

Readiness and Extensions for Oracle Platinum Services

ORACLE® Advanced Customer Services

OPTIMIZE ORACLE PLATINUM SERVICES

KEY FEATURES

- Installation and Configuration
- Patch Review and Installation
- Oracle Advanced Monitoring and Resolution
- End User Performance Monitoring
- Oracle Solution Support Center
- Oracle Engineered Systems Incremental Patch Deployment for Oracle Platinum Services

KEY BENEFITS

- **Fast Path to Oracle Platinum Services.** Help ensure proper certified configuration levels and monitoring setup
- **Extensions for Optimized Performance.** Advanced monitoring, end user performance monitoring and solution support centers for optimal performance.
- **High Availability.** Readiness and extension services help customers maximize availability with Oracle Platinum Services

Oracle Platinum Services represents a new model in IT support that provides remote fault monitoring with faster response times and patch deployment services to qualified Oracle Premier Support customers – at no additional cost.

To help customers get access to these new support services quickly and effectively as well as ensure customers optimize this solution, Oracle Advanced Customer Services provides readiness and extension services – from installation, configuration and patch updates to advanced monitoring and resolution, end user performance monitoring and solution support centers.

High Availability Support for Oracle Engineered Systems

The cost of downtime is increasing. In a recent study, IDC estimates that the cost of downtime has increased 50% over the last decade. Oracle's engineered systems – Oracle Exadata Database Machine, Oracle Exalogic Elastic Cloud, and Oracle SuperCluster – are pre-integrated to reduce the cost and complexity of IT infrastructures while increasing productivity and performance. And now, customers who choose the extreme performance of Oracle engineered systems have the power to access the high availability support they need with Oracle Platinum Services—at no additional cost.

Oracle Platinum Services

Oracle Platinum Services is a special entitlement available to Oracle Premier Support customers running certified configurations on Oracle's engineered systems.

Key Activities:

- **24/7 Oracle remote fault monitoring** - A two-way monitoring connection is backed by patented technology to improve both security and reliability compared to traditional remote connections.
- **Industry-leading response and restore times** - Oracle engineers in Oracle Platinum Services Centers of Excellence are available 24 hours a day, seven days a week to rapidly respond to fault alerts transmitted via the Oracle Advanced Support Gateway. Response times: 5-minute fault notification, 15-minute restoration or escalation to development, 30-minute joint debugging with development.
- **Patch deployment** - Oracle Platinum Services also includes quarterly patching services in which Oracle applies Quarterly Full Stack Download Patch (QDP) for Engineered Systems to covered systems four times per year via the Oracle Advanced Support Cloud.

ORACLE PLATINUM SERVICES READINESS

- **New System Installation and Configuration for Oracle Platinum Services** Install a new system with certified configurations for Oracle Platinum Services and setup monitoring
- **Existing Oracle Engineered Systems Update to Oracle Platinum Services Configuration** Update an existing system to certified configurations for Oracle Platinum Services and setup monitoring with Oracle Patch Review and Installation

Fast Path to Oracle Platinum Services

To help ensure a new engineered system has the proper installation and configuration for Oracle Platinum Services, Oracle Advanced Customer Services uses Oracle recommended practices and tools to quickly and consistently install and configure these systems with the proper certified configurations and monitoring setup for Oracle Platinum Optimization Services. Or if a customer has an existing Oracle engineered system, Oracle Advanced Customer Services can deliver Oracle Patch Review and Installation services to help ensure the system is updated to meet certified configuration levels as well as setup for monitoring.

As a result, whether a customer has a new or existing Oracle engineered system, Oracle Advanced Customer Services can help a customer get to Oracle Platinum Services quickly and effectively.

Key Activities:

- Installation and Configuration – Proven, standardized system installation and configuration for Oracle Platinum Services.
- Patch Review and Installation – One time event to analyze patch inventory and recommended patches. Deliver proactive patch review and installation. Help ensure system meets Oracle Platinum Services requirements.

Extension Services for Oracle Platinum Services

Oracle Advanced Monitoring and Resolution for Oracle Platinum Services. With Oracle Advanced Monitoring and Resolution services, proactive and predictive monitoring is provided to complement the fault monitoring from Oracle Platinum Services. Oracle Advanced Support Engineers provide complete closed loop resolution of issues that could critically affect business operations. In addition, these monitoring services are extended to non-Platinum Oracle environments.

Key Activities:

- 275 additional monitoring metrics customizable to customer specific service level targets.
- Extend monitoring coverage to non-Platinum Oracle environments.
- Complete closed-loop resolution performed by Oracle Advanced Support Engineers.
- Proactive and predictive recommendations based on usage pattern analysis.

Key Details:

Service Component	Platinum Services	Advanced Monitoring & Resolution (AM&R)
Support for Platinum Certified Configurations	✓	✓
Support for non-Platinum Configurations		✓
24x7 Fault Monitoring	✓	✓
24x7 Availability, Performance & Predictive Monitoring (275+ Additional Monitoring Metrics)		✓
Customer Specific Performance & Availability Monitoring Metrics		✓
Proactive Event Trend, Analysis and Recommendations		✓
Performance & Availability Reporting		✓
Advanced Support Delivery Manager & Engineers		✓
Change Management for Customer Requested Changes		✓
Database Provisioning and Cloning		✓
Problem Management		✓
Service Delivery Plan & Quarterly Reviews		✓
Proactive Performance & Capacity Tuning Advice		✓
Proactive Quarterly Patch Deployment	✓	✓
Out of Cycle Patch Deployment		✓

Oracle's End User Performance Monitoring for Oracle Platinum Services. With end user performance monitoring services, customers get the benefit of extending monitoring capabilities into their applications. With this service provided by Oracle Advanced Customer Services, customers can detect where end users are having issues through analytics and trend analysis. As a result, issues are identified and resolved before they could impact the business.

Key Activities:

- Extend performance monitoring coverage to end user and Oracle applications layer.
- Determine how and where end user performance problems impact business.
- Deliver trend analysis utilizing 13 month rolling data repository for customer analytics.

Oracle Solution Support Center for Oracle Platinum Services. With the Oracle Solution Support Center, an Oracle Technical Account Manager and a team of Oracle Advanced Support Engineers work closely with a customer, both onsite and remotely, to provide 24/7 personalized support. This dedicated support team has intimate knowledge of a customer's business and systems from working with the customer each step of the way to support their technology and operational needs.

Key Activities:

- Dedicated Advanced Support Team with intimate knowledge of customer business and systems.
- Local and onsite Oracle Technical Account Manager.
- 24/7 dedicated customer hotline with response SLA.
- Proactive performance and configuration reviews, root cause analysis and corrective action plans.

Oracle Engineered Systems Incremental Patch Deployment for Oracle Platinum Services. With the Oracle Engineered Systems Incremental Patch Deployment for Oracle Platinum Services, an Oracle Technical Account Manager and an Oracle Advanced Support Engineer will work closely with Oracle Platinum Services and the customer, to provide patching for Engineered Systems environments which are either over the Oracle Platinum Services environment limits or for Platinum Exadata or SuperCluster environments which are supporting SAP or EBS. This support team will assist the customer with proactively maintaining patch levels of an Oracle Database running on an Engineered System as recommended by Oracle Development to meet

optimum performance and availability requirements and/or to meet a third party supported configuration.

Key Activities:

- Review existing patch level and potential gaps in Platinum certification requirements.
- An Oracle Technical Account Manager leading the overall service coordination from scheduling the patch deployment to conducting a wrap up meeting post installation.
- An Oracle Advanced Support Engineer performs an initial patch assessment, patch planning, patch deployment and post patch deployment efforts for up to four times per year.

Readiness and Extensions for Oracle Platinum Services

Oracle Advanced Customer Services delivers readiness and extension services for Oracle Platinum Services to provide a fast path to Platinum and optimize this solution for high availability.

ADVANCED CUSTOMER SERVICES FOR ORACLE PLATINUM SERVICES

Installation and Configuration for Oracle Platinum Services

Comprehensive, standard system installation

Perform hardware, network and operating system functionality validation

Configuration and setup across engineered systems for Oracle Platinum Services

Oracle Preproduction Readiness Review for Oracle Platinum Services

Assess overall supportability and readiness of deployment approach

Review your support plan and assist with setup of Oracle Support tools

Deliver final report and recommendations

Oracle Go-Live Support for Oracle Platinum Services

Review deliverables and go-live plan and schedule

Deliver operational readiness review and a deployment review

Dedicated on-site or remote support if needed

Oracle Patch Review and Installation for Oracle Platinum Services

Review and analyze patch inventory and recommended patches

Build and deploy patch bundles

Help ensure system meets Oracle Platinum Services requirements

Oracle Advanced Monitoring and Resolution for Oracle Platinum Services

Extend monitoring coverage to non-Platinum Oracle environments

Complete closed-loop resolution performed by Oracle Advanced Support Engineers

Proactive and predictive recommendations based on usage pattern analysis

End User Performance Monitoring for Oracle Platinum Services

Extend performance monitoring coverage to end user / Oracle application layer

Determine how and where end user performance problems impact business

Deliver trend analysis utilizing 13 month rolling data repository for customer analytics

Oracle Solution Support Center for Oracle Platinum Services

Dedicated Advanced Support Team with intimate knowledge of customer business and systems

Local and onsite Oracle Technical Account Manager

24/7 dedicated customer hotline with response SLA

Proactive performance and configuration reviews

Root cause analysis and corrective action plan

Oracle Engineered Systems Incremental Patch Deployment for Oracle Platinum Service

Assist Customer in maintaining Platinum certification levels

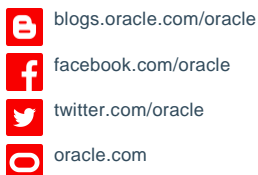
Apply recommended patches up to four times per year

Oracle Advanced Customer Services for Oracle Platinum Services

Oracle Advanced Customer Services helps customers get ready quickly for Oracle Platinum Services as well as enhance this solution for optimized performance and availability.

**CONTACT US**

For more information about Readiness and Extensions for Oracle Platinum Services, 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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