

Customer Success Services for Oracle Zero Data Loss Recovery Appliance

ORACLE
Customer Success Services



Oracle Customer Success 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 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 transactional data in an efficient, optimized manner. This is where Oracle's Zero Data Loss Recovery Appliance offers exceptional value.

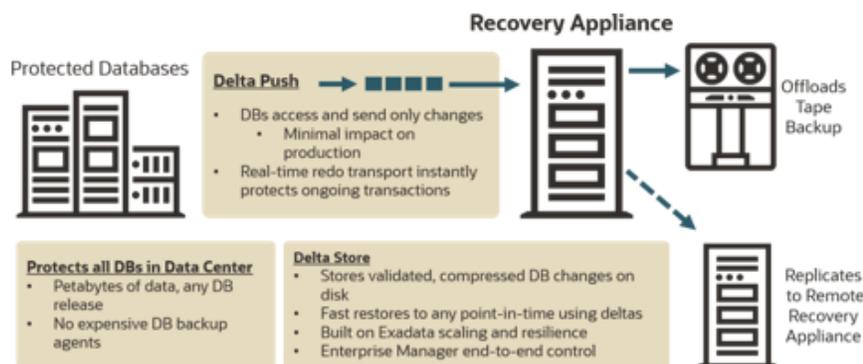


Figure 1. Zero Data Loss Recovery Appliance: Architecture Overview

Key features

- Preproduction Readiness Services, including reviews and supportability planning, using proven methodologies and recommended practices
- Production Optimization Services, including configuration reviews and patching
- Run and Operate Services provided by a team of Advanced Services Engineers and managed by a Technical Account Manager

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
Oracle Supportability Planning and Site Survey	<p>Analysis of design configuration requirements, and creation of deployment specification plans for implementing enterprise solutions considering supportability, reliability, and maintainability requirements.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • ZDLRA base system • ZDLRA Protected Database Backup • ZDLRA Backup Immutability
Oracle Standard System Installation	<p>Comprehensive, standard system hardware installation including site audit; installation and configuration planning documentation; and hardware, network, and operating system functionality validation and testing.</p> <p>Also available are system expansion upgrade services: increasing the system capacity with in-rack expansion options for storage servers, multi rack interconnect with InfiniBand or RoCE ethernet, and Recovery Appliance re- racking into customer supplied rack.</p>
Oracle Engineered Systems Software Configuration	<p>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.</p> <p>All configuration settings are documented and delivered to a customer's IT team during the post installation procedures.</p>
Oracle Standard Software Installation and Configuration	<p>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"> • ZDLRA Advanced Configuration • ZDLRA Virtual Air-Gap • ZDLRA Replication • ZDLRA Tape Integration • ZDLRA Protected Database • Oracle Enterprise Manager (OEM) • Oracle Key Vault (OKV)
Oracle Preproduction Readiness Review	<p>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.</p>
Oracle Go-Live Support	<p>Oracle Technical Account Manager reviews the go-live plan and conducts an operational readiness review. Support includes a focused review of business and project key performance indicators (KPIs).</p>



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

Technologies covered

Storage

- Zero Data Loss Recovery Appliance hardware
- Oracle OCI Cloud Storage

Infrastructure software

- Oracle Database
- Oracle Enterprise Manager (OEM)
- Oracle Secure Backup
- Oracle Key Vault

SERVICE	SERVICE SUMMARY
Oracle Advanced Support Knowledge Workshop	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.
ZDLRA Cyber Vault Deployment	<p>Oracle defines, implements, and tests software configuration for a ZDLRA in a cyber vault environment, extending your protection of an existing Recovery Appliance against potential ransomware attacks. Recommended additional services for Cyber Vault Deployments:</p> <ul style="list-style-type: none"> • Oracle Supportability Planning and Site Survey Support: ZDLRA Protected Database • Oracle Software Installation: ZDLRA Advanced Configuration (Protected Databases) • Oracle Software Installation: ZDLRA Virtual Air-Gap • Oracle Software Installation: Oracle Enterprise Manager

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
Oracle Configuration Review and Recommendations	<p>Analysis of current environment and creation of 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"> • Oracle Zero Data Loss Recovery Appliance
Oracle Performance Review and Recommendations	<p>Oracle collects and analyzes server performance data to identify system load patterns and potential issues. Reviews key performance metrics, and documents and reviews findings and recommendations.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> • Oracle Zero Data Loss Recovery Appliance
Oracle Security Review and Recommendations	<ul style="list-style-type: none"> • ZDLRA Infrastructure. This service is designed to help customers understand their current level of Oracle ZDLRA infrastructure security against Oracle recommended practices. Oracle CSS engineers will collect Oracle Linux security-related information via questionnaires, the OpenSCAP tool, and shell scripts run in the environment. • ZDLRA Logical Air-Gap. The service provides reviews covering the additional layers of protection recommended by Oracle in key areas. Areas reviewed include: RA is backed using additional encryption; networks used for backup separate from the Production; immutable backup enabled, which preserves integrity of backup data and is often used as a last line of defence layer against malware and ransomware attacks.
Tailored Assistance from an Oracle Advanced Support Engineer	Sample activities include performing application or database integrations, reconfiguration of Exadata, Exadata hardening activities, and virtualization configuration.

Run and Operate Services

SERVICE	SERVICE SUMMARY
Oracle Engineered System Quarterly Patch Deployment Service	<p>Delivers a proactive patch deployment process to ensure your Oracle Engineered Systems are optimally maintained.</p> <p>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.</p> <p>Oracle implements the required updates up to four times per year in a unified and proactive manner across all system components.</p>
Engineered Systems Deployment and Infrastructure Support	<p>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.</p>
Oracle Advanced Management for Hybrid Cloud	<p>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.</p>
Oracle Solution Support Center	<p>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.</p>
Oracle Priority Support	<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>
Oracle Relocation Services	<p>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.</p>

Connect with us

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