

# Oracle Performance Tuning and Benchmarking Service for Oracle Database Environments

## ORACLE® Advanced Customer Services

### PERFORMANCE TUNING AND BENCHMARKING FOR ORACLE DATABASE ENVIRONMENTS

#### KEY BENEFITS

- Increase uptime and performance
- Reduce cost
- Increase return on investment

#### KEY SERVICE FEATURES

- Quarterly Assessments and recommendations
- Ongoing tuning of Oracle systems and in-depth diagnosis of any performance issues
- Benchmarking and monitoring of key metrics vital to database performance
- Recommendations based on industry standards, Oracle best practices and a vast portfolio of customer experiences with similar configuration and usage scenarios

Oracle Database helps lower IT costs and delivers a higher quality of service by enabling consolidation onto database clouds and engineered systems, such as Oracle Exadata. Since today's competitive environment demands continuous availability, Oracle Advanced Customer Support delivers the Oracle Performance Tuning and Benchmarking Service to help you maintain consistent, optimal performance of Oracle Databases by proactively identifying and addressing issues before they become critical.

### Oracle Performance Tuning and Benchmarking Service

Delivered through the Oracle Advanced Support Platform, Oracle Performance Tuning and Benchmarking Service combines the latest automated technology, interactive tools, and advanced support expertise to deliver a well-defined outcome for a customer's unique Oracle goals.

Oracle Performance Tuning and Benchmarking Service helps you maintain consistent, optimal performance of critical databases for twelve months through quarterly assessments and monitoring of key performance metrics to proactively identify issues with database performance. Select database performance issues are addressed through a fixed number of tuning days.

#### Database experts:

- Proactively perform assessments on a quarterly basis and provide recommendations
- Provide benchmarking and monitoring of key metrics vital to database performance
- Deliver recommendations based on industry standards, Oracle best practices and a vast portfolio of customer experiences with similar configuration and usage scenarios
- Address database performance issues through a fixed number of tuning days

#### The results for your environment include:

- Increased performance through proactive performance management
- Reduced costs associated with unexpected performance regressions or outages
- Increased return on investment for databases

### Performance Tuning and Benchmarking Tools

#### Oracle Advanced Support Platform

Oracle Performance Tuning and Benchmarking Service uses the Oracle Advanced Support Platform to deliver this unique service. This software provides a connection between you and Oracle designed to securely handle transmission of events and telemetry to Oracle. No customer data is transmitted to Oracle. The Oracle Advanced

Support Platform provides delivery automation and efficiencies that help drive faster execution, tuning and testing of the solution.

### **Oracle Advanced Support Portal**

The portal helps keeps you updated each step of the way on your testing process. It also shows the outputs of your testing, including analysis, executions and validations.

### **Flexible Delivery Models**

There are 2 delivery models for the Oracle Performance Tuning and Benchmarking Service. Both models need the Oracle Advanced Support Platform which resides in the customer site. This software has all the tools and technology needed for service delivery.

**Model 1: Local/Remote** - The Advanced Support Engineer (ASE) is staffed out of remote expertise centers and the Technical Account Manager (TAM-I) is local (region/country of the customer). This model requires connection back to Oracle for service delivery. No customer data is transported back.

**Model 2: All Local** - Both the ASE and TAM-I are local to customer's country. This model has 2 options: connected (similar to the one from Model 1) and disconnected (there is no connection back to Oracle).

## **Performance Tuning and Benchmarking Process**

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### **Baseline Performance Assessment**

Discussion with customer about database and application profile, performance expectations to set service expectation, outcome and success criteria

Monitor the customer database for a period of time (up to 7 days) and collect relevant data for the performance assessment

Analyze results and upload reports and recommendations to the Oracle Advanced Support Portal

### **Performance Metrics**

Based on the assessment, identify metrics (up to 15 metrics) that represent customer pain points

Discuss and Finalize metrics with the customer

Set threshold and monitoring for the metrics

Trending reports with daily, weekly, monthly, quarterly views available on the Oracle Advanced Support Portal

Metrics can be reviewed every quarter and changed as needed

### **Quarterly Performance Assessments**

Quarterly Performance assessments to proactively identify and address issues

Review the metrics for consistency and threshold accuracy and change it as needed

Analyze results and upload reports and recommendations to the Oracle Advanced Support Portal

### **Tuning Days**

3 tuning days / quarter to help with issues that arise

Connected model ensures any issues can be resolved faster because diagnostic data is available right away

### **PRESENT/WEB CONFERENCE**

Web conference between you and Oracle to review reports and recommendations

## Use Cases for Oracle Performance Tuning and Benchmarking Service

There are several use cases and examples of environments which would benefit from leveraging this solution for Oracle Database environments:

### USE CASES

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Critical databases so cannot afford downtime because of heavy use in support of enterprise application and high transaction processing needs

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Large numbers of Oracle database instances or RAC installations and have high number of database to DBA ratio

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Geographically distributed Oracle databases which are hard to resource and monitor

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Need for proactive solutions to maintain consistent performance of their database throughout the year

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Looking for monitoring solutions to ensure metrics key to their database performance are being monitored throughout the year

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Need for a unified portal where they can reference the recommendations/action taken and look at trending reports on demand for their databases

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Customers who have purchased the Oracle Consolidation Planning Service, the Oracle Migration Service, or the Oracle Load Testing and Analysis Service

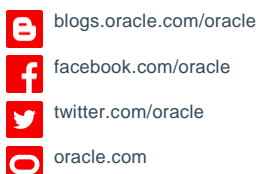
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### CONTACT US

For more information about Oracle Performance Tuning and Benchmarking Service for Oracle Database Environments, visit [oracle.com/acs](http://oracle.com/acs), email 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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