

Oracle Managed SOA Cloud Service

ORACLE® Advanced Customer Services

KEY FEATURES

- Rapid service provisioning and configuration in Oracle Cloud, or on premises through Cloud at Customer
- Lifecycle management of Oracle SOA Cloud Service programs
- SLA-based service
- Transaction monitoring and failure diagnosis
- Composite deployment and monitoring
- Composite failure analysis
- Clustering options for enhanced availability
- User and role administration
- Governance with guidance and reporting

KEY BENEFITS

- Optimized, secure operation of Oracle SOA Cloud Service programs
- More time for developers to focus on innovation projects
- Fast time to operation
- Risk prevention
- High performance
- Efficiency: Build and deploy once, use anywhere in Oracle Cloud or on premises through Oracle Cloud at Customer
- Single point of contact

Oracle service-oriented architecture (SOA) Cloud Services customers can free their developers from lifecycle management tasks. Oracle Advanced Customer Services provides efficient and secure management of SOA databases and workloads in Oracle Cloud deployments.

Unique Expertise

With Oracle Cloud, customers can consume SOA services at a monthly fee. While Oracle, as the owner of the cloud infrastructure, manages the underlying IaaS or PaaS environments, customers keep complete control over their own applications and workloads. Consequently, customers are still responsible for the management and user administration of that layer.

Oracle Advanced Customer Services can relieve customers of that burden. The organization has unparalleled expertise in Oracle SOA and SOA Cloud Service deployments—building on 20 years of Oracle technology management from on-premises through Oracle Cloud deployments.

Secure and Efficient Management

This unmatched experience, paired with clearly defined processes and unique automation, provides customers with efficient and secure management of Oracle SOA Cloud Service programs.

In addition, customers can benefit from expert guidance on how to optimize configuration, availability, and performance of their SOA layer.

This service is available to customers with PaaS or IaaS subscriptions for Oracle Public Cloud deployments and for Oracle Cloud at Customer (a similar Oracle Cloud offering, but in the customer's data center).

Oracle Managed SOA Cloud Service Provides

- **Oracle SOA Cloud Service lifecycle management** with rapid and fully automated provisioning of SOA, WebLogic Server and databases, configuration management, incident and problem management with response time service-level agreements (SLAs), release management, change management, availability management, schema administration refreshes, monitoring, and security management.
- **Oracle SOA Cloud Service integration, deployment, and transaction support** with cloud adapter setup and problem resolution, SOA composite deployment support, and SOA transaction incident management and resolution assistance.

APPLICABLE DEPLOYMENTS AND PRODUCTS

- Oracle Public Cloud IaaS or PaaS subscription
- Oracle Cloud at Customer IaaS or PaaS subscription
- Oracle SOA Cloud Service programs

APPLICABLE DOMAIN TYPES

- SOA
- Oracle Service Bus
- SOA and Oracle Service Bus
- SOA and Business to Business B2B
- B2B with SOA and Oracle Service Bus

RELATED SERVICES

- Oracle Managed Database Cloud Service
- Oracle Managed Java Cloud Service
- Oracle Managed Applications Unlimited on Oracle Technology Cloud

- **Oracle SOA Cloud Service run-time composite failure and break-fix support** for diagnose of recurring or critical faults with SOA composites or transactions. Reduced resolution times by directly addressing faults associated with declarative run-time changes, for example, HTTP timeout values. Triage of more complex failures for customer follow-up.
- **User administration of tenant guest virtual machines** for IaaS-based deployments including creation, management, monitoring, and backup/ restore.
- **Governance and single point of contact** with quarterly reviews, detailed availability and performance reporting, proactive advice on planning, and performance optimization.
- **Service options including:**
 - **SOA composite break-fix and minor enhancements**—Rapid resolution of issues relating to SOA composite code defects. The agile model allows for enhancements to composites during functional scope changes.
 - **Oracle SOA Cloud Service Critical Transaction Monitoring**—Employment of sophisticated tooling to monitor critical SOA transactions and resolution to minimize the impact of SOA transaction failure on key business process flows.
 - **SOA Transition to Cloud**—Simplified transition of on-premises SOA composites to SOA Cloud Service.
 - **Enhanced Recovery Service**—Installation, configuration, replication setup, and annual testing of standby Oracle SOA Cloud Service environments.





Comprehensive Cloud Platform Support

Support coverage can be extended easily 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 or 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.

**CONTACT US**

For more information about Oracle Managed SOA Cloud Service, visit oracle.com, 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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