

# Oracle Managed Database Cloud Service

## ORACLE® Advanced Customer Services

### KEY FEATURES

- Packaged, fixed price service
- Tenant management services
- Lifecycle management services
- Governance services
- Custom enhancements
  - Security services
  - Disaster recovery services
  - High availability services
  - Integration services

### KEY BENEFITS

- Lower total cost of ownership through standardization and consolidation
- High agility and productivity with rapid provisioning and elastic scaling for production, test, and development environments
- Reduced business risk through custom SLAs, driving high availability and business continuity
- Best in class security and regulatory compliance

Oracle Managed Database Cloud Service provides tenant and lifecycle management along with governance services for enterprise-class production workloads with Oracle databases on Oracle Cloud. This Service helps customers lower the total cost of ownership and improve productivity while maintaining complete control of their data and system.

## Oracle Public Cloud and Oracle Cloud at Customer

Oracle Managed Database Cloud Service is available for Oracle databases on Oracle Public Cloud, Oracle Cloud at Customer, or both. Oracle Cloud at Customer delivers Oracle Cloud services in the customer's data center, fully managed by Oracle. This allows customers to take advantage of the agility, innovation, and subscription-based pricing of Oracle Cloud while meeting data-residency requirements. Oracle Cloud at Customer allows clients to bring their own applications and workloads by providing the same enterprise-grade IaaS platform as Oracle Cloud.

## Packaged, Fixed Price Service

Managed Database Cloud Service has one level of service and is priced using the Oracle Compute Unit (OCPU) metric. Service availability targets default to the specifications listed for Oracle Cloud or Oracle Cloud at Customer PaaS and IaaS. Service-level agreement (SLA) credits are available for service response time.

Key features and deliverables:

- **Tenant guest virtual machine administration.** Creation, monitoring, backup, restore, and management of guest virtual machines.
- **User administration.** User creation, deletion, and role management
- **Database management.** Provisioning, schema administration, refreshes, monitoring, configuration, incident, problem, availability, and change management.
- **Governance services.** Service Delivery Manager as a single point of contact for all services, proactive business and operational planning advice, quarterly reviews, standard reporting, and optimization guidance.

## Custom Service Extensions

Customers have the option to extend the packaged Managed Database Cloud Service with tailored security, disaster recovery, high availability, integration, and other functional services.

**APPLICABLE DEPLOYMENTS AND PRODUCTS**

- Oracle Public Cloud IaaS or PaaS subscription
- Oracle Cloud at Customer IaaS or PaaS subscription
- Oracle Database Cloud Service programs
- Packaged, fixed price service

**RELATED SERVICES**

- Oracle Managed Java Cloud Service
- Oracle Managed SOA Cloud Service
- Oracle Managed Applications Unlimited on Oracle Technology Cloud
- Oracle Managed Security Services
- Oracle Functional Help Desk Service

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For more information about Oracle Managed Database Cloud Service, visit [oracle.com](https://oracle.com), email us at [acs\\_ww@oracle.com](mailto:acs_ww@oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

## Package Details

**DETAILS OF STANDARD PACKAGE**

<b>SLAs</b>	<i>Alert and response time: Service Request Severity 1 maximum 2 hours and Service Request Severity 2 maximum 4 hours Database availability 99.5% or 99.95% 10% Service level credit for SLA violation</i>
<b>Coverage</b>	<i>Database deployment single instance or RAC Oracle Technology Cloud or Oracle Cloud at Customer Service desk hours: 24 hours x 7 days Assigned Service Delivery Manager Per OCPU pricing</i>
<b>Entitlement</b>	<i>Weekly security patching, Transparent Data Encryption Management Weekly full backup (daily incremental if required) Quarterly Service Plan Update Annual account and service review Annual availability plan</i>

Further details are defined in the [Service Description](#). Custom offerings are also available.

## What Makes Oracle Advanced Customer Services Unique

Oracle Advanced Customer Services is uniquely positioned to manage Oracle Applications Unlimited and Oracle technology products for customers who want to make the most of their existing or new investments

- **Expertise.** Oracle Advanced Customer Services has over twenty years of experience in securely managing Oracle Applications and Oracle technology products for customers at Oracle, partner, and customer data centers.
- **Single pane of glass management.** Customers can have all their IT data managed in one place covering the entire Oracle stack for environments deployed in the Oracle Public Cloud, Oracle Cloud at Customer, or both.
- **Breadth and depth of service portfolio.** Oracle Advanced Customer Services has a broad portfolio of services such as Security and Functional Help Desk services that support core application and platform management.

## Comprehensive Cloud Platform Support

Support coverage can be easily extended to other cloud platform services. Oracle Advanced Customer Services provides a holistic portfolio of services for tenant and lifecycle management along with governance services for enterprise-class production workloads with Oracle databases, Java, Oracle Middleware, and Oracle Applications deployed on Oracle Public Cloud, Oracle Cloud at Customer, or both. Experience a fast deployment, increased productivity, and end-to-end security in the Oracle Cloud with Oracle Advanced Customer Services.

## Integrated Cloud Applications & Platform Services

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