

# Oracle Managed Java 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

- Low 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

Customers with Oracle Java Cloud Service subscriptions receive access to Oracle WebLogic Servers in the cloud. A tailored management service, Oracle *Managed Java Cloud Service*, can help customers achieve lower total cost of ownership and improved productivity while maintaining complete control. This Advanced Customer Services solution provides expert tenant and lifecycle management to ITIL standards along with governance services.

### Management of Oracle WebLogic Server in the Cloud

Oracle Java Cloud Service provides rapid, self-service provisioning of complex, multi-tier environments of Oracle WebLogic Server and Oracle Coherence in the cloud. It is available on Oracle Public Cloud, Oracle Cloud at Customer (a similar Oracle Cloud offering, but in the customer's data center), or both. The management service – Oracle *Managed Java Cloud Service* – relieves customers from day-to-day operational tasks by managing the WebLogic Server in the cloud to ITIL standards throughout the lifecycle. This service provides customers with the efficiency and security they need to focus on their application development.

### Packaged, Fixed Price Service

Oracle Managed Java 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.
- **WebLogic Server 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.

### Service Extensions Tailored to Customer Needs

Customers have the option to extend the packaged Oracle Managed Java Cloud Service with tailored functional services addressing security, disaster recovery, high availability, integration, and more.

**APPLICABLE DEPLOYMENTS AND PRODUCTS**

- Oracle Public Cloud IaaS or PaaS subscription
- Oracle Cloud at Customer IaaS or PaaS subscription
- Oracle Java Cloud Service subscription

**RELATED SERVICES**

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

## 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 Oracle WebLogic Server availability 99.5% or 99.95% 10% Service level credit for SLA violation</i>
<b>Coverage</b>	<i>Oracle WebLogic Server single instance or clustered 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.

## Unique Capabilities and Portfolio in Cloud Management

Oracle Advanced Customer Services is uniquely positioned to manage Oracle Application 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.** Single pane of glass management is provided for the entire Oracle stack of the customer's environments deployed in either 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 extend core application and platform management.

## Comprehensive Cloud Platform Support

Support coverage can easily extend 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.

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For more information about Oracle Managed Java 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.

## Integrated Cloud Applications & Platform Services

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