

Advanced Services for Oracle Database Appliance

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 ODA technology with confidence, achieving service levels demanded by your business

TECHNOLOGIES COVERED:

- Oracle Database Appliance Engineered System hardware
- Oracle Linux
- Oracle Database 11g, 12c

The Oracle Database Appliance (ODA) is a complete infrastructure solution for running Oracle Database RAC environments. When integrating the Oracle Database Appliance into your environment, Oracle Advanced Customer Services offers installation and configuration services that utilize Oracle recommended practices and proven methodologies.

Preproduction Readiness Services

Installation and configuration services are delivered as individual services for Oracle Database Appliance.

PREPRODUCTION READINESS SERVICES – FOR ORACLE DATABASE APPLIANCE 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 storage capacity with in-rack expansion options.
Software Installation and Configuration	Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include, but are not limited to: <ul style="list-style-type: none"> • Oracle Database Appliance with OVM for additional applications • Oracle Database Appliance Backup and Recovery
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 Services Delivery Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
Oracle Migration Service	This service uses automation to help customers plan, validate, and migrate Oracle databases quickly and effectively. It assesses a customer's environment, identifies any issues that need resolved before a migration can take place, and completes a sample test run before migrating Oracle Database to the destination platforms. Customers are required to install, from My Oracle Support, the Oracle Advanced Support Platform software on a customer provided management server and the service is delivered remotely.

RELATED SERVICES**From Oracle University**

- Expert-led training for Oracle ODA
- 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 Advanced Support Knowledge Workshop	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.
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Production Optimization Services**PRODUCTION OPTIMIZATION SERVICES – FOR ORACLE DATABASE APPLIANCE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES**

Service	
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. Oracle performs a high-level check of your system's configuration profile to identify known configuration issues. Oracle support engineers then generate a standardized report of findings, based on Oracle's recommended practices. Oracle implements the required updates up to four times per year in a unified and proactive manner across all system components.
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 final findings report. Areas to be reviewed can include: <ul style="list-style-type: none"> • Oracle Database Appliance with OVM • Oracle Database Appliance Backup and Recovery
Tailored Assistance from an Oracle Advanced Support Engineer	Sample activities include: <ul style="list-style-type: none"> • Database migration • Virtualization configuration with OVM • Backup environment integration with RMAN and tape • Additional storage device configuration with NFS • External storage network integration • Redundancy implementation with Data Guard

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	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 practices.





<p>Advanced Support Assistance</p>	<p>Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.</p>
<p>Oracle Priority Support</p>	<p>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.</p>



CONTACT US

For more information about Advanced Services for Oracle Database Appliance, 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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