



# Complete Support for Oracle SuperCluster

Oracle provides enhanced support with a single point of accountability across Oracle SuperCluster hardware and software assets to maximize availability and simplify management.

## SUPPORT FROM AN INDUSTRY LEADER

With Oracle, you get expert support when you need it on a global scale for your Oracle SuperCluster systems.

### Oracle Premier Support

| SUPPORT PROVIDED                             | DESCRIPTION   |
|--|---|
| Complete solution coverage                   | <p>Comprehensive support from Oracle is essential to your success.</p> <ul style="list-style-type: none"><li>• Oracle Database, Oracle Exadata Storage Server software, Oracle Exalogic Elastic Cloud software, and the following certified and tested configurations for Oracle software: PeopleSoft Human Capital Management (HCM), Oracle WebCenter Content, Siebel CRM, Oracle E-Business Suite, and Hyperion EPM System.</li><li>• Server and storage system hardware, integrated software (such as firmware), Oracle Solaris operating system, Oracle Solaris Cluster, and Oracle VM Server for SuperCluster.</li></ul> |
| Unlimited, 24/7 access to Oracle specialists | <p>Our specialized and experienced Oracle SuperCluster enterprise support team experts are ready to help 24/7 with fast answers and proven solutions.</p>   |



### Trusted

- Oracle's solid business reputation is built on more than 40 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Oracle helps to protect your Oracle investment using rigorously tested updates, innovative upgrades, and security patches.
- Hundreds of thousands of customers choose Oracle, and rely on Oracle Support, to protect their technology investment.

### Secure

- Security features at every layer of the software stack.
- Security patching is essential and is standard operating practice—Oracle has the tools, owns the source code, and has the ability to develop security updates.
- Regression testing across the full stack at the core application/database code level.

### Comprehensive

- Leverage consistent, ongoing, unparalleled innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.



| SUPPORT PROVIDED                | DESCRIPTION  |
|---------------------------------|--|
| Hardware services               | If hardware service is required, local service engineers are ready to respond 24 hours a day, 365 days a year. Oracle provides onsite hardware service for your Oracle SuperCluster server and storage hardware within two hours. <sup>1</sup>   |
| Essential product updates       | Updates for integrated software (such as firmware) and covered software provide access to critical security patches, bug fixes, feature enhancements, and any new releases that become available while you maintain support coverage.  |
| Proactive capabilities          | Embedded hardware diagnostic capabilities provide “phone home” automated service requests, and configuration details enable targeted proactive advice. Includes a powerful collection of tools and personalized technical resources, proactive systems management, and access to industry expert and peer expertise. |
| Customer Implementation Manager | Assigned to you for the first 90 days following installation, this key resource helps to ensure that you get the best out of Oracle Support for the long term, and that service requests are prioritized and progress during this initial period.  |

## ORACLE PLATINUM SERVICES—ENHANCED SUPPORT, NO ADDITIONAL COST

Oracle Platinum Services is a special entitlement under Oracle Premier Support for certified Oracle SuperCluster configurations that provides additional services, such as remote fault monitoring, faster response times, and patch deployment services—at no additional cost.

In addition to receiving the complete support essentials with Oracle Premier Support, with qualifying Oracle Platinum Services you also receive:

- 24/7 Oracle remote fault monitoring
- Industry-leading response and restore times
  - 5-minute fault notification
  - 15-minute restoration or escalation to development
  - 30-minute joint debugging with development
- Remote patch deployments four times per year

Oracle Platinum Services goes well beyond the typical IT support model to help you unlock the value of your technology investments. To learn more about these enhanced services and how to become certified, visit us online at [oracle.com/goto/platinumservices](https://oracle.com/goto/platinumservices).

### Key Features

- Unlimited 24/7 access to Oracle’s software and hardware specialists.
- Essential patches, feature enhancements, new releases, and lifetime support for covered software.
- Two-hour onsite hardware service response (24/7).<sup>1</sup>
- Experienced technicians and OEM replacement parts.
- Knowledgebase access and configuration-specific update recommendations.
- Personalized, proactive support tools.
- Services that cover the full solution lifecycle.
- Eligible for Oracle Platinum Services with a certified configuration.

### Key Benefits

- Free your staff to concentrate on core business challenges with consistent, well-defined Oracle Premier Support, helping you manage and resolve issues quickly and efficiently.
- Save time and money when you reduce IT and management complexity with a single point of service accountability.
- Run your business technology confidently with secure, dependable support.
- Protect your data and help maintain data availability.

<sup>1</sup> Not applicable to all products and your system must be within an Oracle two-hour service coverage area to receive two-hour service as a standard feature. Refer to the Technical Support Policies for details.

## ADDITIONAL LIFECYCLE SERVICES

When you select Oracle Premier Support, you also have the option to augment your support coverage through these additional Oracle offerings:

| SERVICE   | DESCRIPTION  |
|---|--|
| Mission Critical Support Services                           | <p>Oracle systems experts plan, architect, implement, and project manage a solution based on your unique environment, so you can achieve a successful implementation and improve IT efficiency.</p> <p>Oracle Advanced Monitoring and Resolution</p> <ul style="list-style-type: none"><li>• 24/7 monitoring and resolution by Oracle Advanced Support Engineers</li><li>• Global knowledge base and tool set</li><li>• Root cause analysis and corrective action</li></ul> <p>Oracle Solution Support Center</p> <ul style="list-style-type: none"><li>• Dedicated support team</li><li>• 24/7 hotline</li><li>• Proactive advice and preventative services</li></ul> |
| Oracle Engineered System Quarterly Patch Deployment Service | <p>The Oracle Engineered System Quarterly Patch Deployment Service delivers a proactive patch deployment process to help ensure your Oracle engineered system is optimally maintained once per quarter for one year. Oracle performs a high-level check of your system's configuration profile to identify known configuration issues. Oracle support experts then generate a standardized report of findings based on Oracle's recommended practices. Oracle implements the required updates every quarter in a unified and proactive manner across all system components.</p>  |
| Oracle Customer Data and Device Retention service           | <p>Global data retention and auditing laws impose significant constraints on data storage security practices. While our engineering and support teams strive to avoid any possible problems, the Oracle Customer Data and Device Retention service helps enable the secure retention of any nonfunctioning disk drives or flash devices containing sensitive data that need to be removed from the Oracle SuperCluster.</p>  |
| Oracle Onsite Spares  | <p>Oracle Onsite Spares provides a secure, up-to-date spare parts program tailored to your specific Oracle SuperCluster configuration and is optimized to help meet your critical business requirements.</p>   |

## COMPLETE SOLUTIONS. COMPLETE CONFIDENCE. COMPLETE SUPPORT.

Oracle SuperCluster support offers complete, enterprise-ready services to help you get the most of your Oracle SuperCluster investment and consistently achieve your business objectives. In addition to start-up services and 24/7 global support for both software and hardware, you also get unrivaled technical expertise from our world-class support organization. Oracle SuperCluster support services provide a single point of accountability so when you do need help, you can count on consistent, integrated support for your complete Oracle solution.

### Connect with us

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