

The Oracle Support Advantage

Investing in Oracle Support fuels your business innovation and provides you with important support and security updates for your Oracle products. Businesses around the world continue to rely on Oracle as their trusted support provider of outstanding protection for vital business interests. Only Oracle can deliver security enhancements to the software itself and more comprehensive protection against new hacking threats.

ORACLE DELIVERS HIGHER VALUE AND A SUPERIOR OWNERSHIP EXPERIENCE

Hardware and Software Designed with Support in Mind

At Oracle, our ability to deliver superior customer support starts with our products. Oracle designs products exclusively for mission-critical enterprise IT solutions, and it shows. From hardware, operating systems, and databases to middleware and application software, fault tolerance and serviceability are built into every product. The result is fewer single points of failure, better internal error handling, and accelerated problem resolution capabilities. It all adds up to lower operating cost, reduced risk, and a solution that's designed—from the start—with future maintenance, support, and evolution in mind. Oracle delivers complete, dependable, fully-integrated, and tested products for your business now and for what's next, on premises and in the Oracle Cloud.

Integrated Support with a Single Point of Accountability

Whether you're running Oracle systems, Oracle engineered systems, Oracle software, or the complete Oracle stack, you can count on consistent, integrated support. Unlike other enterprise IT vendors, Oracle delivers support for all products utilizing one unified services organization, one unified support platform, and one unified support offering: Oracle Premier Support. Oracle Premier Support customers running Oracle engineered systems can qualify to receive Oracle Platinum Services—the industry's highest level of support, which provides remote fault monitoring with faster response times and patch deployment—at no additional cost. Oracle offers you a level of service no other provider can—combining direct access to vendor expertise, tools, and product updates with a single point of accountability for all Oracle solution components. With this unique ability, Oracle is able to deliver better service and move past individual technologies so you get more value from your complete IT solution. No other support provider can help protect your Oracle investment with 100% genuine parts including rigorously tested updates, innovative upgrades, and security patches. Only Oracle provides true end-to-end support for the complete Oracle IT stack, applications to disk.



Trusted

- Oracle's solid business reputation is built on more than 40 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Oracle helps to protect your Oracle investment including rigorously tested updates, innovative upgrades, and security patches.
- More than 430,000 customers choose Oracle, and rely on Oracle Support, to protect their technology investment.

Secure

- Security features at every layer of the software stack.
- Security patching is essential and is standard operating practice—Oracle has the tools, owns the source code, and has the ability to develop security updates.
- Regression testing across the full stack at the core application/database code level.

Comprehensive

- Leverage consistent, ongoing, unparalleled innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.



Powerful Proactive Support Tools

Only Oracle places so much emphasis on technology-enabled problem prevention and performance optimization and includes it in standard support coverage. The My Oracle Support platform delivers a web-based, personalized, and proactive support experience through a single point of entry and integrated dashboard. With access to health checks and patch recommendations based on your unique configurations, you can isolate and resolve problems during implementation, production, and upgrades. Tailored knowledge management and guided search capabilities enable you to quickly locate relevant articles and technical information, and with ongoing exchanges of knowledge with a collaborative network of Oracle support specialists and industry peers, you're equipped with the information and best practices you need to proactively maintain and optimize your Oracle solution over time.

Oracle has even bridged the gap between online support information and on-premises management through the integration of My Oracle Support with Oracle Enterprise Manager. This integration allows you to implement preventive configuration changes more quickly, realizing immediate benefit from performance improvements, and heading off potential problems before they can impact your business.

ORACLE SUPPORT—NO ONE HAS OUR RESOURCES AND KNOWLEDGE

At Oracle, we understand the significance of your IT investments and that providing great customer service is as important as providing great products. That's why we invest so heavily in proactive support tools, and it's also why we have built a global support organization of over 16,000 people spanning 175 countries.

Since service quality is our priority, when you contact us for help, you work directly with an Oracle product expert, not someone in an outsourced call center. All these support professionals have just one focus: to drive the success of our customers' Oracle investments.

Our support engineers are backed by the full power of Oracle's support knowledgebase, which contains nearly 1 million technical solutions developed through our experience supporting hundreds of thousands of customers around the world. Through this immense pool of aggregate knowledge, Oracle resolves many issues in seconds that might otherwise have taken days. Much of this same information is also available to your IT staff through My Oracle Support, giving you direct access to a wealth of self-solve resources. With Oracle Premier Support, you have 24/7 online access to My Oracle Support, 24/7 access to our support engineers, and, for servers, engineered systems, and storage systems, even 24/7 access to two-hour¹ onsite hardware service—all standard.

Enhanced Support Available for Mission Critical Environments

When you need more, Oracle Business Critical Service for Systems delivers the high availability you demand through a combination of preventative support and automated problem detection. You get the right combination of personalized support, priority response, and fault monitoring to maintain the highest levels of performance.

“With Oracle Premier Support's proactive tools, we can let Oracle see what we see. They know the product versions and we're running, which saves us time and enhances their ability to help us.”

JEROME AIKEN
SENIOR SOLUTIONS
ARCHITECT
COX ENTERPRISES

“The value of Oracle Support is having internal advocates at Oracle in your corner as you maintain your current system, plan the next upgrade, and look to the future—Oracle Support gives you the elite experts.”

VINCE DADE
DIRECTOR ENTERPRISE
APPLICATIONS
NEIMAN MARCUS GROUP

¹ Your system must be within an Oracle two-hour service coverage area to receive two-hour service as a standard feature

Unparalleled Innovation for Long-term Business Success

Oracle employs more than 40,000 engineers and invests over \$5B per year in product enhancements so your business can keep pace with change and strengthen its competitive position. These enhancements may include new product functionality, performance improvements, tax and regulatory updates, security updates, and even major architectural shifts, which are included in standard Oracle Premier Support coverage. Unlike many software providers, you don't pay extra license fees for new releases of the software—it's all included.

Oracle's innovation doesn't stop with hardware and software. We are continuously investing in user-driven enhancements to our support tools, systems, engineered systems, and processes. Oracle Premier Support gives you access to the very latest support resources created to help you maintain your product, improve product performance, simplify upgrades, and more readily consume Oracle innovation. What's more, with Oracle's Lifetime Support Policy, you upgrade Oracle software on your own schedule. Only Oracle provides sustaining support for earlier versions for as long as you own the product. It all adds up to greater long-term value, investment protection, and a superior ownership experience.

"Oracle listens to the customers and when customers create similar customizations, they add features—we can reduce our application's complexity by retiring our customizations and using features added in new releases."

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Integrated Cloud Applications & Platform Services

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