# Oracle Modernization and Upgrade Roadmap

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Advanced Customer Services

Oracle Database is an integral component of many organizations' business-critical applications. In complex environments, upgrades or changes can have unforeseen implications on other components. Oracle Advanced Customer Services helps customers modernize their database environment according to their specific requirements. Armed with a tailored upgrade plan, customers can safely and efficiently move to an optimized database solution for their specific needs.

**KEY BENEFITS**

- Identify potential impact of the upgrade project in complex database environments
- Guidance on identifying optimal path to reach project goals quickly and efficiently
- Business continuity and minimization of risk during the process
- Accelerated adoption of Oracle Database 12c, and Oracle Cloud

**KEY FEATURES**

- End-to-end service management
- Evaluation of existing infrastructure, desired architecture, and boundaries
- Analysis of potential solution scenarios, determination of approach to achieve project goals
- Customer specific modernization roadmap with suggested upgrades, changes, and services, taking into account existing infrastructure
- Oracle Advanced Customer Services experts deliver onsite or remotely in close cooperation with the customer

## Database Upgrades in Complex Environments

Database environments can grow complex over time with multiple versions, associated applications, and underlying components. They can be difficult and costly to maintain, and may no longer provide the technical capabilities needed for today's business requirements. An upgrade to Oracle Database 12c, and leveraging Oracle Cloud, could bring more operational efficiency, higher service levels, and more data security.

Modernization projects in such complex, business-critical database environments require expert planning, and consideration of all related components. To ensure business continuity during and after the upgrade process, and to avoid downstream interoperability issues, potential risk areas must be detected and mitigated proactively.

## Expert Planning is Key to Success

Oracle Advanced Customer Services can help organizations analyze the current status of their database environment, determine the desired future state, and how to get there. Customers can leverage Advanced Customer Services unmatched experience, gained through supporting and upgrading countless Oracle databases.

Advanced Customer Services works closely with customers in well defined steps and methodologies, to develop a tailored upgrade roadmap for their specific needs.

Oracle Modernization and Upgrade Roadmap is a comprehensive service, which comes at a fixed price and scope. Customers can gain:

- A profound analysis of the potential implications and options of their database modernization project
- Guidance on the optimal approach to achieve their goals
- Accelerated adoption of Oracle Database 12c and Oracle Cloud

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Examples of the service portfolio supporting the lifecycle of Oracle Database 12c:

- Oracle Consolidation Planning
- Oracle Load Testing and Analysis
- Oracle Security Review and Recommendations
- Oracle Private Cloud Database Provisioning and Readiness Support
- Oracle Upgrade Support for Oracle Database
- Oracle Migration Service
- Oracle Performance Tuning and Benchmarking Service
- Oracle Go-Live Support
- Oracle Advanced Monitoring and Resolution–Advanced Database Support

**ORACLE UPGRADE SUPPORT FOR ORACLE DATABASE INCLUDES**:

| Service Deliverable | Description |
| --- | --- |
| Governance | End-to-end service delivery management and guidance by an experienced Technical Account Manager |
| Evaluation | Evaluation of the organization's existing infrastructure, modernization goals, and desired future architecture. Determination of business issues, specific pain points, and boundaries |
| Analysis | Outline and discussion of options to achieve the desired results, and determination of preferred upgrade approach |
| Modernization Roadmap | Customer specific upgrade planning report, leveraging the existing infrastructure. Detailed suggestions of modernization options, products and services, addressing the organization's constraints and goals |

## Services for the Entire Database Lifecycle

Oracle Advanced Customer Services also provides packaged service offerings, supporting the entire upgrade to Oracle Database 12c from end-to-end. A comprehensive portfolio of services can ensure high performance of Oracle databases across the entire lifecycle.

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