

Unleash the Power of Oracle Cloud@Customer

Oracle Cloud@Customer delivers Oracle Cloud services in your data center so you can take advantage of the agility, innovation, and subscription-based pricing of Oracle Cloud while meeting data-residency regulations and internal policies. Oracle Customer Success Services has the skills and services to help make the most of your Oracle Cloud@Customer investment.

Take advantage of cloud innovation in your data center

If you are unable to move your data and applications to the public cloud because of data privacy concerns, industry regulations, or unique security needs, you can still take advantage of the scalability and ease of public cloud technology by using Oracle Cloud@Customer.

Oracle manages the cloud services in your data center, and while you retain full control of your data sovereignty and security requirements, your IT staff should onboard the new technology promptly to experience a rapid return on your Cloud@Customer investment.

- Does your IT team have the capacity and skills for a rapid activation and integration of Cloud@Customer in your data center?
- What are your plans for a fast and safe transition of workloads into production?
- Do you want to modernize the operation and security of your environment, relieving your IT staff from routine tasks?

Tailored support to maximize business value

Oracle Customer Success Services has years of experience in operations and support of Oracle solutions in the cloud and on-premises. More than 4000 subject matter expert resources around the world deliver tailored, proactive, mission-critical support and cloud services to help you maximize the adoption, performance, and value of your Cloud@Customer solution.

Oracle Customer Success Services has offerings that span across all lifecycle phases and can support your IT team—addressing your most demanding challenges.

ORACLE Customer Success Services



Cloud insights from IT leaders

Longitude: Cloud Insights: A global survey by Longitude of 730 senior IT professionals¹:

- Seven in ten say that moving their applications, DevOps, and workloads to the cloud is integral to their organization being competitive.
- Security, loss of business continuity, a lack of control, and potential gaps in regulatory compliance are among the biggest concerns for executives about migration.

Customer Success Services

- Personalized and proactive mission-critical support and cloud services for over 6,000 customers globally
- Tailored services covering the full Oracle technology for on-premises, Oracle Cloud, and Cloud@Customer deployments
- Patented technology with automated tooling across all domains—from database to application to DevOps to Artificial Intelligence and Machine Learning
- More than 4,000 experienced technical engineers closely integrated in Oracle Support and Oracle Development

Plan for rapid activation

Integrate and adopt new technology quickly

Would you like to:

- Ensure a seamless integration of Cloud@Customer in your data center?
- Plan for workload transition without issues and business interruption?

The Oracle Customer Success Services offering

- **Oracle Supportability Planning and Site Survey Support** helps optimize the time to Cloud@Customer service activation and integration into your data center and network. Oracle engineers gather customer requirements and provide design recommendations to ensure reliability and maintainability.
- **Oracle Workload Planning and Design** sets you on the right path to a modern Oracle solution and builds a clear strategy and transition roadmap for your specific needs.

Increase business productivity

Run business environments at highest availability, performance, and cost efficiency

Would you like to:

- Focus on strategic initiatives instead of system management?
- Increase consistency and efficiency of workload management?
- Improve availability and performance of your applications?
- Enable fast provisioning of production, test, and development environments?

The Customer Success Services offering

- **Oracle Cloud Priority Support** provides expedited issue resolution by combining priority handling of cloud operation incidents and service requests with quarterly reviews and information sharing.
- **Oracle Solution Support Center for Cloud** provides high-level availability and performance by assisting with ongoing execution and effective use of your cloud solution through end-to-end support of your entire Oracle environment by a dedicated Oracle support team.
- **Oracle Advanced Management for Hybrid Cloud** helps you jointly manage your technology and applications extending your organization's IT and security skills. Provides 24/7 fault monitoring and resolution, incident and problem management, as well as capacity management and change management.
- **Oracle Managed Exadata Database Cloud Service** delivers full 24/7 lifecycle management of Oracle Database workloads with industry

Key benefits

Working with Oracle Customer Success Services, you can experience:

- Faster return on investment through rapid service integration and efficient workload planning and transition
- Reduced risk through proactive guidance and prioritized issue resolution
- Improved operations leveraging automation, unique tooling, and full lifecycle management of workloads
- Enhanced security compliance and reduced risk of data breaches

leading service level agreements (SLAs), disaster recovery, and governance services.

Ensure security and compliance

Protect your critical data in Oracle Cloud and on-premises

Would you like to:

- Prevent unauthorized access and data breach?
- Proactively address compliance regulations?
- Reduce the risk of malicious attacks?

The Customer Success Services offering

- **Oracle Customer Data and Device Retention for Cloud@Customer** enables the secure retention of nonfunctioning devices containing sensitive data that have been removed from Cloud@Customer.
- **Oracle Managed Security Vulnerability Assessment Services** detects vulnerabilities and misconfigurations through regular security scans of your platform and internet facing applications.
- **Oracle Managed Database Security Services** protects your data by end-to-end service management of your Oracle database security products and services.

Get it right, keep it right

Whether you retain your data and applications on-premises, in Oracle Cloud, Cloud@Customer, or multicloud environments, Customer Success Services has the experience and direct access to Oracle Support and Development teams to enable your business transformation. Gaining peace of mind and getting the edge on your competition is just a phone call away. Contact us to learn more today.

¹Source: [Longitude “Cloud Insights: A global survey by Longitude of 730 senior IT professionals exploring current and planned use of the cloud”, published March 2018](#)



Connect with us

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 blogs.oracle.com/advanced-customer-services

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