

# Advanced Services for Oracle Hierarchical Storage Manager

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

The complex challenge of managing the data lifecycle is simply about putting the right data, on the right storage tier, at the right time. Oracle Hierarchical Storage Manager software enables you to reduce the cost of managing data and storing vast data repositories by providing a powerful, easily managed, cost-effective way to access, retain, and protect data over its entire lifecycle. However, your organization must ensure that your archive software is configured and optimized to meet strategic business needs and regulatory demands.

Oracle Advanced Services for Oracle Hierarchical Storage Manager delivers the configuration expertise, focused reviews, and proactive guidance to help optimize the effectiveness of your solution—all delivered by Oracle Advanced Support Engineers.

### KEY BENEFITS

- 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 FEATURES

- **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

## Simplify Storage Management

Putting the right information on the appropriate tier can reduce storage costs and maximize return on investment (ROI) over time. Oracle Hierarchical Storage Manager software actively manages data between storage tiers to let companies exploit the substantial acquisition and operational cost differences between high-end disk drives, SATA drives, and tape devices. Oracle Hierarchical Storage Manager software provides an abstraction layer between applications and underlying storage tiers. Applications remain unaware of the physical location of data. As information is written by applications, it is automatically and transparently placed on the most cost-effective storage tiers on specified retention and retrieval policies to align storage and archiving costs with business priorities, and ease the management burden. Tiered storage, as a storage initiative, has been proven to significantly reduce acquisition and operating costs for medium and large-scale storage enterprises.

## Configure and Optimize your Archive Environment

Oracle Advanced Customer Services delivers storage software optimization services that help you install, configure, optimize, and support your storage archive environment. Sample service activities include:

- Tailored workshops to address recommended practices and knowledge sharing.
- Configuration and optimization assistance to ensure more efficient deployments of Oracle Hierarchical Storage Manager.

confidence, achieving service levels demanded by your business

#### TECHNOLOGIES COVERED

##### Storage:

- Oracle ZFS Storage Appliances
- StorageTek tape and library solutions
- Oracle's Flash Storage

##### Software:

- Oracle Hierarchical Storage Manager
- StorageTek QFS Software
- Oracle Solaris
- Oracle Linux
- Oracle Enterprise Manager, Ops Center)

#### RELATED SERVICES

##### From Oracle Advanced Support Engineer

- Oracle Data Transfer Services

##### From Oracle University

- Expert-led training for Oracle HSM
- 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

- Preproduction readiness reviews covering: Review supportability and readiness of your deployment approach.
- Tailored support with Advanced Support Engineers focusing on archive performance and availability requirements.

## Preproduction Readiness Services

### PREPRODUCTION READINESS SERVICES FOR ORACLE HARDWARE AND SOFTWARE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
<a href="#">Oracle Supportability Planning and Design</a>	Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.
<a href="#">Oracle Standard System Installation</a>	Comprehensive, standard system hardware installation including site audit, installation and configuration planning documentation, and hardware, network, and operating system functionality validation and testing. The following options are available <ul style="list-style-type: none"> <li>• Oracle SPARC servers</li> <li>• Oracle X-Series servers</li> </ul>
<a href="#">Oracle Standard Software Installation and Configuration</a>	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"> <li>• Oracle Hierarchical Storage Manager</li> <li>• Oracle Hierarchical Storage Manager (cluster, HA)</li> <li>• Oracle Solaris</li> <li>• Oracle Linux</li> <li>• Oracle Enterprise Manager, Ops Center</li> </ul>
<a href="#">Oracle Preproduction Readiness Review</a>	Review supportability and readiness of your deployment approach including review of your migration, backup, and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools such as Auto Service Request.
<a href="#">Oracle Go-Live Support</a>	Reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
<a href="#">Oracle Advanced Support Knowledge Workshop</a>	Technology knowledge session to provide you with tailored information on an Oracle product or technology. Plan future system deployments or review recommended practices for maximizing availability of existing systems. Sample activities may include but are not limited to: <ul style="list-style-type: none"> <li>• Oracle Storage software and technologies</li> </ul>

## Production Optimization Services

### PRODUCTION OPTIMIZATION SERVICES DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
<a href="#">Oracle Configuration Review and Recommendations</a>	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. Reviews will include: operating system configurations, versions, patches, and QFS shared file systems. Areas to be reviewed can include: <ul style="list-style-type: none"> <li>• Oracle Hierarchical Storage Manager</li> <li>• Oracle Hierarchical Storage Manager (cluster, HA)</li> </ul>

<p>Oracle High Availability Review and Recommendations</p>	<p>Reviews customer IT architecture and methods used to maintain availability goals. Oracle documents the availability methods deployed compared to business and application requirements, and identifies potential risks and gaps. Oracle delivers guidance based on recommended practices to help avoid potential risks.</p>
<p>Oracle Advanced Support Engineers</p>	<p>Oracle Advanced Support Engineers provide customers tailored performance reviews and system optimization assistance for all server and storage technologies. Engineers with operating system, storage, cluster and virtualization, and/or specific application expertise can act as extended team members, while sharing knowledge and skills in-house. Sample activities include:</p> <ul style="list-style-type: none"> <li>• <i>Data Transfer services</i></li> <li>• <i>QOS, Storage Domains</i></li> <li>• <i>Virtualization Installation and Configuration</i></li> <li>• <i>Backup and Recovery Strategies</i></li> </ul>

## Monitoring and Support

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

Service	Service Summary
<p>Oracle Solution Support Center</p>	<p>Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain deep knowledge of your business and technical environment and deliver ongoing proactive advice, regular patch and performance reviews, as well as preventative services.</p>
<p>Business Critical Assistance</p>	<p>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 practices.</p>
<p>Advanced Support Assistance</p>	<p>Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.</p>
<p>Oracle Priority Support</p>	<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 Oracle Hierarchical Storage Manager Services 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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