Advanced Services for Server Infrastructure Refresh

ORACLE®
Advanced Customer Services

Transitioning to new server technology can deliver massive performance and availability improvements; however, concerns about the migration process and maintaining uptime with minimal disruption, often delay such technology refresh decisions.

Oracle Advanced Customer Services delivers a fast, yet comprehensive approach to refreshing your Oracle server technology. Based on our proven methodologies and repeatable processes, these services help you optimally configure server environments and streamline the migration to new Oracle servers. Maximize efficiencies while driving down maintenance and energy costs with Oracle's latest server technology.

INSTALLATION AND DEPLOYMENT SERVICES FOR INFRASTRUCTURE REFRESH PROJECTS

KEY FEATURES

- Installation, configuration, and deployment services for Oracle hardware upgrades help drive faster adoption
- Services include:
  - Planning
  - Design
  - Build
  - Deploy
  - Go-Live
- Onsite technical knowledge tailored to match your business-critical needs
- Trusted systems knowledge, rich tools, and proven IT delivery methodologies

KEY BENEFITS

- Accelerate adoption of your new SPARC Solaris environment
- Drive IT systems modernization
- Maximize business value with trusted Oracle engineers through technology knowledge sessions and recommended practices

Improve IT Efficiency with new Oracle Systems

Designed for mission-critical applications, Oracle's SPARC enterprise servers are engineered with Oracle's complete software stack to enable customers to consolidate multiple application tiers onto a single server, reduce system complexity, and improve utilization. Oracle's virtualization software lets you maximize the consolidation onto a more cost effective and agile infrastructure. With Oracle VM Server for SPARC and Oracle Solaris Containers, you can create virtual server environments that can run a wide range of operating systems and take advantage of the latest platform advancements without changing applications, thereby protecting investments.

Drive Faster Returns with Oracle Services for Server Infrastructure Refresh

Speed deployment of your new systems with Oracle's server infrastructure refresh services. Experts from Oracle Advanced Customer Services help you install, virtualize, optimize, deploy, and support your new Oracle technology. Whether you are migrating from older technology, deploying a private cloud infrastructure, or optimizing an existing environment through the use of virtualization technologies, Oracle services can help.

Key Activities Include:

- **Planning phase:** Technology planning workshops and asset profiling
- **Design phase:** Virtualization and consolidation design
- **Build phase:** Installation and configuration of servers and related software
- **Deploy phase:** Systems and VM deployment in production environment
- **Go-Live phase:** Operational reviews and onsite support

ORACLE®

From Oracle University

- Online and expert-led training for Oracle Solaris, Oracle VM Server and Oracle Enterprise Manager

From Oracle Premier Support

- 24/7 proactive support
- My Oracle Support portal

CUSTOMER TESTIMONIAL

"Oracle Advanced Customer Services completed the implementation in about two weeks and spent a further 30 days on system testing," said Sharma.

"The support provided by Oracle Advanced Customer Services was exemplary."

- Amit Sharma, IT manager, Dena Bank

PROJECT SUMMARY

Services: Hardware installation, Software configuration, and Testing Services, Advanced Support Engineer

Technologies: Servers, Oracle Real Application Clusters, Oracle Database, and Oracle disk storage.

WHY SERVER REFRESH SERVICES FROM ORACLE ADVANCED CUSTOMER SERVICES?

Oracle Systems Specialists

- Oracle systems specialists with a global experience installing, optimizing, and tuning servers and storage for complex IT infrastructures
- Deep experience in high availability solutions for mission-critical environments

Oracle Tools and Processes

- Global delivery experience and methodologies
- Documented processes ensure predictable results

Oracle Technical Account Manager

Throughout the entire project lifecycle an Oracle Technical Account Manager provides tailored guidance and oversees project management of your new solution. Your Oracle Technical Account Manager can:

- Deliver overall project management
- Provide guidance for systems and infrastructure roadmap planning
- Ensure processes are optimized, including training, support, and change management, for your systems infrastructure
- Provide Oracle systems knowledge to help ensure a successful implementation
- Leverage Oracle Development and Support expertise

Planning Phase

Planning Services include the **Oracle Advanced Support Knowledge Workshop,** which starts by building a plan for your future system deployments and reviews recommended practices for maximizing availability of existing and new systems.

Typical Activities Include:

- Assess business needs and translate to high level technical objectives
- Define timelines, milestones, and resource requirements
- Identify potential risks, roadblocks, and issues; and determine actionable next steps
- Define scope of asset discovery session, collecting key inventory information

Benefits:

- Clearly map how new IT infrastructure can meet business needs
- Identify strategies for increased service levels and cost savings

Design Phase

During the design phase, a series of **Oracle Advanced Support Knowledge Workshops** focus on asset discovery and virtualization, and consolidation design.

First, an asset discovery session, utilizing Oracle's automated tools, identifies legacy SPARC systems and related applications that will be impacted with the planned server refresh.

Next, Oracle engineers assess your current architecture and system requirements. Engineers use the systems data collected in the asset discovery and then extrapolate the data using a statistical model to validate assumptions and "what if" scenarios' that take into consideration application resource consumption and possible server workload profiles and configurations.

Typical Activities Include:

- Conduct asset discovery (collect source inventory information for pertinent assets)
- Evaluate the server environments and server workload profiles. Determine design for virtual machines and zones

• Develop master plan for migration activity that includes defining Solaris server utilization, OVM for SPARC and Solaris zone requirements

 Benefits:

• Validate assumptions of future-state server workloads

• Obtain accurate analysis of source servers to be consolidated using automated tools

• Receive detailed consolidation and virtualization planning material prepared by Oracle engineers

Build Phase

The build phase delivers comprehensive, standard system hardware installation including testing, validation, and documentation. With the **Oracle Standard System Installation** service, Oracle installation engineers begin work by collaborating with your staff to understand and document the specific characteristics of the installation site. Oracle identifies and documents your specific technical requirements for the systems to be installed. This review includes environmental conditions, electrical requirements, and other conditions necessary to safely and effectively begin the installation process.

Next, **Oracle's Advanced Support Engineers** deliver system software configuration that includes defining system hostnames and network addresses, service processor configuration, OS software / firmware patching, and activating Auto Service Request (ASR).

Typical Activities Include:

• Install and set up Oracle systems and run hardware diagnostics to ensure proper installation

• Install and configure Solaris 10/11 software and OVM (if needed)

• Download Solaris Containers software and install branded zones

• Configure new zones on the target sever for each server that is consolidated/migrated

Benefits:

• Reduce technology adoption risk and get systems up and running quickly for rapid ROI with installations performed by experienced systems engineers

• Deploy more accurate software configurations that drive more optimized system availability

• Get tested configurations that map specifically to your unique requirements for faster, more accurate server deployments

Deployment Phase

In the deployment phase, an **Oracle Advanced Support Engineer** transfers source operating system configuration and data and application binaries from legacy systems to the consolidation systems, using proven and tested methodologies.

For Oracle software: OS and application binaries are moved to a Solaris zone or LDOMs that matches source system.

For non-Oracle software: Application binaries are moved to a Solaris zone that matches source server. Non-Oracle software services do not include testing or validation of proper operation.

Optional data transfer services can help shorten time to deployment and enhance new storage availability as part of a tech refresh project. The basic data transfer service is designed to provide quick transfer of data while providing a blueprint for subsequent data transfer needs of the same data structure type.

Typical activities include:
- Create all required LDOMS, VMs, and Zones to support the legacy/source systems. Ensure each is application ready and create file systems on consolidation servers
- Configure Solaris, OVM for SPARC and Solaris zones to support legacy applications
- Run and test migrated systems

Benefits:
- Safely transfer applications and related data from legacy systems to new SPARC environment – tested for production readiness – utilizing Oracle server implementation best practices
- Implement optimized configurations for your existing applications by utilizing Solaris zones and system containers, delivered by Oracle virtualization and OS experts

Go-Live Phase

The **Oracle Go-Live Support** service assesses go-live and operational readiness as well as provides tailored support for your go-live event. An Oracle Technical Account Manager provides personalized support and a single point of contact to review deliverables and discuss your go-live plan and schedule. The Oracle Technical Account Manager also conducts an operational readiness review focused on IT processes and a deployment review focused on business and project KPIs.

Typical activities include:
- Oracle Technical Account Manager reviews deliverables and discusses your go-live plan and schedule
- Deliver operational readiness review focused on IT processes and a deployment review focused on business and project KPIs
- Execute an Oracle Support plan to stay on high alert for go-live and receive dedicated onsite or remote support if needed.
- Review final report and recommendations

Benefits:
- Reduce risk for go-live complications during server deployment in production environment
- Improve success of post deployment operations and application availability
- Ensure successful end-to-end deployment from planning to application deployment in target system containers with
Oracle's services team

Accelerate Adoption of a Modernized Infrastructure

Oracle works with your business and technical teams throughout the entire technology refresh lifecycle. Engineers utilize a holistic approach and deliver guidance to proactively identify risks, document cost reduction and consolidation opportunities, and improve issue-resolution time. Oracle Advanced Customer Support Engineers utilize both tools and proven consolidation methodologies to help mitigate risk and speed deployment of your new Oracle technology systems.

CONTACT US

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Integrated Cloud Applications & Platform Services

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