

# Customer Success Services for Oracle Private Cloud Appliance



Oracle Private Cloud Appliance enables customers to efficiently consolidate business critical middleware and application workloads. Oracle Private Cloud Appliance brings Oracle Cloud Infrastructure's second-generation IaaS services on-premises at rack scale, making workloads, user experience, tool sets, and skills portable between private and public clouds.

## Full lifecycle support

When integrating Oracle Private Cloud Appliance into your data center, Oracle Customer Success Services provides services spanning across all lifecycle phases from preproduction readiness and optimization to monitoring and support. With a designated support team, proactive guidance, and preventative services, we help you rapidly gain the business benefits that Oracle Private Cloud Appliance offers.

## Preproduction Readiness Services

Hardware installation, systems software configuration, and related services utilize Oracle recommended practices and proven methodologies to enable a fast integration of your Oracle Engineered Systems in your environment.

SERVICE	SERVICE SUMMARY
<b>Oracle Supportability Planning and Site Survey Support</b>	Analysis of design configuration requirements, and creation of deployment specification plans for implementing enterprise solutions considering supportability, reliability, and maintainability requirements.  <b>Sample activities:</b> <ul style="list-style-type: none"><li>• PCA base system</li></ul>
<b>Oracle Standard System Installation</b>	Comprehensive, standard system hardware installation, including site audit, installation and configuration planning documentation, and hardware network, as well as operating system functionality, validation, and testing.  Also available are system expansion upgrade services: increasing the system capacity with in-rack expansion options for database and storage servers, multirack interconnect, and rerecking into customer-supplied rack.

## Key features

- Services covering the entire lifecycle of your Oracle Private Cloud Appliance
- Proactive and preventative services
- Focus on supportability from the start to ensure downstream success
- Delivery by senior Oracle Advanced Support Engineers with many years of experience in Oracle products

## Key benefits

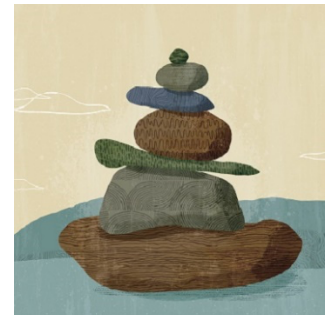
- Integration of Oracle Private Cloud Appliance into your data center environment
- Fast time to production of your Oracle Private Cloud Appliance workloads
- Risk reduction
- Efficient and secure management
- Enabling your IT team to operate your virtual machines on Oracle Private Cloud Appliance with confidence, achieving the service levels demanded by your business

SERVICE	SERVICE SUMMARY
<b>Oracle Software Installation and Configuration</b>	<p>For Private Cloud Appliance management and workloads, Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>• Oracle PCA Advanced Configuration</li> <li>• Oracle PCA Administration Network</li> <li>• Oracle PCA Backup and Recovery</li> <li>• Oracle VM Disaster and Recovery with Site Guard</li> <li>• Oracle PCA Database (1 DB, RAC)</li> <li>• Oracle PCA Incremental Virtual Machine (10 VMs)</li> <li>• Oracle Cloudera Data Platform configuration</li> <li>• Oracle Engineered Systems networking for Exadata direct connect</li> </ul>
<b>Oracle Preproduction Readiness Review</b>	<p>Review supportability and readiness of the deployment approach, including review of migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle Support tools, such as Auto Service Request.</p>
<b>Oracle Go-Live Support</b>	<p>The Oracle support plan provides assistance with go-live and dedicated onsite or remote support, if needed. The service can reduce risk for go-live and post deployment.</p>
<b>Oracle Advanced Support Knowledge Workshop</b>	<p>Technology workshop sessions to provide you with tailored information on Oracle Cloud technology and services. Oracle Advanced Support Engineers can deliver the functional and technical knowledge, analysis, and recommendations to help your IT team become more proficient with Oracle Private Cloud Appliance.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>• Self-service administration process and tools</li> <li>• Change management process and tools</li> <li>• Incident management process and tools</li> <li>• Oracle Enterprise Manager tools</li> </ul>

## Production Optimization Services

Targeted services utilize unique tooling and expertise of advanced support engineers to provide technical guidance for improved performance and stability of your existing environment.

SERVICE	SERVICE SUMMARY
<b>Oracle Configuration Review and Recommendations</b>	<p>Analysis of your current environment and establishment of target workload configuration based on your operational objectives and relevant Oracle recommendations. Gap analysis, risk identification, and report of findings.</p> <p><b>Sample areas of review:</b></p> <ul style="list-style-type: none"> <li>• Oracle Private Cloud Appliance</li> <li>• Oracle Enterprise Manager</li> <li>• Oracle ZFS Storage Appliance</li> </ul>
<b>Oracle Patch Review and Installation Services</b>	<p>These services are designed to help customers understand if the baseline patches on their system are optimally configured to meet their performance and stability requirements. Oracle will analyze the current patch configuration for specific Oracle products used in the engineered systems running in a customer's environment. Configuration and patch data are collected from the customer. Oracle reviews the data collected and makes patch recommendations based on Oracle's recommended practices.</p>
<b>Tailored Assistance from an Oracle Advanced Support Engineer</b>	<p>Sample activities include performing application or database migrations, reconfiguration of Exadata, Exadata hardening activities, and virtualization configuration.</p>



### Technologies covered

- Oracle Private Cloud Appliance
- Oracle Enterprise Manager

## Run and operate services

Monitoring services, ongoing proactive advice, and reactive assistance by a designated team enable you to improve availability, reduce risks, and optimize performance of your Engineered Systems environment.

SERVICE	SERVICE SUMMARY
<b>Oracle Engineered Systems Quarterly Patch Deployment</b>	<p>Proactive patch deployment process to ensure your Oracle Private Cloud Appliance is optimally maintained.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>• Review and analyze patch inventory</li> <li>• Analyze recommended patches to identify gaps and potential conflicts</li> <li>• Review findings and secure approvals</li> <li>• Request merge patches as needed</li> <li>• Perform/assist with deployment of those patches</li> </ul>

SERVICE	SERVICE SUMMARY
<b>Oracle Priority Support for Systems</b>	A fast path to issue resolution with priority service request handling. In addition, a Technical Account Manager (TAM) can provide expert guidance and proactive problem resolution.
<b>Engineered Systems Deployment and Infrastructure Support</b>	Premium annual support offering providing a blend of services to address the needs of a customer's most critical business platforms from initial deployment to on-going support. The service includes proactive and prioritized support, technical guidance and reviews, as well as elevated support coverage with skilled engineers.
<b>Oracle Advanced Management for Hybrid Cloud</b>	Combination of experts, proven processes, and trusted Oracle intellectual property to jointly manage your technology and application workloads for any deployment model extending and elevating your organization's IT and security skills.
<b>Oracle Solution Support Center</b>	Delivers a personalized level of support through a 24/7 dedicated hotline and a designated Oracle Support team and Technical Account Manager. With a deep understanding of your business and technical environment, the team delivers ongoing proactive advice, regular patch and performance reviews, and preventative services.
<b>Oracle Relocation Services</b>	Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, deinstallation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.

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