

# Achieving or Delivering Business Value through Oracle Premier Support

Interviewed organizations reported that they rely on Oracle Premier Support to ensure the reliability and robustness of their Oracle environments upon which their businesses depend, and generate strong value through database administrator efficiencies and faster upgrade cycles.

## Key Results: Increased Productivity and Efficiency



**25%**

Faster upgrade rates



**31%**

Faster to respond to issues/incidents



**33%**

More productive DBA teams



**\$1.51M**

Higher user productivity per organization, faster upgrade rates

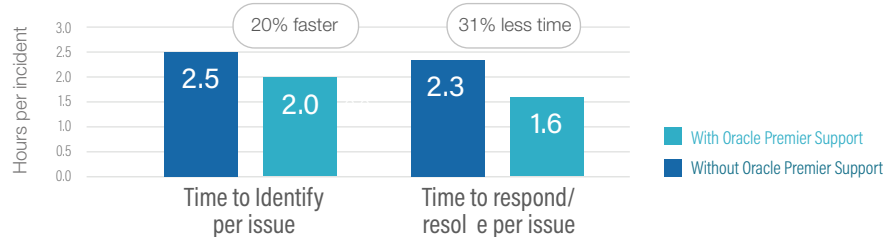
### Let Us Hear Your Customer Quote:

Experience



"There are three main benefits of Oracle Premier Support. First, they have access to worldwide experience that we don't have, so they see things that we don't see and know things that we don't know. Second, they have access to the source code. Third, they can bring a new perspective, an expert perspective."

## Key Results: Reduced Operational Risk



### Technology Customer Quote:

Access to source code



"The reason why we want to have Oracle Premier Support is - especially for critical application software and a lot of our Oracle environment - we want to be sure to be on current support with current patches...and be able to escalate if needed in very short order."

## Security & Expertise

### Technology Customer Quote:



"Oracle Premier Support just keeps our systems up, which is the most critical thing. It's not only the ability to escalate any issues we have to Oracle, but also getting the patch level correct. Having the right security patch is the key software issue for security compliance."

Expertise

### Let Us Hear Your Customer Quote:



"Oracle Premier Support is the only support that I know of that really gives us the ability to constantly get resolution to bugs that result in real fixes to the software that aren't just workarounds."