

Oracle Technical Account Manager

ORACLE® Advanced Customer Services

STRATEGIC GUIDANCE AND PERSONALIZED SUPPORT

KEY FEATURES

- Proactive guidance
- Recommended practices and knowledge transfer
- Oracle expertise across the product lifecycle and cloud options
- Comprehensive reviews and recommendations
- Assistance with typical project initiatives such as
 - Technology refresh
 - Cloud deployment
 - Consolidation
 - Virtualization
 - Platform transformation / modernization
- Service delivery coordination

KEY BENEFITS

- Accelerated adoption and maximized performance of Oracle systems, applications, and cloud solutions
- Maximized productivity of your Oracle technology and cloud subscriptions across the lifecycle
- Alignment of IT infrastructure with business goals

Accelerate alignment of your current and future IT environment with your business needs. Benefit from recommended implementation and optimization practices. Oracle's Technical Account Managers come with a wealth of experience in Oracle technology and can help with proactive guidance for expert planning, implementation and ongoing support of Oracle environments – be it on premises, in the cloud, or in hybrid environments.

Make the Most of Your Oracle Environments – On Premises, Hybrid, or Oracle Cloud

Oracle Technical Account Managers come with a wealth of experience in Oracle technology, and directly coordinate with Oracle Development and Product Management as needed. They furthermore understand your core business objectives, and the specifics of your IT environment.

With this unique combination of technical background and customer knowledge they can support your IT team through ongoing reviews, advice, and guidance to maximize the productivity of your Oracle technology from planning through production.

Oracle Technical Account Managers can provide recommended practices and innovative ideas to align your IT infrastructure with your business goals and identify the business impact of issues and risks. In addition, they coordinate the support activities of your Advanced Customer Services team and act as your single point of contact for efficient, streamlined communication.

Typical activities of Oracle Technical Account Managers:

- Ongoing planning and productivity reviews, advice and guidance to help your IT staff stay ahead of potential challenges and achieve continuous business and operational improvements
- Guidance on infrastructure roadmap planning
- Guidance on successful implementation and deployment ensuring optimized performance and downstream supportability
- Regular analysis and recommendations on the successful planning and support of your Oracle environment
- Product based recommended practices and knowledge sessions how to optimize processes, performance, and change management
- Periodic checkpoints and reviews to help your IT staff stay ahead of potential challenges and optimize your existing environment

- Continuous business and operational improvements
- Proactive identification of issues
- Reduced risk
- Fast issue resolution time

RELATED SERVICES FROM ORACLE ADVANCED CUSTOMER SERVICES

- Oracle Solution Support Center
- Oracle Advanced Monitoring and Resolution
- Oracle Advanced Support Engineer
- Oracle Priority Support for Cloud

Oracle Technical Account Manager for Systems

Oracle Technical Account Managers have specialized expertise across Oracle systems including servers, storage, operating systems and networking requirements. They provide guidance and reviews for infrastructure projects such as:

- Platform transformation / modernization / refresh
- Systems consolidation, relocation, or systems decommissioning
- Recommended practices for systems virtualization and management
- Storage backup standardization and optimization
- System availability and utilization reviews, performance optimization
- Security reviews and recommendations

Technical expertise in Oracle systems technology spans across Oracle Solaris / Oracle Solaris Cluster, Logical Domains, Oracle Linux, Oracle SPARC Servers, Oracle x86 Servers, Oracle Blade Servers, Oracle Sun Netra Servers, Oracle VM Manager, Oracle Enterprise Manager, Oracle Tape and Disk Storage, Oracle Sun ZFS Storage, Oracle's Pillar Axiom solutions, and Oracle Key Manager.

Oracle Technical Account Manager for Database and Applications

For your Oracle databases and applications, your Oracle Technical Account Manager can provide proactive guidance for planning, implementation support and ongoing support. Key activities may include:

- Recommended practices for implementation and support
- Alignment of technology requirements with business goals
- Guidance for database and application roadmap planning
- Knowledge sharing based on recommended practices across the entire lifecycle of your Oracle databases and applications
- Process optimization, including training, support and change management

Oracle Technical Account Manager for Cloud

For Oracle Cloud solutions, your Oracle Technical Account Manager can help you on every step of the way. Seamless integration, usability, high business value, and fast issue resolution are typical benefits you can gain from the expert guidance and delivery coordination provided.

Oracle Technical Account Manager provides cloud guidance in the following areas:

Strategy	Understands your business objectives and IT landscape. Provides guidance for infrastructure roadmap planning.
Governance	Extensive knowledge, recommended practices and experience of Oracle implementations on premises, in Oracle Cloud, and hybrid.
People	Training, support, and change management.
Process	Process optimization that aligns technology requirements with business goals.

Key activities may include:

- Guidance for cloud and application roadmap planning.
- Expert assistance based on recommended practices, application knowledge, and experience with Oracle Cloud applications.
- Assistance with data analysis and reporting.
- Customized tune-ups for Oracle RightNow, Oracle Taleo and Oracle Fusion
- Applications to identify issues and make recommendations.
- Personalized knowledge of your technical and product environment to provide tailored assistance for your organization.
- Coordination of a virtual team of Oracle Cloud support engineers to resolve incidents.

Maximize the Performance of Your Oracle Investment





Proper planning, design, deployment, and support of your new and existing Oracle technology environment on premises, in the cloud, or hybrid is critical. With the proactive guidance of a Technical Account Manager, you can make the most of your investment and meet the ongoing demands of your business.



CONTACT US

For more information about Oracle Technical Account Manager, visit oracle.com/acs, e-mail us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Integrated Cloud Applications & Platform Services

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