

# Advanced Services for Oracle SuperCluster

## ORACLE<sup>®</sup> Advanced Customer Services

When integrating Oracle SuperCluster into your Oracle environment, Oracle Advanced Customer Services provides offerings that span the complete lifecycle from hardware installation and configuration to monitoring and support. With a dedicated support team, proactive guidance, and preventative services, Oracle Advanced Customer Services maximizes availability, reduces risk, and optimizes performance of your Oracle Engineered Systems.

### KEY FEATURES

- Preproduction Readiness Services including critical patches and updates, using proven methodologies and recommended practices
- Production Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Monitoring and Support Services provided by a team of Advanced Support Engineers and managed by a Technical Account Manager

### KEY BENEFITS

- **Rapid ROI.** Rapid deployment for faster ROI
- **High Availability.** Help ensure system uptime with mission-critical support for your complex IT environment
- **Optimized Performance.** Continuously optimize performance with regular reviews and advice
- **Reduced risk.** Support Oracle engineered system technologies with confidence, achieving service levels demanded by your business

### TECHNOLOGIES COVERED:

- Oracle SuperCluster Engineered System Hardware

## Plan and Design

### PREPRODUCTION READINESS SERVICES – FOR ORACLE SUPERCLUSTER DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
Oracle Supportability Planning and Design	Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.
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. Also available are system expansion upgrade services: increasing the system capacity with in-rack expansion options, multi-rack interconnect with InfiniBand, T-Series SuperCluster re-racking into customer supplied rack (full rack not available).
Software Configuration	<p>Oracle SuperCluster Configuration Service: Oracle engineers cover all aspects of the required configuration and setup across Engineered Systems components; SPARC servers, OVM for SPARC, Exadata storage servers and software, database servers, shared storage, and patches. The software and communications are then tested.</p> <p>Oracle engineers share knowledge to your IT operations staff that includes details of the product functionality, testing review, documentation review, and operational training.</p> <p>All configuration settings are documented and delivered to a customer's IT team during the post installation procedures.</p> <p>Oracle Engineered Systems Upgrade Configuration Service: This flexible service provides incremental in-rack expansion server configuration changes for the individual Engineered Systems components;</p> <ul style="list-style-type: none"> <li>• Exadata Storage Servers</li> <li>• Exadata Storage Servers Data Rebalancing</li> <li>• SuperCluster Compute node components</li> <li>• SuperCluster additional chassis</li> </ul>
Software Installation and Configuration	<p>For external attached storage and management systems, 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, but are not limited to external attached storage:</p> <ul style="list-style-type: none"> <li>• Oracle SuperCluster Hardening</li> </ul>

- Oracle Solaris
- Exadata Storage Servers
- Oracle ZFS Storage Appliance
- Oracle InfiniBand Switches

#### RELATED SERVICES

##### ACS Cloud Services

- Oracle Consolidation Planning Service for Database
- Oracle Migration Service for Database
- Oracle Consolidation Planning Service for Systems
- Oracle Migration Service for Systems

##### From Oracle University

- Expert-led training for Oracle SuperCluster, Oracle Solaris, Oracle Database
- Learning paths and assessments for Oracle technology

##### From Oracle Premier Support

- Oracle Customer Data and Device Retention
- Oracle Onsite Spares
- 24/7 Proactive Support
- My Oracle Support

	<ul style="list-style-type: none"> <li>• <i>Oracle Enterprise Manager</i></li> <li>• <i>Oracle ZFS Storage Appliance</i></li> <li>• <i>Oracle Flash Storage System</i></li> </ul>
<b>Oracle Preproduction Readiness Review</b>	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.
<b>Oracle Go-Live Support</b>	Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
<b>Oracle Advanced Support Knowledge Workshop</b>	Technology knowledge session to provide tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems.

## Build and Deploy

### PRODUCTION OPTIMIZATION SERVICES - FOR SUPERCLUSTER DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	
<b>Oracle Consolidation Planning Service</b>	<p>Analysis and assistance to identify the 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"> <li>• <i>Analysis of business and technical compatibility of critical systems</i></li> <li>• <i>Assistance in modeling the optimal deployment scenarios</i></li> <li>• <i>Actionable recommendations and easy-to-read reports</i></li> </ul>
<b>Oracle Migration Service</b>	<p>Rapid transition of Solaris applications, Oracle Databases, Java Enterprise Edition, Oracle E-Business Suite, VM Workloads to on-premises platforms or to Oracle Cloud. This may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Solaris application migrations</li> <li>• Oracle Database migrations</li> <li>• Java Enterprise Edition migration</li> <li>• Oracle E-Business Suite migration</li> <li>• Virtual Machine workload migrations</li> </ul> <p>Sample activities:</p> <p><i>Migration readiness through detailed analysis</i></p>
<b>Oracle Configuration Review and Recommendations</b>	<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 a final findings report.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> <li>• <i>Oracle SuperCluster</i></li> <li>• <i>Oracle Flash Storage System</i></li> <li>• <i>Oracle ZFS Storage Appliance</i></li> </ul>
<b>Oracle Engineered Systems Quarterly Patch Deployment Service</b>	<p>The service delivers a proactive patch deployment process to ensure your Oracle Engineered Systems are optimally maintained once per quarter for one year. Oracle performs a high-level check of your system's configuration profile to identify known configuration issues. Oracle support experts then generate a standardized report of findings, based on Oracle's recommended practices. Oracle implements the required updates every quarter in a unified and proactive manner across all system components.</p>
<b>Oracle Patch Review and Installation</b>	<p>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 is collected from the</p>

	customer. Oracle reviews the data collected and makes patch recommendations based on Oracle recommended practices.
<b>Oracle Performance Review and Recommendations</b>	Oracle collects and analyzes server performance data to identify system load patterns and potential challenges. Reviews key performance metrics, and documents and reviews findings and recommendations.  Areas to be reviewed can include: <ul style="list-style-type: none"> <li>• <i>Oracle SuperCluster</i></li> <li>• <i>Oracle Flash Storage System</i></li> <li>• <i>Oracle ZFS Storage Appliance</i></li> </ul>
<b>Tailored Assistance from an Oracle Advanced Support Engineer</b>	Sample activities include: Perform application or data migration, Reconfiguration of Solaris Cluster, Solaris servers, Solaris Hardening, SuperCluster Hardening, Virtualization configuration, Advanced Security Design and Configuration, and Storage device configuration.

## Operate and Maintain

### MONITORING AND SUPPORT SERVICES – FOR ENGINEERED SYSTEMS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES





Service	
<b>Oracle Advanced Monitoring and Resolution</b>	24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of IT resources.
<b>Oracle Solution Support Center</b>	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.
<b>Business Critical Assistance</b>	Oracle 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 recommended practice.
<b>Advanced Support Assistance</b>	Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.
<b>Oracle Priority Support</b>	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 SuperCluster, 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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