

# Oracle Advanced Support Engineer

## ORACLE® Advanced Customer Services

### KEY FEATURES

- Proactive support for all Oracle technologies
- On-site, or remotely delivered technical expertise and problem resolution
- Transfer of knowledge and skills to your IT staff
- Tailored coverage as you need it, with the right resource at the right time

### KEY BENEFITS

- Drive higher stability, availability, increased performance and faster ROI
- Immediate, effective response to problems
- High level of user satisfaction through the effective delivery of proactive technical support and service programs
- Technical guidance and advice for IT transformations, including assistance with cloud strategies
- Support user acceptance, risk mitigation, and minimizing overly complex customizations leading to shorter deployment cycles

Do you need technical guidance and assistance? Do you need proactive problem avoidance for greater stability and availability of your Oracle implementation? Oracle Advanced Support Engineers can help your organization during the ongoing operational improvement of your Oracle implementations. Proactive support and tailored technical expertise will ensure that your IT solutions are properly architected, maintained, and tuned for optimal performance and availability. Oracle Advanced Customer Services has direct access to Oracle Engineering to drive success of your Oracle solution on premises, in the Oracle Cloud, or in a hybrid environment.

### Personalized Support at a Higher Level

Oracle Advanced Support Engineers are seasoned professionals and technology leaders, and come with a broad range of skills and expertise in Oracle technology to help you with your business solutions. They can assist you either remotely or on-site alongside your IT team.

The services range from advice and guidance across the life cycle of your IT projects, solutions to complex support problems, to recommendations how to drive improved service levels for your business users. Expand your IT team's skills and resources as needed with Advanced Customer Support technology leaders.

Taking into account your entire system environment assures that Oracle databases, middleware, applications, and operating systems are fully enabled and deployed to meet your objectives. Expert support results in well-founded planning, optimally deployed technology, and in meeting or exceeding your return on investment objectives.

Transformation and optimization assistance includes reviews, planning, and recommendations. Oracle Advanced Support Engineers can conduct on-site technical reviews and may act as a liaison for higher levels of technical support.

### Typical activities of Oracle Advanced Support Engineers:

- Support of mission-critical system environments on premises, in the Oracle Cloud, or in hybrid environments
- On-going proactive system support
- Knowledge sharing, "how to" workshops, and mentoring your IT staff
- Assessments, reviews, and periodic performance audits
- Proactive recommendations of patches, reconfigurations, and upgrades

**RELATED SERVICES FROM ORACLE  
ADVANCED CUSTOMER SERVICES**

- Oracle Solution Support Center
- Oracle Advanced Monitoring and Resolution
- Oracle Technical Account Manager

- Recommended practices regarding IT transformations, cloud readiness with maximized availability, and ongoing system optimization
- Provisioning of technical expertise during system outages or impairments
- Proactive part replacement in accordance with any field change orders (FCOs)

**Extend Your Team of Experts**





Oracle Advanced Support Engineers can fill the gap between supply and demand of skilled IT professionals by offering highly effective on-site or remote front-line support, and by forming a valuable part of your IT team. They can participate in change control meetings, planning meetings, operations reviews and any other activities that impact your IT environment. Dedicated engineers can become the primary point of contact between you and Oracle for all problem resolutions.

With a worldwide network and a commitment to quality support and customer service, Oracle Advanced Customer Services provides the level of availability and stable service responsiveness you need for your mission-critical business operation.

**CONTACT US**

For more information about Oracle Advanced Support Engineer, visit [oracle.com/acs](http://oracle.com/acs), e-mail us at [acs\\_ww@oracle.com](mailto:acs_ww@oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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