

Oracle Advanced Customer Support for SAP Environments



Your SAP environment is critical to business operations and success. Configuring your environment for optimal performance, high availability (HA), security, and compliance with to current industry best practices—especially with limited resources and experience—can be a challenging and time-consuming task. Oracle Advanced Customer Support (Oracle ACS) gives you access to Oracle's deep expertise so you can optimize your SAP environment for mission-critical operation. Through an ongoing 25-year partnership with SAP, Oracle provides advanced services and end-to-end support for SAP environments based on the latest tools, best practices, and industry standards.

KEY FEATURES

- Highly integrated service and support offerings based on deep Oracle and SAP expertise
- Proactive, preventative support
- Migration and consolidation planning, testing, and execution
- Single point of contact for Oracle and SAP support
- Customized workshops to help you optimize your Oracle and SAP environment

KEY BENEFITS

- Identify and resolve potential issues before they impact operations
- Resolve Oracle and SAP issues faster
- Optimize the performance and availability of your Oracle and SAP environment
- Learn about the latest best practices, tools, and features for maintaining and operating your SAP environment
- Take advantage of Oracle's deep SAP expertise and focus on your business

Mission-Critical Support Services for Your SAP Environment

For organizations using SAP for critical operations, seamless data availability, optimal performance, and reduced IT risk are essential for business success. Oracle ACS delivers mission-critical support services to help you maintain and maximize the performance of your Oracle systems. With a unique service approach focused on building a long-term relationship with your IT team and collaborative support within Oracle's support and engineering teams, Oracle ACS delivers a highly integrated, end-to-end service offering. A single contact for all Oracle and SAP issues and access to Oracle and SAP experts allow problems to be resolved faster and more efficiently. Proactive, preventative support services use diagnostic tools to help you increase system availability, optimize performance, reduce risk, and accelerate return on investment (ROI) across the Oracle and SAP stack. Planning, migration, configuration, and installation services allow you to take advantage of advanced features and new technologies faster and more effectively. And, customized workshops show you how to operate and maintain your SAP environment for the best performance and availability. All of this adds up to services that allow you to focus on delivering business value, not on day-to-day IT support.

Oracle has the deep SAP expertise you need to get the most out of your SAP environment. With over 25 years of collaboration with SAP, Oracle is the top database provider for SAP deployments and has the longest experience with SAP R/3 and SAP NetWeaver of any database provider. Dedicated engineering and support resources from both companies work together on end-to-end development, integration, and optimization and ensure fast customer issue resolution so you can operate your SAP and Oracle environment with ease and confidence.



“Oracle Advanced Customer Support adapted to our needs. The transfer of knowledge and skills enabled us to make great gains in system performance and achieve a 500 percent increase in DBA productivity.”

PEDRO FRANCISCO ELIZALDE PÉREZ,
DIRECTOR OF INFRASTRUCTURE
OPERATIONS, FOMENTO ECONÓMICO
MEXICANO S.A.B. DE C.V. (FEMSA)

Oracle Lifecycle Support Services for Oracle Database

Whether you need to migrate your database to stay up to date with the latest technologies, consolidate legacy systems onto modern hardware, or improve the performance of your SAP workloads, Oracle Lifecycle Support Services help you optimize Oracle Database for SAP.

Oracle Migration Service for SAP Migration

Through automation, advanced support tools, and more than 10 years of Oracle Database migration experience, Oracle Migration Service delivers migration planning, validation, and execution services that allow you to migrate your SAP database faster, with lower costs and less downtime. Oracle experts assess your SAP environment, guide you in choosing from multiple migration approaches, resolve potential migration issues, perform migration test runs to reduce risk, and migrate your database through a secure online gateway. Oracle’s efficient process, based on the latest industry best practices, allows you to migrate your SAP database in a matter of days, not the weeks or months typically required for SAP migrations. For more information, please see [“Oracle ACS Lifecycle Migration Service for SAP Environment,”](#) an Oracle data sheet.

Oracle Consolidation Planning Service

Consolidating legacy systems onto modern hardware can reduce costs, improve performance, and simplify operations. The Oracle Consolidation Planning Service helps you quickly identify the most optimal consolidation and migration scenarios for consolidation onto Oracle’s hardware platforms and engineered systems. Oracle experts assess the current configuration, workloads, patch levels, and security requirements of your SAP environment to develop a comprehensive consolidation plan, including detailed projections and actionable recommendations to lower transitional and operational risks.

Oracle Performance Tuning and Benchmarking Service

Through ongoing monitoring and quarterly assessments, the Oracle Performance Tuning and Benchmarking Service helps you maintain consistent, optimal performance for critical SAP databases. Key performance metrics are monitored to proactively identify issues before they impact operations. Quarterly performance assessments include recommendations based on industry standards, Oracle best practices, and ongoing experience with customers that have similar SAP database configurations and usage scenarios.

Adding the Oracle Load Testing and Analysis Service further increases uptime, lowers costs, and reduces risk through comprehensive database testing. Oracle Database load testing experts evaluate the performance impact of planned technology changes, recommend configurations to optimize performance, and identify and address issues before go-live.

“Oracle Advanced Customer Support played a really important role during our move to Oracle Exadata. Oracle ACS gives you access to a vast wealth of experience within Oracle that helps resolve problems quickly and easily.”

MARK REED, PLATFORM SUPPORT LEAD,
CENTRICA PLC

Oracle Lifecycle Support Services enable faster database migrations, reduce migration and consolidation risk and costs, and help you optimize database performance and availability. For more information on Oracle Lifecycle Support Services for SAP environments, visit <http://www.oracle.com/us/support/advanced-customer-services/database/overview/index.html> and <http://www.oracle.com/us/support/advanced-customer-services/lifecycle-support-services/overview/index.html>.

Oracle ACS for Oracle Servers, Storage Systems, and Engineered Systems

For SAP environments based on Oracle hardware, Oracle ACS provides planning, deployment, optimization, and support services based on deep expertise for servers, storage, and engineered systems. These services improve performance and availability and reduce new-hardware implementation times for your SAP environment.

Oracle ACS for Servers

Oracle ACS offers several services to help you improve the performance and availability of your Oracle servers and reduce deployment time for new systems. Installation and configuration assistance includes preproduction readiness reviews to speed deployment of new Oracle systems and ensure your resulting SAP environment is stable and supportable. Tailored services for server performance tuning and HA configuration optimize your SAP environment. And, customized workshops address best practices and knowledge transfers so you can operate your servers with confidence.

Oracle ACS for Storage Systems

As with servers, Oracle ACS offers installation and configuration assistance to speed deployment of new Oracle storage systems. Storage optimization services include configuration and performance reviews and advanced monitoring and resolution services to maximize the availability and performance of storage systems in your SAP environment.

To learn more about services from Oracle ACS for servers and storage, visit <http://www.oracle.com/us/support/advanced-customer-services/servers-storage/overview/index.html>.

Oracle ACS for Engineered Systems

Through a complete lifecycle approach, Oracle ACS delivers mission-critical support for Oracle engineered systems, including Oracle Exadata, which helps you maximize the return on your engineered systems investment. Advisory and planning, design and build, and deployment services ensure a smooth migration to Oracle engineered systems and operational readiness within your SAP environment. Ongoing production support reduces risk and gives you a single point of contact for both Oracle and SAP issue resolution. And, the Oracle Exadata Start-Up Pack for SAP provides an integrated service package for end-to-end support coverage, including the following services:

- Oracle Exadata Start-Up Advisory Service for SAP
- Oracle Exadata Installation Service
- Oracle Exadata Configuration Service
- Oracle Exadata Production Support Readiness

SAP CERTIFICATION

Many Oracle ACS services dedicated to SAP are certified or supported by SAP. All Oracle ACS architects and consultants for SAP-related services are SAP certified. For more information, please consult **SAP Note 1508271**.

Visit www.oracle.com/sap for more information, news, and references about Oracle Database for SAP.

- Data migration services
- Oracle Exadata Quarterly Patch Deployment Service (including Oracle and SAP patching)

For more information on Oracle ACS services for engineered systems, visit <http://www.oracle.com/us/support/advanced-customer-services/engineered-systems/overview/index.html>.

Oracle Technical Account Manager

Oracle Technical Account Manager services are available for customers who want assistance setting up and optimizing support resources. These services help you coordinate planning, execution, and escalation of support engagements. And, a single point of contact simplifies the support process so issues can be resolved faster.

Oracle Platinum Services for SAP Environments

Through a special entitlement under the standard Oracle Premier Support program, Oracle Platinum Services offers customers additional, enhanced support features for their SAP environments. Using the secure Oracle Advanced Support Gateway, continuous, remote fault monitoring of your entire Oracle and SAP environment—hardware, database, operating system, and networking—enables accelerated response times. Notification of faults is delivered within 5 minutes of occurrence, with restoration of functionality or escalation to Oracle's development team within 15 minutes. Joint debugging of escalated faults starts within 30 minutes of occurrence. The result is decreased downtime through the prevention of critical issues and faster issue resolution. In fact, Oracle Platinum Services customers experience 50 percent fewer high-severity issues and 31 percent faster response times, on average, and reduced support-related workloads within their organizations. Additionally, quarterly patch deployment services, including both Oracle and SAP-related Oracle Database patches, ensure your SAP environment is always up to date.

Oracle Platinum Services are included with Platinum-certified configurations of Oracle Exadata, Oracle Exalogic, and Oracle SuperCluster with Oracle Premier Support contracts.¹ For more information about Oracle Platinum Services for SAP environments, visit <http://www.oracle.com/us/support/premier/engineered-systems-solutions/platinum-services/overview/index.html>.

Oracle Workshops for SAP Customers

Oracle provides customized workshops for SAP customers to help you better maintain and operate your Oracle and SAP environment. These onsite workshops are tailored to your business needs and delivered by Oracle professionals with deep expertise in optimizing Oracle Database deployments for SAP. Live, hands-on demonstrations and practitioner-oriented documentation cover a variety of topics to help you get the most out of your Oracle and SAP environment.

¹ Additional costs may apply for installation of SAP-related bundle patches.

ORACLE WORKSHOPS FOR SAP CUSTOMERS

Workshop Track	Workshops Available
Oracle Basics	<ul style="list-style-type: none">Oracle Fundamentals for SAP ERP (Level I)Oracle Advanced Performance Tuning for SAP ERP (Level II)Oracle for Expert for SAP ERP (Level III)Oracle Database 11g for SAP Business Suite
Oracle HA Solutions	<ul style="list-style-type: none">Oracle Real Application Clusters for SAP Applications
Special Workshops	<ul style="list-style-type: none">SAP ERP ABAP Tuning With Oracle Database PlatformOracle Database Administration for SAP NetWeaver Business Warehouse (BW)Oracle Security for SAP ERP Customers

To learn more about Oracle's workshop offerings for SAP customers, visit <http://www.oracle.com/us/solutions/sap/database/ocom-db-sap-workshops-188733.html>.

Summary

Services from Oracle ACS for SAP give you the support you need to run your business-critical SAP environment with confidence. Integrated, end-to-end services give you a single point of contact for both Oracle and SAP issues, simplifying the support process. Planning, configuration, deployment, and patching services ensure your SAP environment is up to date and takes advantage of the most advanced technologies. Monitoring services prevent potential problems from impacting operations and accelerate issue resolution. Tuning and benchmarking services optimize your SAP environment—from servers and storage systems to database and networking—for the highest performance and availability. Plus, customized workshops help you operate your SAP environment based on the latest best practices and tools available. Building your SAP environment on Oracle hardware, software, and services lets you focus on business success, instead of day-to-day IT support.



CONTACT US

For more information about Oracle ACS for SAP environments, visit oracle.com/sap or email saponoracle@oracle.com.

CONNECT WITH US



Hardware and Software, Engineered to Work Together

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