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Modernize and Manage Your Exadata, Your Way

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Advanced Customer
Services

Oracle Exadata customers, both on-premises and in a cloud model, experience extreme performance, scalability, and the flexibility of a *chip to click* integrated software and hardware solution[1]. The seamless compatibility between deployment models can help ensure a smooth transition to cloud when ready, and an efficient hybrid strategy. Oracle Advanced Customer Services can help keep Oracle Exadata environments optimized, secure, and running smoothly. With offerings that range from advanced assistance to a fully managed solution, services align to varying customer confidence and skill levels.

Why review your Oracle Exadata estate?

Future proof today to reduce cost and accelerate your long-term goals

Of the Fortune 100 companies, 87% of them run Oracle Exadata. Many of these customers now find themselves at a crossroad. Should they upgrade aging on-premises systems, modernize by moving to cloud, or take a hybrid approach? Oracle Advanced Customer Services has supported these customers since the inception of Oracle Exadata in 2008. With proven expertise, experience, and flexible service portfolio, Oracle Advanced Customer Services can help customers run and operate their environments enabling them to maximize their technology investment and ensure the ongoing success of their business.

Thousands of global deployments

Three (3) destination options

Is it time to upgrade older Oracle Exadata machines? Do you plan to stay in the data center or are you ready to capitalize on next-generation computing and the innovation that Oracle Cloud can deliver?

The Oracle Advanced Customer Services difference

- Offers personalized and proactive mission-critical support and managed cloud services

- Uses advanced operational tooling based on machine learning to deliver services across the full Oracle stack

- Has more than 4,000 experienced technical engineers closely integrated with Oracle Support and Oracle Development supporting over 6,000 global customers

- All services include a designated Technical Account Manager for end-to-end solution governance

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Oracle Exadata is unique in the marketplace as it runs in three (3) different models where customers can easily move between environments without fear of incompatibility.

1. Oracle Exadata Cloud Service—if you want out of the data center
2. Oracle Exadata Cloud at Customer—to keep cloud behind your firewall
3. Oracle Exadata Database Machines—for your on-premises deployments

Regardless of deployment approach, Oracle Advanced Customer Services can partner with you to help you run and operate your workloads with confidence, control cost, and achieve optimum levels of performance, availability, and security.

Modernize management of your business workloads

Flexible services that align with your timeline and choice

Even though some customers are not yet ready, moving to the cloud is inevitable and essential to the longevity of most organizations. Oracle Advanced Customer Services has global expertise and flexible service options to help you in managing critical infrastructure, and database and application workloads across on-premises, cloud, and hybrid cloud deployments.

You choose the options that cover your requirements

- Self-management with advanced assistance—use your internal resources to take on nearly everything and benefit from personalized technical support to improve efficiency and availability.

- Manage it together—engage supplemental help to fine-tune solutions and extract maximum value with flexible proactive system monitoring and resolution.

- Let Oracle manage it—spend time on tasks that drive your business results by leveraging a fully managed 24/7 lifecycle service.

So, how will you modernize the management of your Exadata workloads?

Advanced assistance
Elevated support targeted where you need it most

SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Solution Support Center	Advanced level of support through a designated team of experts to assist you with optimization of your Oracle environment. You can benefit from proactive technical guidance and advice, reviews and knowledge sessions, and priority handling of incidents and service requests.	• All models
Oracle Priority Support	Expedited issue resolution by combining priority handling of cloud operations incidents and service requests with quarterly service reviews and online knowledge sessions featuring Oracle products.	• All models

Partner with Oracle Advanced Customer Services to accelerate Oracle Exadata in the cloud
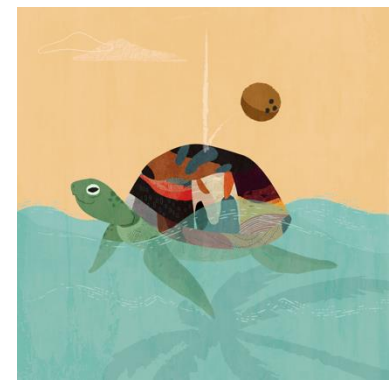
- Move from CAPEX to OPEX
- Reduce database costs
- Improve security and availability
- Access to the latest features and functionality
- A future-proof platform that grows with your business

Oracle Advanced Customer Services can help drive your imperative business outcomes:

- Decreased cost through simplified and standardized architectures and processes reducing total cost of ownership
- Improved operations leveraging automation, unique tooling, and flexible tenancy management
- Enhanced security leveraging integrated managed security solutions and solution governance
- Transformation through expert guidance and recommendations for continued optimization and modernization

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SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Engineered Systems Quarterly Patch Deployment	Proactively maintain patch levels and keep up to date on bug and security fixes to derive optimal performance, reduce risk, and correct security vulnerabilities.	• Exadata Cloud at Customer • On-premises machines
Installation and Configuration for hardware and software	Recommended practices and proven technology are used to audit the installation environment, configure the system to your requirements, and integrate and test servers and storage.	• On-premises machines

Managed services
Managed 24/7 comprehensive lifecycle support

SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Managed Exadata Database Cloud Service	Customers with Oracle Exadata Database Cloud Service subscriptions can take advantage of this fully managed 24/7 lifecycle service including provisioning, monitoring, management, patching, tenant/administrative database user administration, and periodic service reviews.	• Exadata Cloud Service • Exadata Cloud at Customer
Oracle Advanced Management for Hybrid Cloud	Flexible service to jointly manage your technology and applications and extend and elevate your organization's IT and security skills. Provides 24/7 monitoring and resolution, incident and problem management, as well as capacity management and change management.	• All models

Data security
Help combat security challenges and manage controls

SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Managed Vulnerability and Threat Prevention Services	Detailed scans and penetration testing designed to identify misconfigurations introduced by change events, and installation of controls and monitoring to help only allowed valid requests to access the system—helping to protect your infrastructure and web applications against malicious attacks.	• All models • Penetration testing only for Exadata Cloud Service
Oracle Managed Database Security Services	Services for your Oracle Database security solution to help protect data and help you meet your security compliance requirements including regular vulnerability and risk assessments as well as ongoing management of your licensed Database Security products such as Data Encryption, Database Vault, Audit Vault, and Data Masking.	• All models
Oracle Managed Identity and Access Management Services	Improve identity visibility and identity management across hybrid cloud and increase access controls. These services provide management, reporting, and operational guidance for your Oracle Identity and Access Management solution.	All models

Data security challenges introduced by digital transformation

• Growing volume of critical data in distributed environments
• Complexity of hybrid/multicloud and risk of misconfigurations
• New vulnerabilities through rapid deployment of changes
• Increased sophistication of cyberattacks
• Fast evolving regulatory landscape
• Handle growing security demands with lean IT and security teams

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Embrace the full potential of your Oracle Exadata investment

As an Oracle Exadata customer, you have choices. Stay on-premises with Oracle Exadata Database machines, move to a modern cloud operational model behind your firewall with Cloud at Customer, or fully embrace Oracle Cloud by moving directly to Oracle Exadata Cloud Service. Oracle Advanced Customer Services has global expertise in managing business critical infrastructure, and database and application workloads—keeping hybrid and multicloud businesses running smoothly. Partner with Oracle Advanced Customer Services to manage your Oracle Exadata Database workloads while your IT team focuses on innovation and moving your business forward.

Sources
[1] Constellation Research: Oracle Exadata X8M: The Fastest Oracle Database Platform, September 2019

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