

Oracle Systems Optimization Support

ORACLE[®] Advanced Customer Services

THE RIGHT SERVICES
AT THE RIGHT TIME
TO MAXIMIZE THE VALUE
OF YOUR ORACLE TECHNOLOGY

KEY BENEFITS

- Accelerate adoption and return on investment
- Reduce downstream risk
- Optimize performance and reliability
- Maximize availability

KEY FEATURES

- Oracle Advanced Support Engineers providing assessments, recommendations, and support
- Technical Account Managers coordinating service delivery
- Focus on production readiness and production optimization
- Packaged services with fixed scope and price

Oracle Systems Optimization Support offering provides customers with well-defined packaged services. Let Oracle Advanced Customer Services help you make the most of your investment in Oracle products—right from the start and over time.

Gain Full Value from Your Oracle Solution

Oracle Advanced Customer Services offers targeted services for your Oracle technology stack. These services can drive value across the entire technology lifecycle:

- **Production readiness services** are designed to accelerate deployment and adoption, and can help make your preproduction and go-live successful.
- **Production optimization services** are designed to help you achieve and maintain optimal systems performance and availability in production phase.

What Makes Oracle Systems Optimization Support Unique

- Systems Optimization Support is a range of predictable, packaged service offerings for your Oracle environment. Fixed service scope and fixed price give you the transparency you need to plan your timeline and budget.
- Oracle Advanced Support Engineers utilize proven methodologies and Advanced Support diagnostic tools to identify system status and detect potential risk areas. Based on a wealth of experience, they provide hands-on recommendations on system improvements and risk mitigation.
- Oracle Technical Account Managers coordinate service delivery end to end and work with you on planning the next steps of your optimization roadmap.

Systems Optimization Support: Applicable Services

<p>Oracle Standard System Installation</p>	<p>Comprehensive installation, configuration, and testing services for fast and efficient deployment of new servers and storage.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • System requirements review and delivery of installation plan – including site audit and documentation of environmental conditions and requirements • System installation, including critical patches, updates, and common upgrades such as Critical Patch Updates (CPU) and memory • Testing to confirm installation according to plan
<p>Oracle Standard Software Installation and Configuration</p>	<p>Software installation and set up services tailored to your needs to accelerate installation time and optimize configurations for your intended use.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • Kick-off meeting to gather build-sheet parameters • Product installation and validation • Review and installation of recommended patches • System configuration • Configuration verification tests • Reviews of all findings and recommendations
<p>Oracle Supportability Planning and Design</p>	<p>Detailed configuration specification and installation plan designed to provision a database tailored to your objectives, setting the stage for maximum availability, and optimal supportability.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • Detailed design documents with a focus on ongoing supportability • Deployment planning • Checkpoint reviews to validate findings • Checklist to verify configurations work as designed • Final report and recommendations
<p>Oracle Security Review and Recommendations</p>	<p>Comprehensive database security assessment designed to identify and address security vulnerability at the database and operating system level.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • Identification and mapping of existing database security practices and standards • “Map and gap” analysis versus Oracle Database security recommendations • Focused on the Oracle Database but can be expanded to cover the operating system levels and Oracle Database security product installations
<p>Oracle Preproduction Readiness Review</p>	<p>Assessment of the supportability and readiness of your setup and implementation plans designed to mitigate risk and get you properly prepared for implementation and deployment.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • Assessments of overall supportability and readiness of deployment approach, including migration plan, backup plan, and test plan • Review of your support plan, and insight on how to leverage Oracle Premier Support • Assistance with setup of Oracle Support tools • Final report and recommendations
<p>Oracle Configuration Review and Recommendations</p>	<p>Analysis of specific configurations relative to Oracle recommendations to help identify issues that could potentially place your IT environment at risk, such as unexpected or undocumented environment changes or missing critical patches or upgrades.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • Establishing target configuration based on customer objectives, previous build sheets, and Oracle recommendations • “Map and gap” analysis, comparing actual and target configurations, and identification of potential risk areas • Documentation and review of findings and recommendations

<p>Oracle High Availability Review and Recommendations</p>	<p>Comprehensive analysis of your Oracle Database environment with regard to your high availability needs. Guidance and advice designed to help you meet your service Level Agreements.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Documentation of your availability requirements, architecture, and methods, and comparison with Oracle techniques and methods</i> • <i>Leveraging Oracle's expertise in maximum availability architectures to identify potential risks and gaps</i> • <i>Final report and recommendations</i>
<p>Oracle Capacity Planning Review and Recommendations</p>	<p>Validation of your IT capacity thresholds, to help you plan for a scalable environment to optimize current capacity, and mitigate the risk of related outages.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Evaluation of your Oracle architecture, including the database layer, operating system, virtual machines, servers and storage technologies, as well as business processes, existing benchmarks, and consumption trends</i> • <i>Review of existing configuration, and establishing sizing and available capacity for the covered technologies</i> • <i>Analysis of utilization and consumption trends using statistical model</i> • <i>Projection of potential future capacity risks and identification of mitigation actions</i> • <i>Final report and recommendations</i>
<p>Oracle Advanced Support Knowledge Workshop</p>	<p>Customized knowledge session designed to provide your IT team with tailored content on the Oracle technical topic of your choice. The workshop includes targeted presentations and mentoring, and can help your team implement and manage Oracle products successfully.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Review of knowledge development goals and objectives</i> • <i>Technical knowledge transfer and mentoring on Oracle products and technology</i> • <i>Actionable and prioritized recommendations</i>
<p>Oracle Performance Review and Recommendations</p>	<p>Analysis of your system performance data to proactively identify and address potential issues before they may become critical. The service is designed to help maximize performance stability and reliability, avoid peak-load risks, and understand the change impact before rollout into production.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Kick-off meeting and orientation, definition of objectives</i> • <i>Installation and setup of performance data collection tools</i> • <i>Analysis of collected data, identification of obstructions, comparison with Oracle recommendations</i> • <i>Documentation and review of findings and recommendations</i>
<p>Oracle Go-Live Support</p>	<p>Operational readiness review, as well as tailored support during the go-live event for a successful deployment. This service is designed to help your project team be fully prepared, and reduce risk during and after go-live.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Operational readiness review focused on IT processes</i> • <i>Deployment review focused on business and project KPIs</i> • <i>Oracle support plan</i> • <i>Oracle Advanced Support Engineers on high alert for go-live</i> • <i>Onsite or remote support as needed</i> • <i>Reports and recommendations</i>

<p>Oracle Premier Support Qualification</p>	<p>Investigation of a system's reliability, and qualification of a system to be covered under an Oracle support agreement. This service is designed to avoid introducing risk into your IT center and assure product quality when relocating an Oracle system from one of your IT centers to another, or when integrating a system from a third-party source.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Review of the hardware system to assess the configuration and revision levels</i> • <i>Determination of eligibility for use, by identifying the hardware source, and by inspecting the hardware system for visible physical damage, missing or altered hardware components</i> • <i>Determination if the operating system software is operational</i> • <i>Assessment report which identifies issues and required repairs or upgrades</i> • <i>Qualification certificate when the system is eligible for Oracle Premier Support services</i>
<p>Oracle Production Diagnostic Review and Recommendations</p>	<p>Comprehensive system health-check, risk analysis plan, and diagnostic to proactively identify risks or chronic system issues. This service is designed to preserve your Oracle system's stability and reliability in production.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Kick-off meeting to establish risk analysis focuses on serviceability, configuration, stability, and performance</i> • <i>Collecting patch and firmware levels and recorded errors, warnings, and failures</i> • <i>High-level system analysis to identify problem areas</i> • <i>Deep-dive diagnostics for identified high risks</i> • <i>Review of findings and recommendations</i>
<p>Oracle Patch Review and Installation</p>	<p>Assistance with patching Oracle products to keep systems current and supportable, and to improve reliability and supportability.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Review and analysis of patch inventory and recommended patches to identify gaps and potential conflicts</i> • <i>Review findings, secure approvals, and request merge patches</i> • <i>Tailored patch bundles</i> • <i>Deployment assistance</i>
<p>Oracle Backup and Recovery Review</p>	<p>Focused analysis of your backup environment, and recommendations how to increase data center protection, improve scalability, and operational effectiveness.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Analysis of your current backup environment to determine optimal configuration</i> • <i>Gap analysis and identification of potential risks</i> • <i>Recommendations on potential improvements and risk mitigations</i>
<p>Oracle Market-Driven Support</p>	<p>Extended level of support for defined Oracle products which are in Oracle Sustaining Support. This service is designed to help mitigate risks associated with older releases of Oracle technology, and assist with upgrade planning.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Software updates including Financials Legislative Updates</i> • <i>Severity 1 fixes for newly discovered problems impacting production applications</i> • <i>Periodic Critical Patch Updates (CPU)</i> • <i>Upgrade planning workshops</i> • <i>Access to Oracle University Unlimited Learning</i> <p><i>Note: service features may vary per eligible product and version.</i></p>

<p>Oracle System Relocation</p>	<p>Support expertise and processes to move an IT infrastructure quickly and efficiently and bring it back into production without delays.</p> <p>Key activities:</p> <ul style="list-style-type: none"> • <i>Review of asset inventory prior to move and documentation of move requirements, deliverables, and handover process with client</i> • <i>De-installation of assets including proper power down of systems and disconnection of network, power and data cables in preparation for packaging and move</i> • <i>Re-installation of assets, functionality testing, and updating of service and support records</i>
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Build a Foundation for Enhanced IT Stability and Performance

Oracle Advanced Customer Services has the skilled resources, tools, and recommendations to help you accelerate adoption of your Oracle technology, maximize availability and performance, and reduce overall risk.

Oracle Advanced Customer Services delivers tailored and proactive services and mission-critical support for organizations seeking to maximize the availability, performance, and value of their Oracle solutions throughout their entire lifecycle.

Take advantage of our expertise for your systems today.

CONTACT US

For more information about Oracle Systems Optimization Support, 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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