

Oracle Solution Support Center

ORACLE® Advanced Customer Services

MISSION-CRITICAL SUPPORT

KEY FEATURES

- Dedicated support team
- Proactive guidance and preventative services delivered
- Patch, configuration, and performance advice
- Advanced diagnostic tools built on a knowledge base of customer projects

KEY BENEFITS

- Faster problem resolution
- Reduce operational costs and risk
- Quick return on investment
- High availability and performance of your mission-critical environment

When business continuity is crucial and you need mission-critical support, Oracle Advanced Customer Services offers proactive guidance and preventative services delivered by a dedicated support team. This mission-critical support is provided through the Oracle Solution Support Center. The Oracle Solution Support Center helps drive high availability across the entire Oracle IT stack—from applications, middleware, and database through servers, storage, and network devices.

Drive High Availability with Mission-Critical Support

Oracle Solution Support Center, the most comprehensive annual support offering from Oracle Advanced Customer Services, delivers the high availability and mission-critical support your business demands.

An Oracle Technical Account Manager and a team of Advanced Support Engineers work closely with you, both onsite and remotely, to provide 24/7 personalized support. This dedicated team knows your IT environment by working with you each step of the way to support your unique technology and operational needs. The team combines the knowledge of your environment, along with expertise from Oracle Support and Product Development, to help resolve critical issues.

Whether it is to resolve a critical issue, increase system performance, or optimize a configuration, you receive priority treatment from the start with a dedicated team to address and resolve the issue quickly. Oracle Solution Support Center includes:

Key Service Activities

- **Dedicated Support Team:** Dedicated support team for issue resolution and advice across your entire Oracle IT stack
- **Proactive Guidance:** Advanced Support Engineers who understand your unique IT environment
- **Priority Response:** 24/7 dedicated hotline for immediate critical issue response
- **Preventative Services:** Patch, configuration, and performance advice to drive high availability
- **Issue Identification and Resolution:** Advanced diagnostic tools to identify and resolve issues

Proactive Guidance and Preventative Services

Mission-critical IT environments demand consistent and optimized performance. With Oracle Solution Support Center, you benefit from a proactive approach to support that goes beyond problem response to problem prevention. The Oracle Solution Support

Center team helps to continuously optimize the performance of your Oracle hardware and software through proactive advice, regular reviews, and preventative services.

Regular patch, configuration, and performance advice is provided for your specific IT environment and operational requirements to ensure that your combination of Oracle products are optimized and working effectively. Knowledge sessions with Oracle engineers deepen the skills and improve the self-sufficiency of your IT team.

Build a Foundation for High Availability with Diagnostic Tools

With Oracle Solution Support Center, engineers utilize advanced diagnostic tools built on a knowledge base of over 200,000 customer experiences to immediately identify and resolve issues, as well as provide root cause analysis and deliver permanent remediation plans.

With the help of advanced diagnostic tools, issues will be reduced, resulting in higher system availability.

Mission-Critical Support for Your Complex IT Requirements

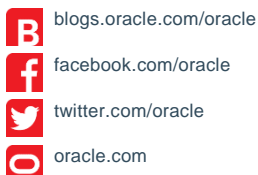
Oracle Solution Support Center provides tailored, mission-critical support to help drive the highest levels of system performance and availability. Advanced Support Engineers provide highly proactive and preventive support for your mission-critical environment with a dedicated support team, proactive guidance, and preventative services. Our engineered approach to helping you achieve increased system availability helps you maximize the value and accelerate adoption of your Oracle technology—with less disruption to your business.

CONTACT US

For more information about Oracle Solution Support Center, visit oracle.com/acs, email us at acs_ww@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.



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