

Oracle Relocation Service

ORACLE® Advanced Customer Services

MINIMIZE TIME, MAINTAIN
CONTROL, REDUCE COSTS

KEY FEATURES

- Origin to destination relocation of IT infrastructure, for Oracle and non-Oracle brand assets
- Project management by system experts
- Chain of custody to assure Oracle Premier Support coverage
- Repair of any covered system impacted by relocation

KEY BENEFITS

- Reduce risks with expertise from the source
- Maintain continuous support coverage
- Accelerate time to value of an infrastructure move with relocation experts
- Focus IT staff where they can provide maximum business value

Oracle Relocation Service delivers specialized expertise to relocate an IT infrastructure. From planning, de-installation, packaging, transportation, and installation, Oracle delivers the expertise needed to move an IT infrastructure and bring it back into production after a move. System relocation experts use proven tools and methods that allow Oracle to meet your demanding schedule. Our flexible approach means that you can focus on core business initiatives and optimize the value of IT operations.

Specialized Expertise for Critical IT Relocations

Is your IT operation equipped to reconfigure or move your IT infrastructure in support of ever-changing business needs? You have your hands full in today's business climate and are looking for ways to get an edge on competitors by operating more efficiently and effectively. You want to be ready to take advantage of the next opportunity and to achieve this flexibility without losing availability of your critical IT capabilities. When the business demands relocating IT systems to support new requirements, Oracle delivers the expertise and processes for a successful move.

Oracle Relocation Service assures that your Oracle systems are relocated and restored to production readiness quickly and efficiently. The Oracle approach maintains a complete chain of custody assuring that your Oracle Premier Support agreements are continued from point of origin to destination, and that Oracle's local service staff is engaged in your relocation.

We carefully plan all aspects of a relocation project, whether moving within a building, within a campus, long distance, or international. Oracle's relocation experts provide the project management and service expertise necessary to get your IT assets back into production efficiently.

Oracle can also relocate your non-Oracle IT assets including de-installation, packaging, transportation, and installation at the destination (certain conditions apply).

Expert Project Management Delivers Accelerated Time to Value

Oracle's ITIL-certified staff is dedicated to helping you enhance the business value of your IT and re-installation processes. Oracle experts perform the following key activities.

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Oracle Responsibilities Summary

Provide project management

Review asset inventory prior to move

Conduct site survey at origin and destination data centers as required prior to move

Document move requirements, deliverables, and handover process with client

Execute de-installation of assets

- *Proper power down of systems*
- *Disconnection of network, power, and data cables*

Packaging of all assets

Move of all assets

Identification and acceptance of new asset location (space and power requirements)

Execute re-installation process

- *Re-connection of network, power, and data cables*
- *Power up systems*

Confirmation of proper installation using Oracle system test programs

Final report, handover, and customer acceptance

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Customer Responsibilities Summary

Provide detailed assets list, including serial numbers

Perform any activities identified in site survey to facilitate relocation of assets

Prepare destination data center to receive the relocated assets

Arrange in transit shipping insurance for assets

Initiate system shutdown at origin data center

Initiate system power ups at destination data center

Additional Service Options: Data Eradication

Often driven by data security regulation, or part of a technology refresh and re-deployment project, many organizations have a requirement to securely remove or delete all data storage from flash and conversional disk devices. As part of the Oracle Relocation Service, data erasure is an optional service component to meet these requirements. This data eradication service option follows a standard, auditable process that uses multiple software overwrite processes, independent of any host servers.

The following interface industry disk drive types can be supported with this service: SCSI, FC, SAS, SATA, FATA, and includes device specific usable and non-usable areas such as non-usable host protected areas of devices.

Maintain Continuous Support Coverage Throughout the Relocation

All IT infrastructure assets that are covered by an Oracle Premier Support agreement are installed consistent with Oracle's standard installation processes. Oracle's installation team updates the service and support records to document the completion of the relocation and indicates the new location of the covered systems.

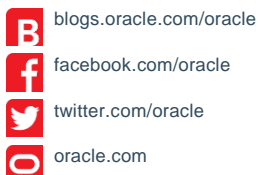
Relocation of non-Oracle brand IT infrastructure components can also be included in a relocation project after review and acceptance by Oracle.

CONTACT US

For more information about Oracle Relocation Service, 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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