

# Advanced Services for Oracle StorageTek Tape and Storage Software

## ORACLE® Advanced Customer Services

Oracle's proven StorageTek tape and library solutions help you manage complexity, control costs, and delivers on service-level agreements. With the world's highest capacity and highest performance drives, including the world's first Exabyte storage system, enterprise tape libraries that provide 24/7 availability, StorageTek tape storage systems enable you to reduce backup windows, maximize archive access, and lower your total cost of ownership.

Oracle Advanced Customer Services delivers comprehensive installation, configuration and testing, and data transfer services to shorten time to deployment and enhance new storage availability and performance.

### KEY FEATURES

- Preproduction Readiness Services including critical patches and updates, using proven methodologies and recommended practices
- Production Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Monitoring and Support Services provided by a team of Oracle Advanced Support Engineers and managed by a Technical Account Manager

### KEY BENEFITS

- **Rapid ROI.** Rapid deployment for faster ROI
- **High Availability.** Help ensure system uptime with mission-critical support for your complex IT environment
- **Optimized Performance.** Continuously optimize performance with regular reviews and advice
- **Reduced Risk.** Support Oracle engineered system technologies with confidence, achieving service levels demanded by your business

## Preproduction Readiness Services

### PREPRODUCTION READINESS SERVICES FOR ORACLE HARDWARE AND SOFTWARE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

| Service   | Service Summary   |
|---|---|
| Oracle Standard System Installation                     | <p><i>Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system functionality validation and testing.</i></p> <p><i>The following options are available:</i></p> <ul style="list-style-type: none"> <li>• StorageTek SL8500 Modular Library System</li> <li>• StorageTek SL4000 Modular Library System</li> <li>• StorageTek SL3000 Modular Library System</li> <li>• StorageTek SL150 Modular Tape Library System</li> <li>• StorageTek T10000 Tape Drives</li> <li>• StorageTek Linear Tape Open (LTO) Tape Drives</li> <li>• StorageTek Virtual Storage Manager System (VSM)</li> <li>• StorageTek Virtual Storage Manager Virtual Library Extension (VLE)</li> <li>• StorageTek VSM Console</li> <li>• Oracle Key Manager Appliance (KMA)</li> <li>• StorageTek Tape Library Upgrades</li> </ul> |
| Oracle Standard Software Installation and Configuration | <p>Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• StorageTek Automated Cartridge System Library Software (ACSL) Manager Software</li> <li>• StorageTek Tape Analytics Software (STA)</li> <li>• Oracle Key Manager Software (OKM)</li> <li>• StorageTek Library Console (SLC)</li> <li>• Oracle Hierarchical Storage Manager (HSM)</li> <li>• StorageTek Enterprise Library Software (ELS)</li> <li>• StorageTek (ELS) VSM Virtual Tape Control System (VTCS)</li> <li>• StorageTek (ELS) VSM Virtual Tape Control System (VTCS)-Open Systems Attach (OSA)StorageTek (ELS) Virtual Library Extension (VLE)</li> </ul>   |

**TECHNOLOGIES COVERED:****Oracle StorageTek Tape Storage:**

- Tape Libraries
- Tape Drives
- Mainframe Virtual Tape

**Tape Encryption and Software:**

- Oracle Key Manager
- StorageTek Linear Tape File System
- StorageTek Automated Cartridge System Library Software (ACSL) Manager Software
- StorageTek Tape Analytics Software
- Oracle Hierarchical Storage Manager
- Oracle StorageTek Enterprise Library Software (ELS)

**RELATED SERVICES****From Oracle Advanced Support Engineer**

- Oracle Tape Transfer Services

**From Oracle University**

- Expert-led training for Oracle StorageTek Tape and Storage Software
- Learning paths and assessments for Oracle technology

**From Oracle Premier Support**

- Oracle Customer Data and Device Retention
- Oracle Onsite Spares
- 24/7 Proactive Support
- My Oracle Support

|   |  |
|---|--|
| <b>Oracle Preproduction Readiness Review</b>      | Review supportability and readiness of your deployment approach including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle Support tools such as Auto Service Request. |
| <b>Oracle Go-Live Support</b>                     | Review go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.  |
| <b>Oracle Advanced Support Knowledge Workshop</b> | Technology knowledge session to provide tailored information on an Oracle product or technology. Plan future system deployments or review recommended practices for maximizing availability of existing systems.                               |

**Production Optimization Services****PRODUCTION OPTIMIZATION SERVICES DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES**

| <b>Service</b>   | <b>Service Summary</b>   |
|--|--|
| <b>Oracle Configuration Review and Recommendations</b> | <p>Analyzes current environment and establishes target system configuration based on customer operational objectives and relevant Oracle recommended practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers final findings report.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> <li>• <i>StorageTek Automated Cartridge System Library Software (ACSL) Manager Software</i></li> <li>• <i>StorageTek Tape Analytics Software (STA)</i></li> <li>• <i>Oracle Key Manager Software (OKM)</i></li> <li>• <i>StorageTek Library Console (SLC)</i></li> <li>• <i>Oracle Hierarchical Storage Manager (HSM)</i></li> <li>• <i>StorageTek Enterprise Library Software (ELS) Host Software</i></li> <li>• <i>StorageTek Enterprise Library Software (ELS) DRTEST Concurrent Disaster Recovery</i></li> <li>• <i>StorageTek Enterprise Library Software (ELS) Vaulting</i></li> <li>• <i>StorageTek (ELS) VSM Virtual Tape Control System (VTCS)</i></li> <li>• <i>StorageTek (ELS) Virtual Library Extension (VLE)</i></li> </ul> |
| <b>Oracle Performance Review and Recommendations</b>   | <p>Oracle collects and analyzes storage performance data to identify system load patterns and potential challenges. Reviews key performance metrics and documents, as well as reviews findings and recommendations.</p> <p>Areas reviewed can include:</p> <ul style="list-style-type: none"> <li>• <i>StorageTek Enterprise Library Software (ELS) Host Software</i></li> <li>• <i>StorageTek Enterprise Library Software (ELS) DRTEST Concurrent Disaster Recovery</i></li> <li>• <i>StorageTek Enterprise Library Software (ELS) Vaulting</i></li> <li>• <i>StorageTek (ELS) VSM Virtual Tape Control System (VTCS)</i></li> <li>• <i>StorageTek (ELS) Virtual Library Extension (VLE)</i></li> </ul>   |
| <b>Oracle Relocation Services</b>                      | Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, de-installation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.   |
| <b>Oracle Advanced Support Engineer</b>                | <p>Oracle Advanced Support Engineers provide tailored performance reviews and system optimization assistance for all server and storage technologies. Engineers with storage, cluster and virtualization, and/or specific application expertise can act as an extended team member while sharing knowledge and skills in-house. Sample activities include:</p> <ul style="list-style-type: none"> <li>• <i>StorageTek Tape Reconfiguration and Integration</i></li> <li>• <i>Tape Transfer services</i></li> <li>• <i>Virtualization installation and configuration</i></li> <li>• <i>Backup and Recovery Strategies</i></li> </ul>  |

## Monitoring and Support

### MONITORING AND SUPPORT SERVICES FOR ORACLE STORAGE TEK TAPE AND STORAGE SOFTWARE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES





| Service                                   | Service Summary   |
|---|---|
| Oracle Advanced Monitoring and Resolution | 24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of your IT resources.   |
| Oracle Solution Support Center            | Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment, and delivers ongoing proactive advice, regular patch performance reviews, as well as preventative services.                           |
| Business Critical Assistance              | Oracle Advanced Support Engineers assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice about the use of Oracle support tools and procedural recommended practice. |
| Advanced Support Assistance               | Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.   |
| Oracle Priority Support                   | Provides a Technical Account Manager who has knowledge of your IT environment, business, and timelines, and who proactively manages problem resolution and escalations. Includes priority service request handling from Oracle's support delivery teams for faster response and resolution times.       |

#### CONTACT US

For more information about Advanced Services for Oracle StorageTek Tape and Storage Software, visit [oracle.com/acs](http://oracle.com/acs), email us at [acs\\_ww@oracle.com](mailto: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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