

Oracle Managed Applications Unlimited on Oracle Technology Cloud Service

ORACLE® Advanced Customer Services

KEY BUSINESS BENEFITS

- Reduced business risk through SLA driven complete lifecycle management
- Higher business productivity with rapid provisioning and elasticity
- Lower Total Cost of Ownership
- Flexibility in deployment, management, and service coverage
- Freedom from infrastructure capital expenditure, and protection from platform obsolescence

KEY FEATURES

- ITIL based life cycle management: Access, change, configuration, release, capacity, continuity, security, incident, and problem management
- Industry leading application availability SLAs and disaster recovery support
- User experience and key transaction monitoring
- Consumption based pricing for optional services
- Managed Security Services
- Fast provisioning of production, test, and development environments
- Rapid cloning of environments
- Ability to spin-up or spin-down management of non-production environments
- Flexible deployment of production environment - either on premises or at Oracle

Is there a way to reliably manage business critical Oracle applications while leveraging low infrastructure costs and elastic capacity of Oracle Cloud? With Oracle Advanced Customer Services (ACS), there is. ACS provides complete lifecycle management of Oracle applications with industry leading Service Level Agreements (SLAs), disaster recovery, and critical business transaction monitoring enabled by a cloud automation platform on top of Oracle Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). Enterprises can improve application availability, enhance end-user experience, lower their total cost of ownership, and gain elastic capacity with Oracle Managed Applications Unlimited on Oracle Technology Cloud Service.

Reduced Risk and Cost, Increased Productivity

Many Oracle Applications Unlimited customers face challenges managing their environments such as minimizing downtime of business-critical applications, identifying and resolving performance bottlenecks in critical business transactions. Additionally, it takes a long time, often weeks, to provision an environment for development teams. Oracle Advanced Customer Services (ACS), with its unique expertise in deploying applications in the cloud, helps enterprises rapidly adopt and realize the benefits of running their applications on Oracle Technology Cloud as a platform.

Key Benefits of Advanced Customer Services

- **Reduced Business Risk.** ACS provides SLA driven complete lifecycle management which includes governance, backup, patching, and refresh by Oracle experts who have experience managing hundreds of customer environments. ACS provides application availability SLAs of 99.7% or higher. Lifecycle management includes a dedicated Go-Live Center which has historically reduced the number of post-live issues by 54%. ACS lifecycle management expertise and proprietary tools such as Cloud Automation Platform, CEMLI management, and PULSE® (an iPad application which provides customers a unified view into the business health) greatly reduce business risk.
- **Higher Business Productivity.** Customers can rapidly provision their production, test, and development environments. They can quickly clone their environments to bring new features into production or to test new features with up-to-date production data. These features allow development teams to develop new features concurrently and enhance software quality, thus improving business productivity.
- **Lower Total Cost of Ownership.** This service reduces the cost of ownership through a base offering based on consumption with the ability to purchase additional optional services. Further, customers can leverage Oracle Cloud IaaS pricing to reduce infrastructure spend. Infrastructure services such as compute and storage are available in both metered and non-metered versions. Both of these versions allow customers to pay based on their usage.

RELATED SERVICES

- Oracle Technology Cloud Transition Service for Oracle Applications Unlimited
- Managed Security Services
- Managed Cloud Helpdesk for Applications Unlimited



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For more information about Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, visit oracle.com/mcs, e-mail us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Key features

This service is available on both dedicated and shared compute platforms in the Oracle Cloud

- **Packaged Pricing.** Each application (E-Business Suite, PeopleSoft, JD Edwards, Siebel, etc.) in Oracle Applications Unlimited is available in three pre-defined price packages eliminating the need for weeks-long discovery and solution development process.
- **Cloud Service Units.** A comprehensive set of additional services allows customers to easily purchase and consume them ad hoc as needed.
- **Business Transaction Monitoring.** Login Transaction Monitoring proactively tests availability of login transaction to performance against thresholds. ACS also offers monitoring of standard application transactions as well as batch transaction monitoring. This unique technology aids quicker fault isolation and near real time performance management.
- **Functional Services.** Functional Services include services such as CEMLI management, helpdesk service, technical administration support, and period closure support.
- **Security and Compliance Services.** ACS offers managed services for database encryption, database vault, identity management, vulnerability assessment, and compliance services to keep customer environments secure and compliant.
- **Faster Provisioning and Elastic Capacity.** Provisioning of new environments is fast and within hours by utilizing images on the Oracle Cloud Marketplace. Customers can also spin-up or spin-down environments for feature development and testing, and enable managed services separately as needed.
- **Flexible Deployment.** Customers can avail ACS offerings for a variety of deployment modes with production and dev/test environments either in the same cloud or in multiple locations.

Oracle Advanced Customer Services

ACS manages Oracle application environments for customers who want to leverage their existing investments in Oracle applications.

- **Expertise.** ACS has over seventeen years of experience in securely managing hundreds of customer environments. You can learn more about ACS customers at the [Oracle Success web page](#).
- **Application SLAs.** ACS provides industry leading SLAs for application availability along with SLAs for disaster recovery. ACS also offers custom SLAs to meet individual customer needs.
- **Breadth and Depth of Service Portfolio.** ACS has a broad portfolio of services such as security and functional helpdesk services that extend core functionality.

Integrated Cloud Applications & Platform Services

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