

Advanced Services for Oracle ZFS Storage Appliance

ORACLE® Advanced Customer Services

The Oracle ZFS Storage Appliance family is Oracle's preferred NAS storage system, with unified storage capability for enterprise tier 1 environments. Intelligent Hybrid Storage Pools, along with real-time analytics and easy-to-use administration, deliver economic advantages through agile storage deployment and management.

Oracle ZFS Storage Appliance Racked System is a fully tested, assembled, and integrated storage system complete with Oracle Platinum Services that lowers total cost of ownership while reducing risk. This preconfigured storage system dramatically shortens deployment time while optimizing performance and availability.

Oracle Advanced Customer Services offers a portfolio of offerings from installation and configuration assistance, to performance reviews, monitoring, and support of Oracle ZFS Storage Appliance. Expedite the successful deployment of your storage technology with services from Oracle and increase your enterprise NAS performance.

Preproduction Readiness Services

IMPROVE STORAGE EFFICIENCIES
WITH SERVICES FOR ORACLE ZFS
STORAGE APPLIANCE

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

PREPRODUCTION SERVICES FOR ORACLE ZFS STORAGE 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. The following installation options are available: <ul style="list-style-type: none"> • Oracle ZFS Storage Appliance Racked System • Oracle ZFS Storage Controller, rack ready • Oracle Drive Enclosure, rack ready • Upgrade ZFS Storage Appliance Controller • Upgrade ZFS Storage Appliance Drive Enclosure
Oracle Standard Software Installation and Configuration	Oracle installs new Oracle ZFS Storage Appliance using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include but not limited to: <ul style="list-style-type: none"> • Oracle ZFS Storage Appliance Software • Oracle ZFS Backup Appliance Configuration for Engineered Systems • Oracle ZFS Storage Appliance Replication configuration • Oracle SNAP Management Utility for Oracle Database with ZFS

- **Optimized Performance.** Continuously optimize performance with regular reviews and advice. Take advantage of the rich product features including Hybrid Columnar Compression, real-time storage analytics, and Intelligent Hybrid Storage Pools
- **Reduced risk.** Support Oracle engineered system technologies with confidence, achieving service levels demanded by your business

SERVICES COVER THE FOLLOWING TECHNOLOGIES

- Oracle ZFS Storage Appliance
- Oracle ZFS Backup Appliance
- Oracle ZFS Storage Appliance Software
- Oracle Database

SERVICES TO HELP YOU AVOID THE COMMON CHALLENGES WHEN DEPLOYING NEW STORAGE SYSTEMS

- Optimally configure new systems within a virtualized, NAS infrastructure that support diverse workload requirements
- Properly implementing new systems into a tiered storage infrastructure
- Integrating new technology that can scale easily to support growth

CUSTOMER TESTIMONIAL

“Oracle Advanced Customer Services completed the implementation in about two weeks and spent a further 30 days on system testing,” said Sharma.

“The support provided by Oracle Advanced Customer Services was exemplary.”

Amit Sharma, IT Manager
Dena Bank

CUSTOMER PROJECT SUMMARY

Services: Hardware installation, Software configuration and Testing Services, Advanced Support Engineer

Technologies: Oracle disk storage, SPARC servers, Oracle Real Application Clusters 11g, and Oracle Database

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.
Oracle Advanced Support Knowledge Workshop	Technology knowledge session to provide you with tailored information on Oracle ZFS Storage Appliance and other related Oracle technology. Review recommended practices for maximizing availability of existing and future system deployments.

Production Optimization Services

PRODUCTION OPTIMIZATION SERVICES FOR ORACLE ZFS STORAGE APPLIANCE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
Oracle Configuration Review and Recommendations	Analyzes current environment and establishes target 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: <ul style="list-style-type: none"> • ZFS Storage Appliance Configuration • ZFS Backup Appliance Configuration • ZFS Storage Appliance Replication • Solaris versions and patches • NAS storage, Disk storage, RAID Configurations • Network configuration
Oracle Performance Review and Recommendations	Oracle collects and analyzes performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics and documents, and reviews findings and recommendations.
Oracle Production Diagnostic Review and Recommendations	Oracle conducts a comprehensive system health check and identifies risks associated with serviceability, configuration, stability, and performance factors. Performs deep-dive diagnostics for identified high-risk issues and conducts a review of findings and recommendations.
Oracle Capacity Planning Review and Recommendations	Assist customers with maintaining adequate system resource capacity to support usage trends and peak period demands. Provides a review of current available capacity, an analysis of consumption trends (including peak consumption periods), and provides the customer with a report of findings to assist them in making capacity planning decisions, and to anticipate system resource needs over a 1-2 year period.
Oracle Patch Review and Installation	The service is designed to help customers understand if the baseline patches on their system are optimally configured to meet their performance and stability requirements. Oracle will review system data collected and make patch recommendations based on Oracle's recommended practices.
Oracle Relocation Services	Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, de-installation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.
Oracle Advanced Support Engineer	Oracle Advanced Support Engineers provide customers tailored performance reviews and system optimization assistance for all server and storage technologies. Engineers with OS, storage, cluster and virtualization, and/or specific application expertise can act as an extended team member while sharing knowledge and skills in-house. Sample activities include: <ul style="list-style-type: none"> • Data Transfer services • Backup and Recovery strategies • Virtualization configuration

Monitoring and Support

ADDITIONAL SERVICES

From Oracle Advanced Support Engineer

- Oracle Data Transfer Services

From Oracle University

- Expert-led training for Oracle ZFS Storage 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
- Oracle Platinum Services

MONITORING AND SUPPORT FOR ORACLE ZFS STORAGE APPLIANCE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
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 delivers ongoing proactive advice, regular patch and performance reviews, as well as 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.

CONTACT US

For more information about Advanced Services for Oracle ZFS Storage Appliances, visit oracle.com/acs, email us at acs_ww@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.



CONNECT WITH US

- blogs.oracle.com/oracle
- facebook.com/oracle
- twitter.com/oracle
- oracle.com

Integrated Cloud Applications & Platform Services

Copyright © 2018, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0218

