

Advanced Services for Oracle FS Flash Storage System

ORACLE® Advanced Customer Services

When integrating Oracle FS hardware and software into your Oracle environment, proper installation and configuration are critical to optimizing system performance. Oracle Advanced Customer Services delivers comprehensive installation, configuration and testing, and data transfer services to shorten time to deployment and enhance new storage availability and performance.

Building on a foundation of flash innovation leadership, the Oracle FS Flash Storage System is designed from the ground up to exploit the unique performance characteristics of flash storage, combining extreme low latency, extremely high IOPS and throughput, maximum flash scalability, enterprise class high availability data services, and end to end security.

ADVANCED SERVICES FOR ORACLE FS FLASH STORAGE SYSTEM

KEY FEATURES

- Preproduction Readiness Services including critical patches and updates, using proven methodologies and recommended practices
- Production Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Monitoring and Support Services provided by a team of Oracle Advanced Support Engineers and managed by a Technical Account Manager

KEY BENEFITS

- **Rapid ROI.** Rapid deployment for faster ROI
- **High Availability.** Help ensure system uptime with mission-critical support for your complex IT environment
- **Optimized Performance.** Continuously optimize performance with regular reviews and advice

Preproduction Readiness Services

PREPRODUCTION READINESS SERVICES FOR ORACLE HARDWARE AND SOFTWARE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
Oracle Supportability Planning and Design	Oracle analyzes design configuration requirements and creates deployment specification plans for implementing enterprise solutions.
Oracle Standard System Installation	<p><i>Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system functionality validation and testing.</i></p> <p><i>The following options are available:</i></p> <ul style="list-style-type: none"> • Oracle All Flash FS Storage System • Oracle FS1 Storage System Racked • Oracle FS1 Storage System FS Pilot, rack ready • Oracle FS1 Storage System FS Controller, rack ready • Oracle Drive Enclosure, rack ready • Upgrade FS1 Storage System Controller
Oracle Standard Software Installation and Configuration	<p>Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include, but are not limited to:</p> <ul style="list-style-type: none"> • Oracle FS Flash Storage System Software • Oracle MaxRep for SAN Replication Software
Oracle Preproduction Readiness Review	Review supportability and readiness of your deployment approach including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools such as Auto Service Request.

- **Reduced Risk.** Support Oracle engineered system technologies with confidence, achieving service levels demanded by your business

Oracle Go-Live Support	Review go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
Oracle Advanced Support Knowledge Workshop	Technology knowledge session to provide tailored information on an Oracle product or technology. Plan future system deployments or review recommended practices for maximizing availability of existing systems.

TECHNOLOGIES COVERED:

- Oracle FS1 Flash Storage System
- Oracle MaxRep for SAN

RELATED SERVICES

From Oracle Advanced Support Engineer

- Oracle Data Transfer Services

From Oracle University

- Expert-led training for Oracle FS1 Flash Storage System
- Learning paths and assessments for Oracle technology

From Oracle Premier Support

- Oracle Customer Data and Device Retention
- Oracle Onsite Spares
- 24/7 Proactive Support
- My Oracle Support

Production Optimization Services

PRODUCTION OPTIMIZATION SERVICES DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
Oracle Configuration Review and Recommendations	<p>Analyzes current environment and establishes target system configuration based on customer operational objectives and relevant Oracle recommended practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers a final findings report.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> • Oracle FS Flash Storage and MaxRep Replication configuration and recommended practices, OS versions, and patches • Storage Virtualization software configuration • Network configuration
Oracle Performance Review and Recommendations	Oracle collects and analyzes storage performance data to identify system load patterns and potential challenges. Reviews key performance metrics and documents, as well as findings and recommendations.
Oracle Production Diagnostic Review and Recommendations	Oracle conducts a comprehensive system and operating system health-check and identifies risks associated with serviceability, configuration, stability, and performance factors. Performs deep-dive diagnostics for identified high-risk issues and conducts a review of findings and recommendations.
Oracle Patch Review and Installation	The service is designed to help customers understand if the baseline patches on their system are optimally configured to meet their performance and stability requirements. Oracle will review system data collected and make patch recommendations based on Oracle recommended practices.
Oracle High Availability Review and Recommendations	Reviews customer IT architecture and methods used to maintain availability goals. Oracle documents the availability methods deployed compared to business and application requirements and identifies potential risks and gaps. Oracle delivers guidance based on recommended practices to help avoid potential risks.
Oracle Capacity Planning Review and Recommendations	Assist customers with maintaining adequate system resource capacity to support usage trends and peak-period demands. Provides a review of current available capacity, an analysis of consumption trends (including peak consumption periods), and provides a report of findings to assist the customer in making capacity planning decisions and to anticipate system resource needs over a 1-2 year period.
Oracle Relocation Services	Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, de-installation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.

<p>Oracle Advanced Support Engineer</p>	<p>Oracle Advanced Support Engineers provide tailored performance reviews and system optimization assistance for all server and storage technologies. Engineers with OS, storage, cluster and virtualization, and/or specific application expertise can act as an extended team member while sharing knowledge and skills in-house. Sample activities include:</p> <ul style="list-style-type: none"> • <i>Data Transfer services</i> • <i>QOS, Storage Domains</i> • <i>Virtualization installation and configuration</i> • <i>Backup and Recovery Strategies</i>
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Monitoring and Support

MONITORING AND SUPPORT SERVICES - FOR ORACLE SYSTEMS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
<p>Oracle Advanced Monitoring and Resolution</p>	<p>24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of your IT resources.</p>
<p>Oracle Solution Support Center</p>	<p>Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment, and delivers ongoing proactive advice, regular patch and performance reviews, as well as preventative services.</p>
<p>Business Critical Assistance</p>	<p>Oracle Advanced Support Engineers assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice about the use of Oracle support tools and procedural recommended practice.</p>
<p>Advanced Support Assistance</p>	<p>Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.</p>
<p>Oracle Priority Support</p>	<p>Provides a Technical Account Manager who has knowledge of your IT environment, business, and timelines, and who proactively manages problem resolution and escalations. Includes priority service request handling from Oracle's support delivery teams for faster response and resolution times.</p>

CONTACT US

For more information about Advanced Services for Oracle FS Flash Storage System, visit oracle.com/acs, email us at acs_ww@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.



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