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Advanced Services for Oracle Private Cloud at Customer

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Advanced Customer
Services

Oracle Private Cloud at Customer delivers Oracle Cloud services in your data center so that you can take advantage of the agility, innovation, and subscription-based pricing of Oracle Cloud while meeting data-residency requirements. Oracle delivers and manages the infrastructure behind your firewall and your IT retains control of the Oracle and non-Oracle application, middleware, and database workloads.

Advanced Customer Services for the Full Lifecycle

When integrating Oracle Private Cloud at Customer into your data center, Oracle Advanced Customer Services provides solutions spanning across all lifecycle phases from plan and design, build and deploy, to operate and maintain. With a designated support team, proactive guidance, and preventative services, we help you swiftly gain the business benefits that Oracle Private Cloud at Customer offers.

Example Services for Oracle Private Cloud at Customer

Plan and Design

SERVICE	SERVICE SUMMARY
Oracle Consolidation Planning Service	Analysis and assistance to identify optimal consolidation and deployment scenarios based on your current configurations, workloads, and security requirements. **Sample activities** • Analysis of business and technical compatibility of critical database systems • Assistance in modeling optimal database deployment scenarios including workloads (+20 days) and configuration • Actionable recommendations and easy-to-read reports

Key Features

• Services covering the entire lifecycle of your Oracle Private Cloud at Customer environment

• Proactive and preventative services

• Focus on supportability from the start to ensure down-stream success

• Delivery by senior Oracle Advanced Support Engineers with many years of experience in Oracle products and Oracle Cloud technology

Key Benefits

• Integration of Oracle Private Cloud at Customer into your data center environment

• Fast time to production of your Oracle Private Cloud at Customer workloads

• Risk reduction

• Efficient and secure management

• Enabling your IT team to operate your virtual machines on Oracle Private Cloud at Customer with confidence, achieving the service levels demanded by your business

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SERVICE	SERVICE SUMMARY
Supportability Planning and Site Survey Support for Cloud at Customer	Oracle Supportability Planning and Site Survey Support services are designed to gather and analyze database, platform, application, or security build requirements for your environment and make design recommendations to ensure supportability, reliability, and maintainability. The service can speed up time to service activation of Oracle Private Cloud at Customer in your data center environment and will focus on key areas such as; environment, security, and data center network integration. **Sample activities** • Creation of detailed design documents focused on ongoing supportability • Deployment planning consisting of key milestones • Customer Checkpoint Review to validate analysis findings • Verification checklist to ensure configurations work as designed post install • Final report and recommendations

Build and Deploy

SERVICE	SERVICE SUMMARY
Oracle Software Installation and Configuration	For Private Cloud at Customer management and workloads, Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides comprehensive testing, validation, and documentation. **Sample activities** • Oracle Enterprise Manager configuration • Oracle VM Template configuration
Oracle Go-Live Support	Oracle support plan to assist during go-live and designated onsite or remote support if needed. The service can reduce risk for go-live and post-deployment. **Sample activities** • Operational readiness review focused on IT processes • Deployment review focused on business and project key performance indicators (KPIs) • Oracle support plan with senior Advanced Support Engineers to assist with go-live • Designated onsite or remote support as needed • Reports and recommendations

Technologies Covered

• Oracle Private Cloud at Customer
• Oracle Enterprise Manager

Related Oracle Services

• Oracle Managed PaaS Services for Database, Java, Service-Oriented Architecture (SOA)
• Oracle Load Testing and Analysis Service
• Oracle Advanced Support Engineer

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SERVICE	SERVICE SUMMARY
Oracle Advanced Support Knowledge Workshop	Technology workshop sessions to provide you with tailored information on Oracle Cloud technology and services. Oracle Advanced Support Engineers can deliver the functional and technical knowledge, analysis, and recommendations to help your IT team become more proficient with Oracle Private Cloud at Customer. **Sample activities** • Self-service administration process and tools • Change management process and tools • Incident management process and tools • Oracle Enterprise Manager tools
Oracle Configuration Review and Recommendations	Analysis of your current environment and establishment of target workload configuration based on your operational objectives and relevant Oracle recommendations. Gap analysis, risk identification, and report of findings. **Sample areas of review** • Oracle Java workloads • Oracle Enterprise Manager • Oracle ZFS Storage Appliance

Operate and Maintain

SERVICE	SERVICE SUMMARY
Oracle Solution Support Center for Cloud	Advanced level of support designed to assist with resolution and optimizations of the ongoing lifecycle of business Oracle Cloud offerings. **Sample activities** • Personalized guidance from a designated senior cloud support team • 24/7 dedicated hotline • Priority Service Request response and priority service level standards • Quarterly reviews and knowledge sessions • Proactive technical and architecture assessments
Oracle Cloud Priority Support	Faster problem resolution through personalized and proactive advanced support. **Sample activities** • Personalized guidance from a designated Oracle Technical Account Manager • Priority Service Request response and priority service level standards • Quarterly reviews and knowledge sessions

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Oracle Managed Applications Unlimited	Provides complete 24/7 lifecycle management of Oracle Applications on Oracle PaaS and IaaS to help you run your application workloads at the highest productivity, security, and cost efficiency. **Sample activities** • Industry leading SLAs • Critical business transaction monitoring enabled by a cloud automation platform with solution governance oversight • Disaster recovery
Oracle Quarterly Patch Deployment	Proactive patch deployment process to ensure your Oracle Private Cloud at Customer is optimally maintained. **Sample activities** • Review and analyze patch inventory • Analyze recommended patches to identify gaps and potential conflicts • Review findings and secure approvals • Request merge patches as needed • Perform/Assist with deployment of those patches
Oracle Customer Data and Device Retention	Enables the secure retention of nonfunctioning disk drives, flash devices, and non-volatile RAM cards containing sensitive data that has been removed from Oracle Private Cloud at Customer. Maintain control of data that has outlived its purpose yet is still business critical and avoid exposure to data loss or unforeseen compromise. **Sample activities** • Deinstallation of nonfunctioning disk drives, flash devices, or cards containing non-volatile RAM • Replacement with equivalent Oracle-authorized items At the end of the Oracle Private Cloud at Customer subscription, Oracle removes all devices—these are then retained by you.
Oracle Relocation Service	Delivers specialized expertise to relocate Oracle IT infrastructure providing your Private Cloud at Customer-based subscription from your data center. **Sample activities** • Planning of the relocation • Deinstallation of hardware • Provision of specialist packaging • Transportation • Additional software reconfiguration as required • Validation of functionality and connectivity to Oracle Providing this service necessitates an interruption in your cloud subscription.

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