

# The Oracle System Support Advantage



Not all system support is created equal—or complete. With Oracle Premier Support for Systems, you get everything you need to keep your Oracle servers running at peak performance for one standard price.

## WHY ORACLE SYSTEM SUPPORT?

- Integrated support for the whole system
- 24/7 on-site hardware service (2-hour response for P1 issues in many areas)
- 24/7 support and updates/upgrades for system software (including OS and virtualization software) included
- System management software and associated support included
- Experienced support personnel focused solely on Oracle products
- Collaborative support with other IT vendors through Oracle's participation and leadership in TSANet
- Proven Automatic Service Request (ASR) capability and an industry-leading portfolio of personalized, proactive support resources available through the My Oracle Support portal
- Oracle consistently recognized for its award-winning quality of service

## Complete System Support. No Surprises.

We've got your systems covered. Oracle Premier Support for Systems gives you the complete server support you need to help you prevent problems from happening and resolve them quickly if they do. You get 24/7 access to Oracle systems specialists and on-site hardware service with rapid response, and online access to knowledge, proactive tools and communities. Oracle Premier Support for Systems also provides support, updates and new releases for Oracle system software including Oracle Solaris, Oracle Linux, Oracle VM, and embedded server and storage software, so you can stay up-to-date without separate fees. Only Oracle provides a complete, integrated server system coupled with complete, integrated support. No hidden costs or disjointed service.

## Management Software Included

Our ability to deliver superior customer support starts with our products. Fault tolerance and serviceability are built-in. The result is fewer single points of failure, better internal error handling, and accelerated problem resolution capability. What's more, Oracle products are engineered to be maintained and updated together, improving availability and simplifying management. Oracle Premier Support for Systems goes beyond break-fix assistance to provide powerful maintenance and management tools, such as system health recommendations, automatic service requests, and complete system management software – at no additional cost.

Through the My Oracle Support portal, customers have immediate access to tools which identify known availability risks associated with specific systems and provide prioritized recommendations for remediation. This analysis spans system hardware and software components and is available on-demand, at no additional cost. Other vendors' automated health check services are seldom as comprehensive – requiring purchase of separate consulting services to gain similar insight.

**BENEFITS OF COMPLETE SUPPORT**

- **No surprises:** Everything you need for one standard price. Consistent service across all hardware and system software components.
- **No vendor finger-pointing:** A single point of accountability. Software and firmware updates engineered to work together.
- **No waiting for problems to occur:** Oracle enables a more proactive approach by providing tools, best practices, and even system management software as a part of Oracle Premier Support for Systems. We back it up with award-winning support and unparalleled innovation with ongoing firmware and system software enhancements.

**BOTTOM LINE**

- **Higher** availability, operating efficiency, and ongoing competitiveness
- **Lower** complexity, risk, and cost

	ORACLE®	Other Vendors
Server Hardware	ONE INTEGRATED SYSTEM	Separate Cost
Operating System		Separate Cost
Virtualization Software		Separate Cost
2hr Onsite Hardware Service	ONE INTEGRATED SUPPORT SERVICE	Separate Cost
Operating System Support/Updates		Separate Cost
Virtualization Support/Updates		Separate Cost
System Health Recommendations		Separate Cost
System Management Software		Separate Cost
System Management Support/Updates		Separate Cost

## Preventive Services and System Management Software Included

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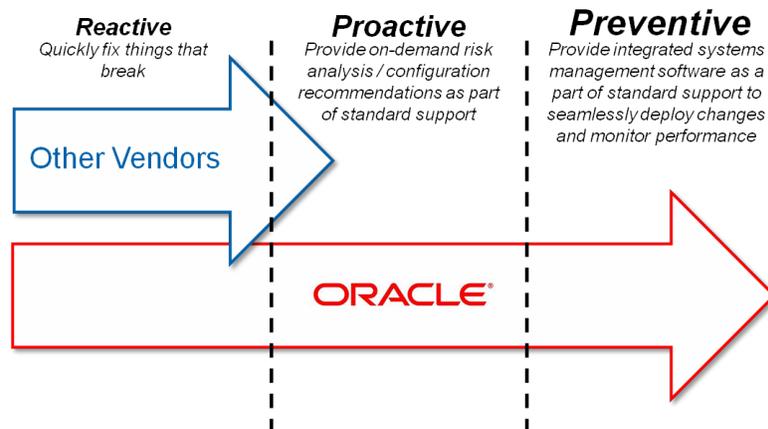
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Now, Oracle has raised the bar again by breaking down the barrier between support and management tools – enabling our customers to be more efficient and more preventive. For most vendors, there is a tremendous separation between web-based support portals/ applications and on-premise system management software. At Oracle, both of these software products are managed by one development team and they saw an integration opportunity.

Oracle integrated My Oracle Support with Oracle Enterprise Manager Ops Center and, like My Oracle Support, Ops Center is now available as a part of standard Oracle Premier Support for Systems coverage. This unprecedented level of integration enables a more seamless connection between knowledge and action. For example, the management software can automatically create service requests in the support portal (including complete and current configuration and fault information). In addition, the knowledge, software updates, and patch recommendations that have been traditionally locked up in the support portal can now be seamlessly shared with the system management software. The result for customers is saved time, reduced risk, and the ability to maintain healthier, higher-performing systems leveraging known global best practices.

Oracle Enterprise Manager Ops Center 12c is powerful and modern system management software which combines management across servers, operating systems, firmware,

virtual machines, storage, and network fabrics into a single console to maximize the value of your infrastructure investment. With its end-to-end lifecycle management, Oracle Enterprise Manager Ops Center can dramatically improve the efficiency of operations. While other vendors charge separate license, support, and update fees for system management software, Oracle includes it at no additional cost. We see it as part of natural evolution of IT support.

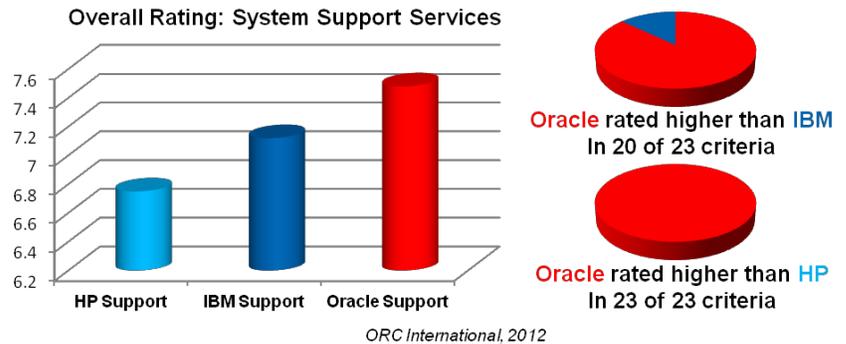


### Award-Winning Quality of Service

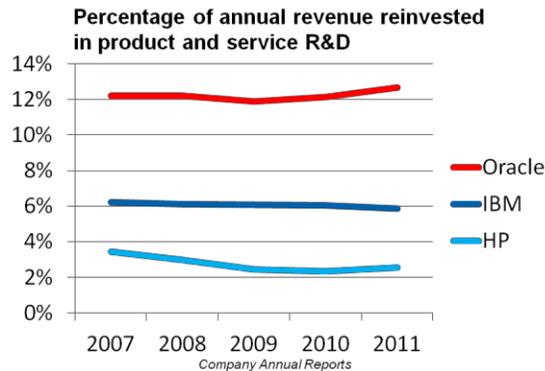
At Oracle, we understand the mission-critical nature of your IT investments and that getting great customer service is as important as getting great products. That's why we invest so heavily in proactive support tools, and it's also why we have built a global support organization of over 18,000 people spanning 145 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.

We're proud that Oracle has earned seventeen awards from the Technology Services Industry Association (TSIA) for service excellence and has been inducted into the STAR Awards Hall of Fame for a record third time. TSIA Star Awards provide industry peer recognition within IT Services and are bestowed upon companies that have developed and implemented the most innovative and efficient processes for service and support delivery.



We're constantly seeking and incorporating customer feedback into how to make our support delivery better for you. Oracle also continues to reinvest heavily in our products through ongoing research and development – delivering innovation to you through Oracle Premier Support in the form of updates and enhancements to system firmware and software, including OS, virtualization, and management software.



From product design through support, no other systems vendor matches Oracle's commitment to helping you compete and win – today and in the years to come.



**CONTACT US**

For more information about The Oracle System Support Advantage, visit [oracle.com/support](http://oracle.com/support) or call +1.800.ORACLE1 to speak to an Oracle representative.

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**Hardware and Software, Engineered to Work Together**

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