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Oracle Dedicated Region Cloud@Customer

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Frequently Asked Questions (FAQ)

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Oracle Dedicated Region Cloud@Customer - FAQ

General FAQs

1. **What is Oracle Dedicated Region Cloud@Customer?** Oracle Dedicated Region Cloud@Customer (also known as Dedicated Region) comprises of all OCI services (IaaS/PaaS/SaaS) and can be deployed in one or more physical locations of the customer's choosing. Customers retain full control of their data and applications to meet the highest security, regulatory, low latency, and data residency requirements. Dedicated Region brings best-in-class price-performance and security to mission-critical workloads that are unlikely to move to the public cloud for several years.

2. **When would I use Dedicated Region?** You can use Dedicated Region for applications that have low-latency or local data residency requirements. These applications may need to generate near real-time responses to end user applications or communicate with other on-premises systems. Applications for banking, payments processing, and risk management services (including Oracle products like FLEXCUBE and Modern Risk & Finance) can be provided to end users and financial clients from in-country locations to meet data locality requirements. Dedicated Region includes all OCI services that provide analytics and machine learning services to health management systems that need to remain on-premises to meet latency requirements.

3. **What services are offered on Dedicated Region?** Dedicated Region offers the exact same set of services available in the public regions of Oracle Cloud Infrastructure. Dedicated Region is also certified to run Oracle SaaS products like ERP-Financials, HCM, and SCM, making it the only solution to offer a completely integrated cloud experience for IaaS, PaaS, and SaaS software on-premises. Customers can use these services for lift and shift scenarios, or for incrementally upgrading legacy applications using modern cloud primitives while continuing to meet demanding performance and compliance goals.

4. **How elastic is Dedicated Region?** We work with the customer around capacity planning just like we do with our own public cloud regions. This way, we can make sure enough physical resources are available in advance of demand.

5. **What type of SLAs are offered on Dedicated Region?** Dedicated Region offers the exact same SLAs for availability, manageability, and performance as a single Availability Domain in a public region. For example, if you deploy your application across multiple fault domains, a compute SLA with a guarantee of 99.95 percent availability applies. For more details about Oracle Dedicated Region SLAs, please see: https://www.oracle.com/cloud/iaas/sla.html

6. **In which countries is Dedicated Region available?** For a list of countries where Dedicated Regions can be deployed, please contact Oracle.

7. **Are there any pre-requisites to getting started with Dedicated Region?** Yes, there are pre-requisites that must be met to qualify for the deployment of a Dedicated Region or Regions. Please fill out the web form with the details requested to get started. An Oracle representative will contact you within three to five business days.

8. **How do I get started with Dedicated Region?** Please fill out the web form with the details requested to get started. An Oracle representative will contact you within three to five business days for further assistance.

9. **How long does it take for a Dedicated Region to be available for use?** The Dedicated Region will be available for use within weeks after the data center is ready. An Oracle representative will provide weekly updates and will coordinate with your facilities management team to ensure a timely and safe delivery.

10. **What is the pricing for Dedicated Region?** The pricing for Dedicated Region is the same as Oracle public regions. You only pay for services you consume, based on the same predictable low pricing available in Oracle's public regions. You can continue to use all existing Oracle tools like budgets, cost analysis, invoices, and usage reports to monitor and audit usage of the Dedicated Region. Find the pricing and rate cards for Oracle Public Cloud here: https://www.oracle.com/cloud/pricing.html

11. **Is there a minimum commitment for requesting a Dedicated Region?** Customers can start small. In exchange for a consumption-based commitment over a period of four years, they get the flexibility to select the exact amount and type of compute and storage that their need for workloads. The Dedicated Region hardware footprint is designed to grow with the customer workloads. At launch, the footprint is based on the customer forecasted consumption for the first year. Starting at launch, resource consumption and availability are continuously monitored, and Dedicated Region footprint is expanded as needed.

12. **Will my Dedicated Region get new features and security updates?** Yes. Dedicated Region is a fully functional cloud region that Oracle upgrades with new features as they become available in public regions. Additionally, Oracle will continually execute security updates to ensure we can maintain the highest levels of security. Note, new services or capabilities that require additional infrastructure will deploy at the rate at which Oracle can expand into your data center facilities.

13. **Can I add new compute shapes or increase capacity once my region is live**? Yes. You can request a capacity increase or new compute shapes once your region is live. You can manage these requests via your Oracle sales representative.

14. **Do I need to be responsible for hardware separately?** No, OCI provides a fully managed service including OCI hardware and software based on the same consumption pricing as the OCI public cloud. No need for a separate capital purchase, hardware software integration, etc.

15. **How do I request technical support for workloads running in my region?** You can continue to use existing tools like the Oracle Cloud Infrastructure console, SDKs, and APIs to request technical support. Please note that for any physical maintenance, Oracle will schedule a time and require access to your physical facilities. For an additional fee, you may also purchase 24x7 on-site support where an Oracle representative is available to rapidly troubleshoot and fix any hardware related issues. For more details, please see https://docs.cloud.oracle.com/en-us/iaas/Content/GSG/Tasks/contactingsupport.htm

16. **Who is responsible for the physical security of Dedicated Region?** Dedicated Regions is operated and managed based on a shared responsibility model between Oracle and the customer. Post activation, Oracle will continue to support all physical activities required within the facility that houses Oracle-owned computing and networking equipment (Oracle secure area) in conjunction with the Customer. Oracle will troubleshoot and resolve any physical hardware issues, manage data destruction events, and perform planned operational audits within the Oracle Secure Area. The Dedicated Region Customer is responsible for the data center uptime, physical compliance of the facility, and maintenance of the data center within the agreed temperature and humidity levels and ensuring power and cooling for all racks with the Oracle secure area.

Developer Experience FAQs

17. **How do I connect to my Dedicated Region?** You can connect to Dedicated Region just like you do today to a public region using Oracle tools, SDKs and the management console. For example, once the region is available to you, you can configure the CLI with a region identifier created as part of the region provisioning process. You can find this region identifier in the Dedicated Region cloud management console section under the "Manage Regions" page. Note: service and console routes are not advertised to the internet, so please make sure you have the in-region Oracle root name server configured in your network to reach Oracle's cloud services. For more details, please consult your Oracle support representative.

18. **Does Dedicated Region require internet connectivity?** Dedicated Region does not require Internet connectivity unless the customer workloads require external connectivity.

19. **How do I connect my on-premises systems to a VCN in Dedicated Region ?** Oracle FastConnect enables customers to create a dedicated, private connection between on-premises systems and Oracle Cloud Infrastructure. With FastConnect private peering, customers can extend their existing infrastructure into a virtual cloud network (VCN) in Oracle Cloud Infrastructure. Communication across the connection is with IPv4 private addresses. For more details, please visit: https://www.oracle.com/cloud/networking/fastconnect.html

20. **What happens when my facility's network connection goes down?** All services will continue to operate normally, and you can access them locally. Similarly, API availability will not decrease - for instance, run/start/stop/terminate APIs will continue to work. Roll-up metrics will continue to be cached locally for a few hours, then Oracle will cache them when connectivity returns. Disconnection beyond a few hours may result in Oracle not being able to meet SLAs. However, while Oracle updates and patches will not be available until the network returns, Dedicated Region will operate in its last-known state in the event of an unplanned network disruption. Oracle will not be able to address unexpected failures in accordance with our SLAs, but all built-in redundancy will apply.

21. **Can I run the Oracle VMWare solution on Dedicated Region ?** Yes. You can run the Oracle Cloud VMWare Solution on Dedicated Region . The solution is based on VMware Cloud Foundation and will deliver a full stack software-defined data center (SDDC) including VMware vSphere, NSX, and vSAN. For more details about this solution, please visit: https://www.oracle.com/corporate/pressrelease/oow19-oracle-and-vmware-091619.html and Please fill out the web form with the details requested to get started.

22. **Can I centrally govern workloads across public regions and my Dedicated Region ?** An Oracle cloud Realm is an isolated, logical collection of Dedicated Regions. Hence Dedicated Regions and OCI public regions are not connected and currently cannot be managed using a single console. A Dedicated Region is managed using its own console which provides an identical experience like the Oracle public regions.