-racking into customer supplied rack (full rack not available).</i>
Software Configuration	Oracle engineers cover all aspects of the required OS and application networking components configuration to enable software connectivity between engineered systems such as Exadata, Exalytics <ul style="list-style-type: none"> • <i>Oracle Exalogic Configuration Service: Networking</i> All configuration settings are documented and delivered to a customer's IT team during the post installation procedures.
Software Installation and Configuration	Comprehensive, standard system hardware installation including site audit, installation and configuration, planning documentation, and hardware, network and operating system function. The following options are available: <ul style="list-style-type: none"> • <i>WebLogic Server</i> • <i>SOA Suite</i> • <i>Tuxedo</i> • <i>Oracle Fusion Applications</i>

TECHNOLOGIES COVERED:

- Oracle Exalogic Elastic Cloud Engineered Systems hardware
- Oracle Server X-Series
- Oracle Linux
- Oracle Solaris
- Oracle VM
- Oracle Cloud Software
- Oracle ZFS Storage Appliance
- Oracle InfiniBand Switch

RELATED SERVICES**From Oracle University**

- Expert-led training for Oracle Exalogic
- 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

Oracle Preproduction Readiness Review	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.
Oracle Go-Live Support	Oracle Advanced Support Delivery Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
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.

Production Optimization Services

PRODUCTION OPTIMIZATION SERVICES – FOR ORACLE EXALOGIC DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	
Oracle Configuration Review and Recommendations	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 a final findings report. The following options are available: <ul style="list-style-type: none"> • Oracle Exalogic Elastic Cloud • Oracle ZFS Storage Appliance • SOA Suite • WebLogic Server • Tuxedo • Oracle eBusiness Suite - SCM Applications • Oracle eBusiness Suite - Financial Management Services • Oracle eBusiness Suite - HCM • Siebel Customer Order Management • PeopleSoft - HCM
Oracle Engineered System Quarterly Patch Deployment Service	The 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 Patch Review and Installation	Oracle Patch Review and Installation Services are designed to identify if the baseline patches on a system are optimally configured to meet performance and stability requirements. Oracle will analyze the current patch configuration for specific Oracle products used in the engineered systems running in an environment. Configuration and patch data is collected from the customer. Oracle reviews the data collected and makes patch recommendations based on Oracle recommended practices.
Oracle Performance Review and Recommendations	Oracle collects and analyzes server performance data to identify system load patterns and potential challenges. Reviews key performance metrics and documents, as well as findings and recommendations. <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> • Oracle Exalogic • Oracle ZFS Storage Appliance
Tailored Assistance from an Oracle Advanced Support Engineer	Sample activities include: Perform application or data migration, Reconfiguration of Solaris Cluster, Solaris servers, Solaris Hardening activities, Virtualization configuration, Advanced Security Design and Configuration, Storage device configuration.

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, as well as preventative services.
Business Critical Assistance	Oracle 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 Exalogic Elastic Cloud, 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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