

# Oracle Managed Platform as a Service

## ORACLE<sup>®</sup> MANAGED CLOUD SERVICES

### KEY BUSINESS BENEFITS

- Lower Total Cost of Ownership through standardization and consolidation
- Better agility and improved productivity with rapid provisioning and elastic scaling for production, test and development environments
- Reduce business risk through custom SLA driven high availability and business continuity management services
- Reduce business risk through best in class security and regulatory compliance
- Tenant Management, ITIL Lifecycle Management and Governance Services for Oracle Cloud PaaS services e.g. JCS and DBCS
- Manage Hybrid Oracle Cloud Services for Oracle PaaS or Oracle Applications Unlimited Services deployed on Oracle Cloud, OCM or both

Oracle Public Cloud Machine (also known as the Oracle Cloud Machine or OCM) and Exadata Cloud Machine (ECM) deliver Oracle Public Cloud (also known as Oracle Cloud) on premise. Rather than procuring hardware, installing software, and managing the system, you can easily consume cloud services on your premises for a monthly fee, just like you do with the Oracle Public Cloud. Oracle provides the hardware, installs the Oracle Cloud software, and manages the day-to-day operation of the OCM or ECM. Oracle Cloud Machine allows you to bring your own applications and workload by providing the same enterprise-grade IaaS platform as Oracle Cloud. You can use Oracle Cloud PaaS services as building blocks to accelerate the development of your innovative applications while maintaining complete control of your data and system.

Oracle Managed Cloud Services provides tenant and lifecycle management along with governance services for enterprise class production workloads with Oracle databases, Oracle middleware, and Oracle applications deployed on either the Oracle Public Cloud or Oracle Cloud Machine or both.

## Managed Platform as a Service for Oracle Technology Cloud

### Pre-Packaged, Single Price Managed Platform as a Service:

Managed Database Cloud Service and Managed Java Cloud Services have one level of service and are priced using the Oracle Cloud OCPU metric. Service availability targets default to the specifications listed for Oracle Cloud or OCM PaaS and IaaS. Managed Cloud Services offer service level agreements credits for service response time. The key features and deliverables are listed below:

**Tenant Guest VM Administration:** The services include creation, monitoring, backup, restore, and management of guest virtual machines.

**User Administration:** These services include user creation, deletion and role management

**Database and Web Logic Server Lifecycle Management:** These services include provisioning, schema administration, refreshes, monitoring, configuration, incident, problem, availability and change management.

**Governance Services:** These services include a 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.

**KEY FEATURES**

- Pre-Packaged, Single Price Managed Database Cloud Services and Managed Java Cloud Services
  - Tenant Management Services
  - Lifecycle Management Services
  - Governance Services
- Custom Managed Platform Services
  - Security Services
  - Disaster Recovery Services
  - High Availability Services
  - Integration Services

Service Features	One Level of Service
Backup	Weekly full; Daily incremental
Restore	As required
Alert & Response Time	SR1<=2 hours; SR2<=4 hours
Service Desk Hours	24x7x365
Periodic Maintenance & Service Request Review	Every Quarter
Security	Weekly Patching, TDE Management
Database Deployment Support	Single Instance, Clustered*, Replicated
WLS Deployment Support	Single Instance, Clustered

\*Clustered Support not available with IaaS + BYOL

\*\* 1 PDB per instance

**Custom Managed Platform as a Service:**

Customers have the option to extend the pre-packaged Managed Platform as a Service above with custom security, disaster recovery, high availability, integration and other functional services. OMCS transfers fifteen years experience @Oracle, @customer and @partner data centers for management of Oracle Applications Unlimited and Oracle Technology products. Oracle Managed Cloud Services provide a single pane of glass management experience to the customer with hybrid Oracle Cloud deployments of hundreds or thousands of Oracle Databases and Web Logic Server environments.

**Oracle Managed Cloud Services**

Oracle Managed Cloud Services manages Oracle Application Unlimited and Oracle Technology products for customers who want to leverage their existing or new investments.

**RELATED SERVICES**

The following Managed Cloud Services are available for Oracle Cloud Machine

- Application Unlimited Services with PaaS or IaaS + BYOL
- Enhanced Security Services
- Functional Helpdesk Services

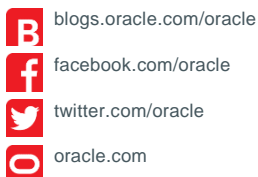
- **Expertise.** OMCS has over fifteen years of experience securely managing hundreds of customer environments at Oracle, partner and customer data centers.
- **Single Pane of Glass Management.** OMCS provides a single pane of glass management for the entire Oracle stack of the customer's environments deployed in either the Oracle Public Cloud or Oracle Cloud on Premise or both.
- **Breadth and Depth of Service Portfolio.** OMCS has a broad portfolio of services such as security and functional helpdesk services that extend core application and platform management.



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For more information about [insert product name], visit [oracle.com](http://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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