

# Oracle Solution Support Center Connected

## ORACLE® Advanced Customer Services

Oracle Solution Support Center Connected helps you maximize the availability and performance of your mission-critical Oracle databases and the ecosystems surrounding them. This personalized service includes a 24/7 dedicated team of specialized support experts, Oracle database (10g or higher) remote fault monitoring, proactive database health checks, database security compliance reporting, remote patch deployment, priority service request handling with accelerated response times, and an easy to use service dashboard for real-time status reporting.

### KEY FEATURES

- 24/7 dedicated hotline and specialized support team
- Proactive guidance by experienced Technical Account Manager
- 24/7 automated Oracle database fault monitoring
- Oracle database security compliance reporting

### KEY BENEFITS

- **Maximize reliability and availability** of your mission-critical environment
- **Reduce Risk** - prevent critical issues and expedite critical issue resolution
- **Increase Visibility** with real time status reporting on your Oracle database environment

## Mission-Critical Support for Your Complex IT Requirements

Oracle Solution Support Center Connected provides tailored mission-critical support services to help you minimize risk and maximize your system reliability and availability. Specialized Advanced Support Engineers provide proactive and preventive support for your mission-critical environment. Our engineered approach helps identify critical patch updates for deployment, make recommendations based on Oracle recommended practices, and increase your database availability so you can maximize the value of your Oracle technology with less disruption to your business.

## Expert Guidance for Your Environment

An Oracle Technical Account Manager and a dedicated support team of specialized Advanced Support Engineers work closely with you, both onsite and remotely, to provide 24/7 dedicated hotline and personalized support.

- Your Technical Account Manager is your single point of contact for guidance and escalation management. Periodic delivery reviews, including measuring and reporting key performance indicators, enable your IT staff to stay ahead of potential issues.
- The dedicated support team understands your IT environment, working with you every step of the way to support your unique technology and operational needs. Leveraging proprietary technology for detection of critical events and automated diagnostic information gathering enables our Advanced Support Engineers to provide recommendations on critical issue resolution and how best to optimize your environment.

## Proactive Guidance and Preventive Services

Mission-critical IT environments demand consistent, optimized performance. With Oracle Solution Support Center Connected, you benefit from a proactive approach to support that goes beyond critical issue response to problem prevention. Your Technical Account Manager and dedicated team help you continually optimize the performance of your environment:

- Proactive risk mitigation advice based on Oracle recommended practices
- Patch configuration and performance advice provided on your specific IT environment
- Root cause analysis and corrective action plans
- Real-time status reporting of Critical Patch Updates for your Oracle databases
- Proactive knowledge sessions with Oracle Advanced Support Engineers to enhance your IT team skills

## Automated Fault Identification and Notification

As part of the Oracle Advanced Database Support (ADS) framework, **Database Fault Management** can help protect Oracle databases 24/7 through automated fault monitoring.

Upon fault detection, notifications are sent to your designated contacts. A service request is then automatically submitted to your Oracle Advanced Customer Services dedicated support team for resolution, including proactively collected diagnostics.

Automated service request creation helps reduce administrative tasks and complexity for your IT resources during critical incidents, enabling your IT resources to focus on innovation and new projects, rather than fault monitoring and incident management.

## Proactive Advisory and Security Compliance Information

**Proactive Database Health Checks** provide automated health check reports that identify potential problems with your database configuration settings, security protections, and scalability attributes, allowing you to take timely action to prevent performance, security, and functional issues.

**Oracle Database Security Compliance Reporting** compares your covered databases against Oracle security recommended practices for database configuration, directory and file permissions, and user access.

Real-time status reporting of potential database issues, security compliance issues, and Oracle Critical Patch Updates (CPUs) help mitigate database risks and complications. By maintaining the database at current patch levels, you can further remove complexity from your supported database environment.

**Proactive Patch Advisory** provides real-time Patch Set Update (PSU) recommendations based on customer set patch compliance level, and interim patch recommendations for the available PSU's. The aggregations of interim patches are only available with ADS and can help prevent critical issues.

## Patch Management (optional service)

**Database Patch Management** is available for Oracle database 11gR2 or higher and can be activated at customer's discretion. With this optional Advanced Database Support service component, Oracle applies patches to covered Oracle databases up to four times per year via the Oracle Advanced Support Platform. Oracle Advanced Customer Services works collaboratively with you to assess, analyze, plan, and deploy updates and patches to keep your database systems current and highly supportable. Continuous improvement enables higher system performance, availability, and security.

## Transparency

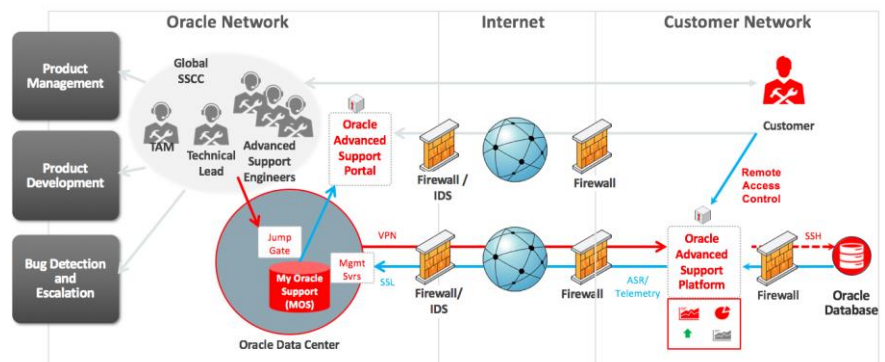
An intuitive service dashboard is available on the Oracle Advanced Customer Services portal. This user interface allows a complete view of your Oracle database including:

- **Service request view:** Listing and status of service requests for the monitored databases. Drill-down views to see and interact with a service request
- **Oracle database view:** Listing and status of the Oracle databases including type, host name, and version. Drill-down views for status of a particular database such as space information, Critical Patch Updates utilization, or service request status
- **Proactive database advisory view:** Showing a snapshot of the database security compliance rules that have been violated, a proactive database health check score, and whether a database is compliant from a PSU perspective. Drill-down views provide full details for each of these areas

## Advanced Support Delivery and Easy Activation

Oracle Solution Support Center Connected is enabled via the Oracle Advanced Support Platform, a secure remote-connected platform backed by patented technology, located in your data center. It provides automated platform and service activation, as well as automatic discovery of agent and targets.

Telemetry from monitored Oracle database systems is collected, consolidated, and transmitted using a secure, one-way outbound connection<sup>1</sup> between you and Oracle.



## Additional Oracle Advanced Customer Services for Oracle Database

Oracle Advanced Customer Services delivers a range of services to maximize availability and improve performance of Oracle databases:

- **Oracle Database Upgrade Support:** A comprehensive service offering designed to assist you in upgrading database technology
- **Oracle Migration Service:** For fast and low-risk migration leveraging unique automated technology, interactive tools, and migration expertise





1 Inbound SSL VPN connection is required for the optional ADS Patch Management service component.

### CONTACT US

For more information about Oracle Solution Support Center Connected, visit [oracle.com/acs](http://oracle.com/acs) or email us at [acs\\_ww@oracle.com](mailto:acs_ww@oracle.com), or call +1.800.ORACLE1 to speak to an Oracle representative.



### CONNECT WITH US

-  [blogs.oracle.com/oracle](http://blogs.oracle.com/oracle)
-  [facebook.com/oracle](https://facebook.com/oracle)
-  [twitter.com/oracle](https://twitter.com/oracle)
-  [oracle.com](http://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. 0518