

Advanced Services for Oracle Private Cloud Appliance

Oracle Private Cloud Appliance is an integrated infrastructure system designed for rapid and simple deployment of private cloud at an industry-leading price point. Whether customers are running Linux, Microsoft Windows, or Oracle Solaris applications, Oracle Private Cloud Appliance supports consolidation for a wide range of mixed workloads in medium-to-large sized data centers.

FULL LIFECYCLE SUPPORT

When integrating Oracle Private Cloud Appliance into your data center, Oracle Advanced Customer Services provides services spanning across all lifecycle phases from plan and design, build and deploy, to operate and maintain. With a designated support team, proactive guidance, and preventative services, we help you rapidly gain the business benefits that Oracle Private Cloud Appliance offers.

EXAMPLE SERVICES FOR ORACLE PRIVATE CLOUD APPLIANCE

Plan and Design

SERVICES	DESCRIPTION
Oracle Workload Planning and Design	<p>Using defined processes, Oracle Advanced Customer Services will work with you to plan and design your path to a modern Oracle platform.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Service governance • Interactive working session to review your current environments, utilization, and business needs • Mapping of current to future architecture • Recommended approach and next steps roadmap
Oracle Consolidation Planning Service	<p>Analysis and assistance to identify optimal consolidation and deployment scenarios based on your current configurations, workloads, and security requirements.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Analysis of business and technical compatibility of critical database systems • Assistance in modeling optimal database deployment scenarios including workloads (+20 days) and configuration • Actionable recommendations and easy-to-read reports

Key Features

- Services covering the entire lifecycle of your Oracle Private Cloud Appliance
- Safe and efficient workload transition
- Proactive and preventative services
- Focus on supportability from the start to ensure down-stream 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 datacenter 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

Build and Deploy

Technologies Covered

- Oracle Private Cloud Appliance
- Oracle Enterprise Manager

SERVICES	DESCRIPTION
Oracle Software Installation and Configuration	<p>For Private Cloud at Customer management and workloads, Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Oracle Enterprise Manager configuration • Oracle VM Template configuration • Oracle Site Guard • Oracle ZFS Storage Appliance
Oracle Transition Service	<p>Rapid transition of Oracle Database, applications, and VM workloads to Oracle Private Cloud Appliance leveraging automated tooling, recommended practice, and highly-skilled resources.</p> <ul style="list-style-type: none"> • Oracle Database transition • Java Enterprise Edition transition • Oracle E-Business Suite transition • Virtual Machine workload transition • Exalogic and Exalytics workload transition • Solaris workload transition <p>Sample activities:</p> <ul style="list-style-type: none"> • Transition readiness through detailed analysis • Transition planning, testing and optimization
Oracle Advanced Support Knowledge Workshop	<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>Sample activities:</p> <ul style="list-style-type: none"> • Self-service administration process and tools • Change management process and tools • Incident management process and tools • Oracle Enterprise Manager tools
Oracle Configuration Review and Recommendations	<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>Sample areas of review:</p> <ul style="list-style-type: none"> • Oracle Private Cloud Appliance • Oracle Java workloads • Oracle Enterprise Manager • Oracle ZFS Storage Appliance

Operate and Maintain

SERVICES	DESCRIPTION
Oracle Solution Support Center	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.
Oracle Priority Support	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.
Oracle Managed Applications Unlimited	Provides complete 24/7 lifecycle management of Oracle applications on Oracle PaaS and IaaS to help you run your application workloads at the highest productivity, security, and cost efficiency. Sample activities: <ul style="list-style-type: none">• Industry leading SLAs• Critical business transaction monitoring enabled by a cloud automation platform with solution governance oversight• Disaster recovery
Oracle Quarterly Patch Deployment	Proactive patch deployment process to ensure your Oracle Private Cloud Appliance is optimally maintained. Sample activities: <ul style="list-style-type: none">• Review and analyze patch inventory• Analyze recommended patches to identify gaps and potential conflicts• Review findings and secure approvals• Request merge patches as needed• Perform/Assist with deployment of those patches

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 blogs.oracle.com/advanced-customer-services

Integrated Cloud Applications & Platform Services

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