

# Oracle Upgrade Support for Oracle Database

## ORACLE<sup>®</sup> Advanced Customer Services

### KEY BENEFITS

- Safe and comprehensive upgrade to Oracle Database 12c
- Fast access to new features and functionality
- Gains in operational efficiency

### KEY FEATURES

- End-to-end service management
- Upgrade planning
- Impact analysis
- Test upgrade deployment
- Production upgrade deployment
- Handover of production ready Oracle Database 12c

### RELATED SERVICES

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

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

Oracle Database 12c includes new and exciting features enabling cloud transformation and a significant increase in operational efficiency. Customers wishing to take advantage of these benefits will often need to upgrade their existing databases from older versions. Oracle Advanced Customer Services provides comprehensive upgrade packages, delivered by experienced Oracle resources, for a fast and safe upgrade to Oracle Database 12c.

## Unlock the Value of Oracle Database 12c

Many organizations are operating multiple versions of Oracle databases in their data centers, which can cause complexity, risk, and high maintenance effort. Older database versions might not provide the technical capabilities needed for today's business requirements, and support costs may rise. Oracle Database 12c can help customers to achieve their goals, including operational efficiency, increased security level, lower return on investment, and a move to cloud solutions. However, upgrading to a new database version is not an everyday task. It requires focus and experience to proactively detect and mitigate potential risk areas, and to facilitate business continuity during and after the upgrade process. Getting it right the first time can save time, cost, and labor.

## Safe and Fast Upgrade Delivered by Database Experts

Oracle Advanced Customer Services resources have unmatched experience in Oracle databases. They have delivered countless upgrades around the world in complex, mission-critical environments.

Oracle Upgrade Support for Oracle Database provides:

- Transition within the same system from Oracle Database 10gR2 and above to Oracle Database 12c through extensive planning and testing. Previous database versions can be upgraded in a tailored service solution
- Fast access to the technical capabilities of Oracle Database 12c through accelerated time to production
- Additional cost savings and efficiency through experienced database management optimization

Oracle Upgrade Support for Oracle Database is a comprehensive service package from planning to production, with end-to-end governance by an experienced Oracle Technical Account Manager.

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

Service Deliverable	Description
Governance	<ul style="list-style-type: none"> <li>End-to-end service delivery management and guidance by an experienced Technical Account Manager</li> </ul>
Upgrade planning	<ul style="list-style-type: none"> <li>Configuration review</li> <li>Readiness planning workshop</li> <li>Upgrade planning report</li> </ul>
Impact analysis	<ul style="list-style-type: none"> <li>Database performance review</li> <li>Database patch review</li> <li>Impact analysis report</li> </ul>
Deployment of upgraded non-production environment	<ul style="list-style-type: none"> <li>Upgrade non-production environment to Oracle Database 12c</li> <li>Application of pertinent post-upgrade patches</li> <li>Testing including assistance and guidance on performance, functionality, volume, stress, backup, and recovery</li> </ul>
Deployment of upgraded production deployment	<ul style="list-style-type: none"> <li>Upgrade production environment to Oracle Database 12c</li> <li>Application of critical patches as identified in impact analysis</li> <li>Testing of Oracle Database 12c production environment</li> <li>Handover of fully tested and operational Oracle Database 12c to users</li> </ul>

Service packages are available for multiple database scenarios at a fixed price and scope, without the risk of unexpected project delays, and additional costs.

**ORACLE UPGRADE SUPPORT FOR ORACLE DATABASE PACKAGES:**

Service Package	Maximum number of covered Oracle homes*	Maximum number of covered Oracle databases
Base package	1	1
Small package	2	10
Medium package	5	25
Large package	10	50

\* An Oracle home is the system context in which Oracle products run.





The service can be delivered as per customers' preference: Onsite at the customer's data center, remotely from an Oracle Expertise Center, or in a combination of both.

**Services for the Entire Database Lifecycle**

This offering is part of a comprehensive portfolio of services by Oracle Advanced Customer Services for high performance of Oracle databases across the entire lifecycle.



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**Integrated Cloud Applications & Platform Services**

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