

Advanced Services for Oracle Zero Data Loss Recovery Appliance

Oracle Advanced Customer Services offers mission-critical support for Oracle's Zero Data Loss Recovery Appliance with services spanning from preproduction readiness and optimization to monitoring and support. With a dedicated support team, proactive guidance, and preventative services, we help to maximize availability, reduce risk, and optimize performance with Oracle's Zero Data Loss Recovery Appliance.

INTRODUCING ZERO DATA LOSS RECOVERY APPLIANCE

Because Oracle databases store and manage business-critical data for the most demanding applications, enterprises deserve a data protection solution specifically engineered to fully protect the transactional data in an efficient, optimized manner. This is where Oracle's Zero Data Loss Recovery Appliance offers unparalleled value.

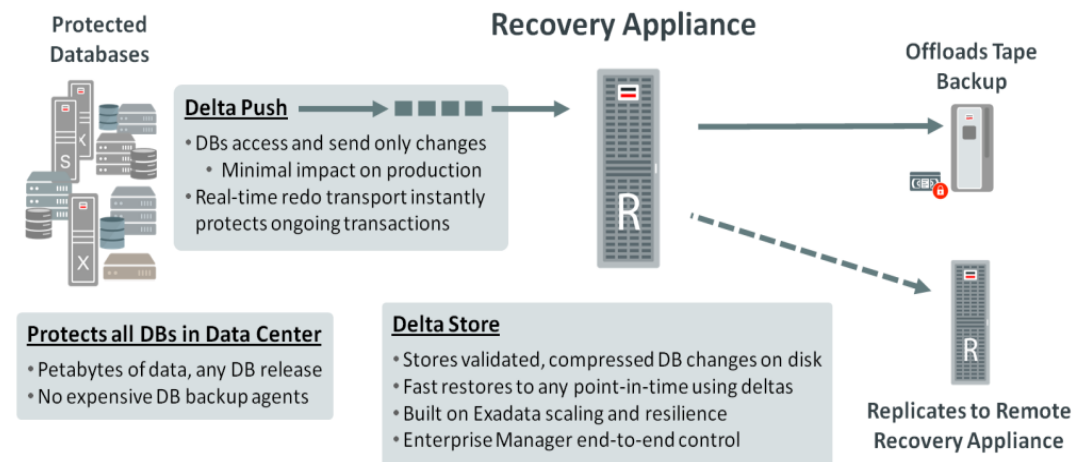


Figure 1. Zero Data Loss Recovery Appliance: Architecture Overview

Key Features

- **Preproduction Readiness Services** including reviews and supportability planning, using proven methodologies and recommended practices
- **Production Optimization Services** including configuration reviews and patching
- **Monitoring and Support Services** provided by a team of Advanced Services 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 Systems technology with confidence, achieving service levels demanded by your business

PREPRODUCTION READINESS SERVICES

Preproduction Readiness Services for Oracle Recovery Appliance 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 for storage servers, multi rack interconnect with InfiniBand, and Recovery Appliance re-racking into customer supplied rack (full rack not available).
Software Configuration	Oracle Engineered System Configuration Service: Oracle engineers cover all aspects of the required configuration and setup across engineered system components; storage server and software, database servers, shared storage, and patches. All configuration settings are documented and delivered to a customer's IT team during the post installation procedures.
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 installation and configuration activities for: <ul style="list-style-type: none"> • <i>ZDLRA Advanced Configuration</i> • <i>ZDLRA Replication</i> • <i>Automated Cartridge Systems Library Software (ACSLs)</i> • <i>Oracle Secure Backup (OSB)</i> • <i>Oracle Enterprise Manager (OEM)</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 key performance indicators (KPIs).
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.

Technologies Covered

Storage:

- Zero Data Loss Recovery Appliance hardware
- Oracle StorageTek SL150 modular tape library
- Oracle StorageTek SL4000 modular library system
- Oracle StorageTek SL8500 modular library system

Infrastructure Software:

- Oracle Database 11g, 12c
- Oracle Enterprise Manager (OEM)
- Oracle StorageTek ACSLS Manager Software
- Oracle Secure Backup

Related Services

ACS Cloud Services

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

From Oracle University

- Expert-led training for Zero Data Loss Recovery Appliance
- 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

PRODUCTION OPTIMIZATION SERVICES

Production Optimization Services for Oracle Recovery Appliance Delivered by Oracle Advanced Customer Services

SERVICE	SERVICE SUMMARY
Oracle Engineered System Quarterly Patch Deployment Service	Delivers a proactive patch deployment process to ensure your Oracle Engineered Systems are optimally maintained. 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 up to four times per year in a unified and proactive manner across all system components.

MONITORING AND SUPPORT

Monitoring and Support Services for Engineered Systems Delivered by Oracle Advanced Customer Services

SERVICE	SERVICE SUMMARY
Oracle Configuration Review and Recommendations	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. Areas to be reviewed can include: <i>Oracle Zero Data Loss Recovery Appliance</i>
Oracle Advanced Monitoring and Resolution	24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of your IT resources.
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 deliver ongoing proactive advice, regular patch and performance reviews, and 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 recommended 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.

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Integrated Cloud Applications & Platform Services

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