

# Advanced Services for Oracle Secure Enterprise Cloud Infrastructure

## ORACLE® Advanced Customer Services

INSTALL, CONFIGURE,  
DEPLOY AND OPTIMIZE  
ORACLE ENTERPRISE  
CLOUD INFRASTRUCTURE

### KEY FEATURES

- Reviews and recommendations for optimized deployment planning, system configuration, and meeting availability requirements
- Comprehensive, system hardware installation including site audit, installation and configuration planning documentation, testing, and handover
- Virtualization and enterprise management software configuration
- Trusted systems knowledge and proven IT delivery methodologies

### KEY BENEFITS

- Speeds time to deployment of Oracle Secure Enterprise Cloud Infrastructure
- Leverages proven methodologies, recommended practices, and technologies to help optimize availability and increase security of your new, private cloud platform
- Optimizes configuration and implementation to help meet your business needs

Oracle Secure Enterprise Cloud Infrastructure leverages Oracle's highly integrated software and hardware technologies. This solution provides tested and proven guidelines to help you architect and deploy a cloud infrastructure that is optimized for your data center needs.

With intimate knowledge of Oracle tools and recommended practices, Oracle Advanced Customer Services offers a portfolio of offerings to help you with a smooth, accelerated deployment of your Oracle Secure Enterprise Cloud Infrastructure.

## Accelerate Adoption of your Cloud Infrastructure

Oracle Secure Enterprise Cloud Infrastructure enables deployment of a virtualized infrastructure, using components that have been tested together and supported together by one vendor—Oracle. The solution guides you through the selection of Oracle servers, networking, storage, virtualization, operating system, and management software to architect a flexible, high performing foundation that is easily customized to address your data center needs.

Oracle Advanced Customer Services can help you understand the recommended practices, review deployment plans, and provide you with the advanced support needed for optimal deployment of your new, private cloud infrastructure.

Oracle Advanced Customer Services offers the mission-critical support services you need to safely deploy all necessary Oracle technology components. From hardware installation, software configuration and performance reviews, to dedicated advanced support and preventative monitoring, engineers provide you the knowledge and recommended practices to ensure a smooth deployment.

## Preproduction Readiness Services

Oracle Advanced Customer Services delivers preproduction readiness services that help you prepare for the proper deployment of your new infrastructure by ensuring that it meets the needs of your business.

Sample preproduction service activities include:

- **Tailored workshops** to address recommended practices and share knowledge
- **Installation and configuration assistance** to speed deployment of Oracle technology

- Verifies the proper configuration of availability and recoverability features through a formal testing methodology

TECHNOLOGIES COVERED:

**SOLUTION:**

- Oracle Secure Enterprise Cloud Infrastructure

**SYSTEMS:**

- SPARC T-Series servers
- Oracle VM Server for SPARC
- ZFS Storage Appliance

**INFRASTRUCTURE SOFTWARE:**

- Oracle Solaris
- Oracle Enterprise Manager Ops Center
- Oracle Enterprise Manager 13c

WHY SERVICES FROM ORACLE ADVANCED CUSTOMER SERVICES?

**ORACLE SYSTEMS SPECIALISTS**

- Oracle systems specialists with global experience installing, optimizing, and tuning servers and storage for complex IT infrastructures
- Experienced in high availability solutions for mission-critical environments

**ORACLE TOOLS AND PROCESSES**

- Global delivery experience and methodologies
- Documented processes ensure predictable results

**ORACLE KNOWS ORACLE BEST**

- Oracle Services partnership with Oracle Support and Product Development helps ensure an integrated approach to your technology needs

- **Preproduction readiness reviews** covering supportability and readiness of your deployment approach and configuration
- **Tailored support with Advanced Support Engineers** focusing on system performance and availability requirements of the new infrastructure

**Production Optimization Services**

Once your Enterprise Cloud Infrastructure is deployed, Oracle Advanced Customer Services can help you maintain an optimize deployment and make sure you take advantage of the advanced availability features built into Oracle Solaris and Oracle’s server, storage, and virtualization technology.

Optimization services go beyond basic hardware deployment and support. Oracle engineers help configure and integrate server and storage hardware with your system’s virtualization and enterprise management software into your new cloud infrastructure. Oracle helps you exploit the full potential of your systems right from the start to maximize application performance, provisioning, service management, and availability.

Choose the service offering that best meets your need—whether your goal is to:

- **Improve application response time** with a system review
- **Optimize availability** with a configuration review
- **Meet a short term objective** with a tailored knowledge workshop

**Tailored Assistance from an Oracle Advanced Support Engineer**

While our installation and configuration services provide the core activities needed to set up and deploy your enterprise cloud infrastructure, you may want additional support around your more complex and unique system requirements.

Sample activities may include:

- **Software Upgrades:** Oracle Advanced Support Engineers can provide tailored assistance for your upgrade requirements including Solaris OS, Oracle VM
- **Backup Services:** Proper data backup is critical. Advanced Support Engineers can assist customers with full integration of their Oracle backup products, such as Oracle Secure Backup and the ZFS Backup Appliances.

**PRODUCTION READINESS SERVICES FOR SECURE ENTERPRISE CLOUD INFRASTRUCTURES**

Services	Service Description
Oracle Advanced Support Knowledge Workshop	Technology knowledge session to provide you with tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems
Oracle Standard System Installation	Comprehensive, standard system hardware installation including site audit, installation and configuration planning documentation, and hardware, network and operating system functionality validation, and testing  Installation of devices covered to support your Secure Enterprise Cloud Infrastructure (ECI) deployment <ul style="list-style-type: none"> <li>• Oracle SPARC T-Series servers</li> <li>• Oracle ES2-64 Switches</li> <li>• Oracle ZFS Storage Appliance</li> <li>• System Racks</li> </ul>

**COMMON CHALLENGES WHEN DEPLOYING ENVIRONMENTS**

- Optimally configuring new systems within a virtualized infrastructure that support diverse workload requirements
- Properly implementing new systems into a tiered storage infrastructure
- Integrating new technology that can scale easily to support growth

**LEVERAGE THE ORACLE ADVANCED SUPPORT KNOWLEDGE WORKSHOP.**

Sample activities may include:

- Recommended practices and knowledge sharing
- Map and gap planning exercises for successful deployments
- Systems optimization opportunities through Consolidation and Virtualization

**CUSTOMER TESTIMONIAL**

*“Oracle Advanced Customer Services completed the implementation in about two weeks and spent a further 30 days on system testing,” said Sharma.*

*“The support provided by Oracle Advanced Customer Services was exemplary.”*

- Amit Sharma, IT Manager, Dena Bank

**PROJECT SUMMARY**

**Services:** Hardware Installation, Software Configuration and Testing Services, Advanced Support Engineer

**Technologies:** SPARC Enterprise M-Series servers, Oracle Real Application Clusters 11g, Oracle Database, and Oracle Disk Storage

<p><b>Oracle Standard Software Installation and Configuration</b></p>	<p>Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation</p> <p>Sample activities may include installing the following to support your Secure ECI deployment:</p> <ul style="list-style-type: none"> <li>• Oracle Solaris</li> <li>• Oracle VM server for SPARC</li> <li>• ZFS Storage Appliance</li> <li>• Oracle Enterprise Manager 13c</li> </ul>
<p><b>Oracle Preproduction Readiness Review</b></p>	<p>Review supportability and readiness of your deployment approach, including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools such as Auto Service Request</p>
<p><b>Oracle Relocation Service</b></p>	<p>Oracle Relocation Service delivers specialized expertise to relocate an IT infrastructure. From planning, project management, de-installation, packaging, transportation, and installation, Oracle delivers everything needed to bring an IT infrastructure back to production after a move</p>
<p><b>Oracle Go-Live Support</b></p>	<p>Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs</p>

**PRODUCTION OPTIMIZATION SERVICES FOR SECURE ENTERPRISE CLOUD INFRASTRUCTURES**

Services	Service Description
<p><b>Oracle Configuration Review and Recommendations</b></p>	<p>Analyzes current environment and establishes target system configuration, based on customer operational objectives and relevant Oracle recommended practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers final findings report</p> <p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> <li>• Oracle Solaris server configuration</li> <li>• Virtualization software configuration</li> <li>• Network configuration</li> </ul>
<p><b>Oracle Performance Review and Recommendations</b></p>	<p>Oracle collects and analyzes server performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics, and documents reviews findings and recommendations</p>
<p><b>Oracle Production Diagnostic Review and Recommendations</b></p>	<p>Oracle conducts a comprehensive system and operating system health-check and identifies risks associated with serviceability, configuration, stability, and performance factors. Performs deep-dive diagnostics for identified high-risk issues and conducts a review of findings and recommendations</p>
<p><b>Oracle Patch Review and Installation</b></p>	<p>This service is designed to help customers understand if the baseline patches on their system are optimally configured to meet their performance and stability requirements. Oracle will review system data collected and make patch recommendations based on Oracle’s recommended practices</p>
<p><b>Tailored Assistance</b></p>	<p>Oracle Technical Account Managers provide customers tailored performance reviews and system optimization assistance for most Oracle technologies</p> <p>Sample activities include:</p> <ul style="list-style-type: none"> <li>• Reconfiguration of Solaris Cluster</li> <li>• Solaris hardening activities</li> <li>• Virtualization configuration</li> <li>• Advanced Security Design and Configuration</li> <li>• Storage device configuration</li> </ul>

## Monitoring and Support

### MONITORING AND SUPPORT FOR ENTERPRISE CLOUD INFRASTRUCTURE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Services	Service Description
Oracle Advanced Monitoring and Resolution	<p>Oracle Advanced Monitoring and Resolution delivers monitoring and resolution services across the entire IT stack (from servers to applications) that help maximize uptime of mission-critical environments and increase the efficiency of your IT. Oracle Advanced Support Engineers provide 24x7 monitoring and mission-critical support that helps drive continuous system optimization. Deliver better service levels while controlling both costs and risk through proactive monitoring and resolution services.</p> <p>This service can be delivered across the following technology options to support you ECI deployment</p> <ul style="list-style-type: none"> <li>• Database</li> <li>• Applications</li> <li>• Servers</li> <li>• Storage disk and volume services</li> <li>• Tape backup and restore services</li> <li>• Network switches and routers</li> </ul>
Oracle Priority Support	<p>Provides a Technical Account Manager who has knowledge of your IT environment, business and timelines, and who proactively manages problem resolution and escalations. Includes priority service request handling from Oracle's support delivery teams for faster response and resolution times</p>

#### CONTACT US

For more information about Advanced Services for Oracle Secure Enterprise Cloud Infrastructure, 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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#### Integrated Cloud Applications & Platform Services

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