

Oracle Advanced Support Engineer

ORACLE
Advanced Customer
Services

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 with ongoing operational improvement of your Oracle technology and application environments. 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 who come with a broad range of skills and expertise in Oracle technology to help you with your business solutions. They can assist you remotely or onsite alongside your IT team.

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

Advanced Customer Services expertise can help ensure your entire system environment—Oracle databases, middleware, applications, and operating systems—are fully enabled and deployed to meet your objectives. Taking advantage of 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 onsite technical reviews and may act as a liaison for higher levels of technical support.

Key features

- Proactive support for all Oracle technologies
- Onsite or remotely delivered technical expertise and issue 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
- Simplifying operational procedures, providing technical knowledge transfer, and assisting with acceptance testing to mitigate operational risk

Typical activities of Oracle Advanced Support Engineers:

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

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 onsite or remote front-line support, and by becoming 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 issue resolutions.

For more than 20 years, Oracle Advanced Customer Services has helped companies across the world gain the speed, flexibility, and security they require to grow their business. We work side by side with you to understand your unique business goals and requirements—helping you maximize your investment and minimize risk to achieve more.

Connect with us

Call +1.800.ORACLE1 or visit oracle.com/acs
Outside North America, find your local office at oracle.com/contact

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