Advanced Services for Oracle Solaris 11 Modernization

ORACLE®
Advanced Customer Services

Oracle's Sun SPARC, Sun Blade, and x86 servers running Oracle Solaris 11 deliver the highest levels of performance, scalability, and availability for mission-critical systems.

Oracle Advanced Customer Services offers installation and configuration support, performance reviews, and monitoring to accelerate adoption and maximize the value of Oracle Solaris 11.

Lifecycle Services for Oracle Solaris 11

Oracle Advanced Customer Services delivers advanced support for installing, optimizing, and supporting your Oracle Solaris environments. With intimate knowledge of Oracle recommended practices, tools, and technology, Oracle Advanced Support Engineers help mitigate risk and maximize the value of your Oracle technology investment.

When transitioning to an Oracle Solaris 11 environment, utilize the expertise of Oracle Advanced Support Engineers who deliver a tested and reliable production-ready platform. Take advantage of high availability, advanced security, efficiency, and industry- leading scalability/performance of Solaris 11.

Oracle Solaris 11 Modernization Services Assure Your Transition is Smooth and Secure

Oracle Advanced Customer Services can help you transition to Oracle Solaris 11 successfully while staying focused on your critical business. Oracle utilizes delivery recommended practices for all modernization activities and configuration services to help avoid disruptions that could cost time, money, and business.

Sample service activities include:

- Installation and Configuration – Proven standardized installation, configuration, and modernization reviews
- Recommended practices and knowledge sharing for maintaining and optimizing Solaris 11 environments
- Advanced Monitoring – 24/7 proactive system monitoring and incident resolution services for Solaris systems
- Mission-Critical Support – Technical reviews and advice from engineers to optimize Solaris environments

In addition, Oracle's Technical Account Managers share knowledge and recommended practices throughout the entire modernization lifecycle.

MODERNIZATION SERVICES FOR ORACLE SOLARIS 11

KEY FEATURES

- Oracle Solaris 11 installation, configuration, and advanced support services for faster adoption
- Onsite technical knowledge tailored to support your system availability requirements
- Trusted systems knowledge, rich tools, and proven IT delivery methodologies

KEY BENEFITS

- Accelerate time-to-value of your Oracle Solaris 11 environment
- Take advantage of the rich features including virtualization, scalability, and performance
- Maximize business value with trusted Oracle engineers through knowledge sharing sessions and sharing of recommended practices
- Mitigate risk of unplanned downtime
- Have confidence that the modernization will complete as planned (time, resources, budget) through Oracle recommended practices

ORACLE®

Benefit from Oracle Solaris 11 Advanced Technologies

Oracle Solaris 11 has new features such as network virtualization, data de-duplication, and built-in data encryption that help improve IT efficiency.

The new availability features of Oracle Solaris 11 decrease planned downtime, while eliminating traditional patching. Maintenance-related reboots are greatly reduced and the new faster system can minimize boot time to seconds.

Oracle Solaris 11 delivers fully virtualized networking capabilities, in addition to existing system and data virtualization features, providing even more flexibility.

Leading-edge security features in Oracle Solaris help to reduce the risk of intrusions, while keeping applications and data secure.

ADVANCED SERVICES FOR ORACLE SOLARIS 11 MODERNIZATION

Preproduction Services	
Oracle Advanced Support Knowledge Workshop	Technology knowledge session provides tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems. Recommended for customers embarking on consolidation or migration projects targeting virtualized architectures with Oracle VM for SPARC technology (formerly called LDOMS). Workshop activities may include and are not limited to: • *Solaris Technologies* • *Server Optimization (Consolidation and Virtualization)* • *Virtualization Design Workshop*
Oracle Standard System Installation	Comprehensive, standard system installation including: site audit; installation and configuration planning documentation; and hardware, network, and Oracle Solaris 11 functionality validation and testing.
Oracle Standard Software Installation and Configuration for Solaris 11	Oracle installs new Solaris version 11 using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include and are not limited to: • *Solaris 11 configuration activities* • *Solaris Cluster installation and configuration* • *Hardening activities* • *Virtualization configuration*
Oracle Standard Software Installation and Configuration Solaris Repository	Oracle installs the new Solaris version using Oracle recommended practices and tracks configuration changes. Enables you to use Solaris more effectively in configuring new systems. Provides complete testing, validation, and documentation. Starter pack activities may include and are not limited to: • *Solaris Installation and Configuration with current OS and associated SRU* • *Creation of a Solaris Repository* • *Creation of an Solaris Automated Installation Service* • *Knowledge sharing sessions on Automated Installation configuration and management*
Oracle Standard Software Installation and Configuration Solaris Custom Automated Installer	Oracle installs the new Solaris version with a custom built Automated Installer using Oracle recommended practices and tracks configuration changes. Builds on Solaris Repository configuration service. Provides complete testing, validation, and documentation.

	Advanced Automation pack activities may include and are not limited to: • *Creation of up to three Solaris Automated Installation Services* • *Creation of a first-boot service for use by the Automated Installation services* • *Knowledge sharing sessions on Automated Installation custom configuration and management of first boot hosts* *Note: Custom Automated Installer requires the selection of the Solaris Repository*
Oracle Standard Software Installation and Configuration Solaris Volume Deployment with Automated Installer	Oracle installs new Solaris Volume Deployment configuration, leveraging the Automated Installer and IPS. Provides complete testing, validation, and documentation. Activities may include and are not limited to: • *Create Automated Installation System Configuration manifest templates* • *Create Unified Archive golden installation image process* • *Create additional IPS Solaris support repositories* • *Deliver customized Automated Installation client creation script(s)* • *Deploy IPS repository replication and update automation* • *Knowledge sharing sessions to support, maintain, and expand these features*
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.

Optimization Services

Oracle Configuration Review and Recommendations for Solaris 11	Analyzes current environment and establishes target Solaris 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. Areas of review can include: • *Solaris and server configuration data* • *Solaris versions and patches*
Oracle Performance Review and Recommendations for Solaris 11	Oracle collects and analyzes Solaris performance data to identify system load patterns and potential road blocks. Oracle will review key performance metrics and document review findings with recommendations.
Oracle Patch Review and Installation for Solaris 11	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 Production Diagnostic Review and Recommendations for Solaris 11	Oracle conducts a comprehensive system and operating system health-check to identify risks associated with serviceability, configuration, stability, and performance factors. Diagnostics are performed to identify high-risk issues and Oracle will provide a review of findings with recommendations.

Other Services for Oracle Solaris

Oracle Business Critical Service	24/7 fault monitoring and event detection, rapid response and hardware replacement SLAs, priority handling of technical Service Requests, and quarterly reviews and patch installation.
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	Oracle Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical Service Requests.
Oracle Priority Support	Provides an Oracle 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.
Time and Material Services for Oracle Solaris	
Technical Account Manager for Solaris 11	Works with your business and technical teams throughout the entire modernization lifecycle. They utilize a holistic approach and deliver guidance to proactively identify risks, document cost reduction and consolidation opportunities, and improve issue-resolution time. Sample activities include: • Coordinate the right functional and technical resources for success • Perform analytical approaches to assessing customer business initiatives • Identify and articulate IT modernization / IT evolution opportunities
Advanced Support Engineer for Solaris 11	Dedicated Oracle Advanced Support Engineers provide onsite or remote technical support, system repair, and problem resolution. Includes support of existing operations with reviews, planning, and recommendations for optimization of critical IT environments. Support engineers with OS, storage, cluster and virtualization, and/or specific application expertise can act as an extended team member while transferring knowledge and skills in-house.

CONTACT US

For more information about Advanced Services for Oracle Solaris 11 Modernization, 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

B blogs.oracle.com/oracle

f facebook.com/oracle

twitter.com/oracle

oracle.com

Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment