Oracle Platform Provisioning and Readiness Support

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Advanced Customer Services

Oracle Platform Provisioning and Readiness Support will deliver a fast, yet comprehensive approach to technology adoption. Based on Advanced Customer Services' proven methodologies, tools, and repeatable processes, this offering helps you optimally deploy and configure Oracle platform environments.

KEY FEATURES

- Installation, configuration, and deployment services for Oracle hardware, Database, and infrastructure software to help drive faster technology adoption
- Solution Governance: Throughout the entire engagement, the Oracle Technical Account Manager is your single Oracle point of contact providing project oversight

KEY BENEFITS

- Accelerate adoption and avoid disruptions
- Drive IT modernization
- Maximize business value by deploying Oracle platforms correctly the first time
- Deliver overall project management
- Provide guidance for system and infrastructure roadmap planning
- Ensure processes are optimized, including training, support, and change management for your systems infrastructure
- Provide Oracle knowledge to help ensure a successful platform implementation

Drive Faster Returns with Oracle Platform Provisioning and Readiness Support for Platform Refresh

Speed deployment of your new Oracle platform. Engineers from Oracle Advanced Customer Services help you plan, install, deploy, support, and optimize your Oracle platform.

Whether you are deploying a private cloud infrastructure, or deploying and optimizing the Oracle platform through the use of virtualization technologies, Oracle Platform Provisioning and Readiness Support can help you accelerate adoption and maximize the business value of your platform, with faster time to production.

Oracle Platform Provisioning and Readiness Support provides a flexible framework that can be customized and tailored to your unique needs. The package has multiple components beginning with a platform specific **Plan and Design** phase, and ending with **Build and Deployment** of your Oracle platform solution. The Oracle Advanced Customer Services Technical Account Manager oversees all phases of the offering to ensure seamless movement from kickoff to completion. Additional services for Operate and Maintain phase may be added as needed.

- **Plan:** Technology planning and asset profiling
- **Design:** Configuration provisioning design
- **Build:** Installation and provisioning of Oracle platform hardware and related software
- **Deploy:** Systems and VM deployment in production environment and readiness for installation of your specific applications
- **Operate and Maintain**: Optional operational reviews and onsite support after go-live

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Plan

The planning phase focuses on building the deployment plan for Oracle platform implementation.

Typical Activities Include:

- Assess business needs and translate to high level technical objectives
- Define milestones and resource requirements
- Identify potential risks, roadblocks and issues, and determine actionable next steps
- Define scope of asset discovery session and collect key inventory information

Benefits:

- Clearly map how the new Oracle platform can meet business needs
- Identify strategies for increased service levels and cost savings

Design

The design phase will focus on the creation of the design document, asset discovery, virtualization, and review recommended practices for maximum availability of new Oracle platforms.

Typical Activities Include:

- Conduct asset discovery
- Determine design for virtual machines, zones, storage file systems, and logical unit numbers.
- Create design document

Benefits:

- Validate assumptions of future state platform
- Receive a roadmap for deployment of new platform

Build

When integrating new systems into your environment, proper planning, installation, and configuration are critical to optimizing system performance. Oracle Advanced Customer Services delivers comprehensive installation, configuration, and testing services to shorten time to deployment and enhance new server and storage stability and performance. Oracle's engineers apply recommended practices, tools, and technology for all installations.

Typical Activities Include (Hardware Dependent):

- System requirements review and delivery of installation plan–includes site audit and documentation of environmental conditions and requirements
- System installation, including critical patches, updates, and common upgrades such as CPUs and memory, using proven methodologies and recommended practices
- Installation testing utilizing Oracle tools to confirm installation according to plan

Benefits:

- Reduce technology adoption risk and get platforms prepared quickly to the point of readiness for application loading
- Maximize ROI with quicker time to production
- Deploy precise configurations that drive optimized system availability
- Get tested configurations that map specifically to your unique requirements for faster, more accurate platform deployments

Deploy

Software installation and setup services help maximize technology investment by tailoring product configuration to your unique business and technical requirements. Oracle Advanced Customer Services recommends specific configurations based upon intended use and Oracle recommended practices. Our team of highly trained engineers updates product build sheets, and installs recommended software and any critical patches. The result is an accelerated time to deployment of Oracle technology utilizing proven methodologies.

Typical Activities Include (Hardware Dependent):

- Gather build-sheet parameters and identify usage scenarios
- Configure and optimize system based on use case scenarios and Oracle recommended practices
- Run configuration tests and review findings and recommendations

Benefits:

- Implement optimized configurations for loading of customer applications, delivered by Oracle virtualization and platform experts
- Tested for production readiness, utilizing Oracle implementation recommended practices

Operate and Maintain

This phase addresses the unexpected to ensure operational readiness and success.

Typical Activities Include:

- Operational review and handoff
- Onsite support

Benefits:

- Reduce risk for go-live complications in production environment
- Improve success of post deployment operations and application availability
- Ensure successful end-to-end deployment from planning to production

Accelerate Adoption of a Modernized Oracle Platform

Oracle Advanced Customer Services works with your business and technical teams throughout the entire technology refresh lifecycle. Engineers utilize a holistic approach and deliver guidance to proactively identify risks, document cost reduction and consolidation opportunities, and improve issue-resolution time. Engineers utilize both tools and proven methodologies to help mitigate risk and speed deployment of your Oracle platform.

CONTACT US

For more information about the Oracle Platform Provisioning and Readiness Support, 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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Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment