

Advanced Services for Oracle Networking

ORACLE® Advanced Customer Services

INSTALL, CONFIGURE, AND OPTIMIZE ORACLE NETWORKING TECHNOLOGIES

KEY FEATURES

- Preproduction Readiness Services including critical patches and updates, using proven methodologies and recommended practices
- Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Tailored assistance provided by an Oracle Advanced Support Engineer

KEY BENEFITS

- Helps save time and money by expediting system deployment and optimizing overall performance
- Customizes configuration and implementation to help meet your business needs
- Leverages proven methodologies, best practices, and technologies to help optimize availability and increase security of the platform

Oracle networking simplifies data center management by letting you dynamically connect any server to any network and storage. Instead of deploying multiple cards and cables to every server, you can connect servers with a single cable, and then instantaneously create virtual connectivity resources. Oracle networking can be used to consolidate I/O management across thousands of servers to a single console, providing complete control of your data center fabric.

Choose Oracle Advanced Customer Services for faster integration of your new networking technology. With deep knowledge of Oracle tools and best practices, Oracle Advanced Customer Services provides the right knowledge, at the right time, to help mitigate risk and to maximize the value of your Oracle technology investment.

Preproduction Services for Oracle Networking

Oracle Advanced Customer Services delivers optimization services that help you install, configure, optimize, and support your Oracle technology environment. Whether you are initiating a technology refresh project, optimizing an existing environment through the use of virtualization technologies, or looking to drive better datacenter standardization and operational recommended practices, Oracle can help.

Sample service activities include:

- **Tailored workshops** to address recommended practices and knowledge sharing
- **Installation and configuration assistance** to speed deployment of new Oracle systems
- **Preproduction readiness reviews** covering: Review supportability and readiness of your deployment approach
- **Tailored support with Advanced Support Engineers** focusing on server performance and availability requirements

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

TECHNOLOGIES COVERED:

Hardware:

- Oracle Virtual Networking
- Oracle Ethernet Networking
- Oracle InfiniBand Networking
- Storage Networking
- Oracle ZFS Storage Appliance
- Oracle Flash Storage System

Infrastructure Software:

- Oracle Fabric Manager
- Sun Ethernet Fabric OS
- Oracle Integrated Lights Out Manager (Oracle ILOM)
- Oracle Enterprise Manager Ops Center
- Solaris Cluster
- Brocade Network Advisor

COMMON CHALLENGES WHEN DEPLOYING SERVER ENVIRONMENTS

- Optimally configuring new systems within a virtualized infrastructure that supports 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

PREPRODUCTION SERVICES FOR ORACLE NETWORKING DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Production Readiness Services	
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. Sample workshop activities may include but are not limited to: <ul style="list-style-type: none"> • <i>Planning Storage Area Networks</i> • <i>Planning Storage System Backup and Recovery</i> • <i>Planning Storage System Redundancy</i>
Oracle Standard System Installation	Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system (Solaris x86 only) functionality validation and testing. The following installation options are available: <ul style="list-style-type: none"> • <i>Oracle Switch installation and configuration</i> • <i>Storage network upgrades</i>
Oracle Standard Software Installation and Configuration	Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include but are not limited to: <ul style="list-style-type: none"> • <i>Oracle Fabric Manager</i> • <i>Sun Ethernet Fabric OS</i> • <i>Oracle Enterprise Manager Ops Center</i> • <i>Brocade Network Advisor</i>
Oracle Preproduction Readiness Review	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.
Oracle Go-Live Support	Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.

Production Optimization Services

PRODUCTION OPTIMIZATION SERVICES FOR ORACLE NETWORKING DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Oracle Configuration Review and Recommendations	Analyzes current environment and establishes target system configuration based on customer operational objectives and relevant Oracle best practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers final findings report. Areas to be reviewed can include: <ul style="list-style-type: none"> • <i>Oracle Fabric Switch configuration</i> • <i>Oracle Ethernet Fabric Switch configuration</i> • <i>Brocade Network Assistant Switch configuration</i> • <i>Oracle ZFS Storage Appliance configuration</i> • <i>Oracle Flash Storage System configuration</i>
Oracle Relocation Services	Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, de-installation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.
Tailored Assistance from an Oracle Advanced Support Engineer	Oracle Advanced Support Engineers provide customers tailored performance reviews and system optimization assistance for all server technologies. Sample activities include:

CUSTOMER TESTIMONIAL

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

“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: Servers, Oracle Real Application Clusters 11g, Oracle Database, and Oracle disk storage

- Reconfiguration of Oracle Fabric Switches
- Storage devices
- Storage Virtualization configuration
- Advanced Security Design and Configuration
- Engineered Systems connectivity
- Storage Device connectivity

Monitoring and Support**MONITORING AND SUPPORT SERVICES FOR ORACLE SYSTEMS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES**

Service	
Oracle Solution Support Center	Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment and delivers ongoing proactive advice, regular patch and performance reviews, as well as preventative services.
Business Critical Assistance	Advanced Support Engineers assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice about the use of Oracle support tools and procedural best practices.
Advanced Support Assistance	Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.
Oracle Priority Support	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.

**CONTACT US**

For more information about Advanced Services for Oracle Networking, 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

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