

Oracle Premier Support for Software

Investing in Oracle Support fuels your business innovation and provides you with important support and security updates for your Oracle products. Businesses around the world continue to rely on Oracle as their trusted support provider of outstanding protection for vital business interests. Only Oracle can deliver security enhancements to the software itself and more comprehensive protection against new hacking threats.

WHY ORACLE SUPPORT?

- **Unparalleled innovation.** Oracle Premier Support entitles you to software enhancements and updates fueled by Oracle's multi-billion dollar annual investment in R&D. Then, we help protect your solution over the long term with lifetime support.
- **Industry-leading customer support.** Through exclusive focus on Oracle products and support that's delivered directly by Oracle's own employee experts, Oracle's many awards for technology support show an ongoing commitment to customer support.
- **Powerful proactive support tools.** Our unique tools for preventive maintenance, accelerated problem resolution, knowledge sharing, and guided lifecycle advice provide a new level of value by leveraging technology to deliver outcomes far superior to traditional IT support.
- **Integrated service.** Whether you are running a combination of Oracle software products or a complete Oracle hardware/software stack, you can count on integrated support and product updates with a single point of accountability and consistent service worldwide.

ONLY ORACLE PREMIER SUPPORT OFFERS SIGNIFICANT VALUE

Benefit	How It's Delivered
Data and Application Availability to maintain critical business functions	<ul style="list-style-type: none">• Problem prevention assistance through on-demand health checks and patch recommendations• Rapid resolution through 24/7 Oracle technical support with priority service request handling• Elimination of potentially costly vendor finger-pointing through comprehensive integrated support
Optimal Performance to achieve maximum productivity	<ul style="list-style-type: none">• Proven best practices from Oracle and the My Oracle Support Community• Ongoing access to the latest product performance improvements• Configuration optimization through Oracle proactive support tools and resources
Security to protect your vital business interests	<ul style="list-style-type: none">• Tools to further early awareness of potential issues and vulnerabilities through Oracle Security Alerts• Effective maintenance through security patches delivered via Oracle Critical Patch Updates

ORACLE® Premier Support

Trusted

- Oracle's solid business reputation is built on more than 40 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Oracle helps to protect your Oracle investment, including rigorously tested updates, innovative upgrades, and security patches.
- More than 430,000 customers choose Oracle, and rely on Oracle Support, to protect their technology investment.

Secure

- Security features at every layer of the software stack.
- Security patching is essential and is standard operating practice—Oracle has the tools, owns the source code, and has the ability to develop security updates.
- Regression testing across the full stack at the core application/database code level.

Comprehensive

- Leverage consistent, ongoing, unparalleled innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.

ORACLE®

	<ul style="list-style-type: none"> Oracle Software Security Assurance encompassing every phase of the product lifecycle
Operational Efficiency to reduce costs and increase organizational effectiveness	<ul style="list-style-type: none"> Dependable technical solutions and software updates leveraging Oracle's specialized expertise and core competencies Instant answers through direct access to knowledge and product information on My Oracle Support Ability for limited internal resources to focus on business-specific IT priorities instead of product-specific IT maintenance
Ongoing Competitiveness to achieve long-term business success	<ul style="list-style-type: none"> Gain competitive advantage and keep pace with change through software enhancements Implement product innovation more quickly and with potentially less risk through Oracle Upgrade Advisors Upgrade on your schedule with the unique benefit of Lifetime Support Policy and Applications Unlimited

KEY FEATURES

- Software support across the complete stack
- 24/7 access to Oracle Software experts
- Feature enhancements, security patches, fixes, and new product releases
- Technical resources, alerts, and proactive support tools
- Lifetime Support Policy

STAY AHEAD WITH SUPPORT FROM ORACLE

Oracle's global support team provides leadership in software, systems, and integrated solutions, with thousands of responsive engineers and services professionals dedicated to serving you and driving innovation in customer support services delivery. Our extensive reach lets us support customers in 175 countries, in any time zone, in 29 local languages. With Oracle Premier Support, you get the complete system support designed to reduce operating cost, reduce risk, and maximize the return on your investment.

KEY BENEFITS

- Get maximum value from your Oracle Software investment
- Consistently deliver on business commitments
- Enable your IT organization to be productive and successful
- Minimize business disruption through rapid resolution and proactive service tools

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Integrated Cloud Applications & Platform Services

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