

# Modernize Oracle E-Business Suite R12.1

**ORACLE**  
Advanced Customer Services

Oracle E-Business Suite is the backbone of your business operations, so it is important that you stay current with the latest software releases. Oracle E-Business Suite 12.1 moved into Oracle Sustaining Support in January 2022; therefore, you will no longer receive new fixes, updates, or security patches. If you have not yet upgraded to Oracle E-Business Suite 12.2 or moved to Oracle SaaS, Oracle Advanced Customer Services can help you avoid support gaps, outages, and security vulnerabilities while you plan your transition to the next level.



## Oracle Support across the lifetime of your Oracle software

Oracle has a long-term policy to offer comprehensive [Lifetime Support](#) for your software. Premier Support and Extended Support provide comprehensive maintenance and software upgrades.



Once older software reaches Oracle Sustaining Support, you can still count on limited maintenance; however, you no longer have access to new patches, fixes, or updates. This can leave your most important applications at high risk for outages and low performance, security vulnerabilities, and regulatory compliance violations, which may lead to increased cost.

Oracle and industry experts advise running mission-critical applications on software that has comprehensive maintenance, including patching. It is important to plan your modernization early and mitigate any support gaps up front. This is where Oracle Market-Driven Support for Oracle E-Business Suite 12.1 and supplementary Advanced Customer Services can help.

## Choose the path that fits your needs

Oracle provides enterprises with different options to modernize their business applications and allows them to select the best approach based on individual business priorities, requirements, and goals.

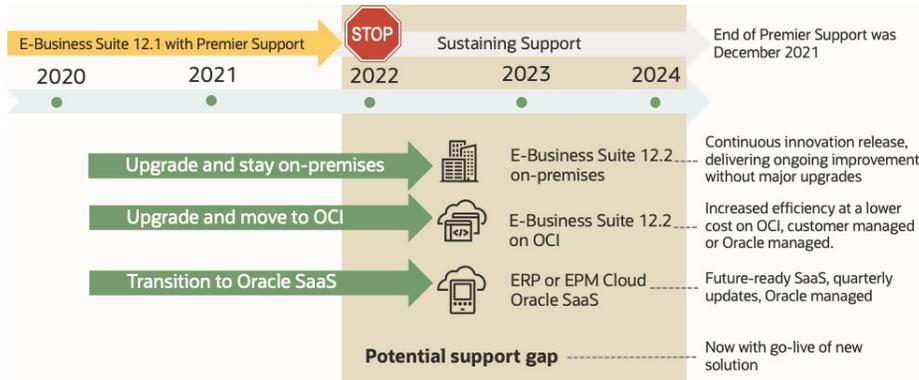
You can move straight to ERP Cloud or EPM Cloud and adopt Oracle's latest technology, future-ready SaaS solutions.

## The Oracle Advanced Customer Services difference

- Personalized and proactive mission-critical support and cloud services
- Patented technology with automated tooling across all domains—from database to applications, Artificial Intelligence, and Machine Learning
- More than 4,000 experienced technical engineers closely integrated with Oracle Support and Oracle Development supporting over 6,000 global customers
- All services include a designated Technical Account Manager for end-to-end solution governance

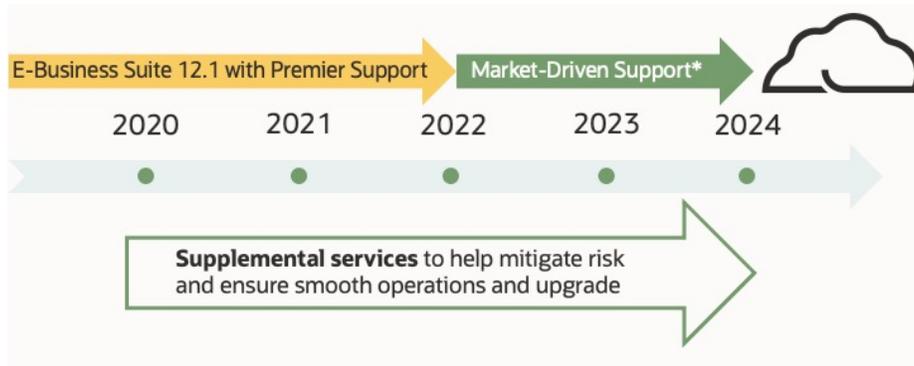
You can also stay with Oracle E-Business Suite 12.2., a continuous innovation release delivering ongoing improvements without requiring a major upgrade. If you want to modernize even more, you can move your application to Oracle Cloud Infrastructure (OCI) and benefit from increased efficiency at a lower cost.

If you have not yet implemented your transition or upgrade project, Oracle Advanced Customer Services can help fill the support gap with your legacy Oracle E-Business Suite 12.1.



## Reduce risk and maintain security

Gain additional time to complete your transition. Oracle Market-Driven Support for Oracle E-Business Suite 12.1 can give you the stability, business continuity, security, and compliance you need at a predictable cost.



Oracle Market-Driven Support is now available for Oracle E-Business Suite 12.1. and will provide the following service components, which are not available with Oracle Sustaining Support:

- Critical fixes, and/or workarounds for newly discovered product issues resulting in Severity 1 and 2 service requests
- Periodic critical security patches and updates
- Legislative and regulatory updates, as well as payroll-tax updates for selected countries. Payroll updates are included for the United States, Canada, and the United Kingdom; payroll updates for other countries may be available for an additional fee
- Remotely delivered webcast that describes the features and benefits of upgrading to Oracle E-Business Suite 12.2

## Key features

- Bug fixes and workarounds for product issues with a high business impact (Severity 1 and 2 service requests)
- Periodic security patches and updates
- Legislative and regulatory updates
- Payroll-tax updates
- Began January 2022, when Oracle E-Business Suite 12.1. entered Oracle Sustaining Support

## Key benefits

- Bridging the support gap
- Increased stability
- Business continuity
- Security and compliance
- Predictable cost
- Additional time gained to complete the transition to Oracle E-Business Suite 12.2 or Oracle SaaS

In addition, Oracle Advanced Customer Services offers supplementary services to make your transition and production phase a success:

- **Oracle E-Business Suite Environment and Configuration Review:** Mitigate risk and ensure a smooth transition to Oracle Market-Driven Support through an expert review of your Oracle E-Business Suite 12.1 environment and validation of minimum certification requirements
- **Oracle Product Upgrade Assistance:** Assistance with upgrades for any codependent Oracle software or Oracle products integrated with your Oracle E-Business Suite environment, including assistance with upgrading to Oracle Database 19c
- **Oracle Solution Support Center:** Get a superior support experience through a designated support team. Seamless support across all layers of your Oracle solution throughout its lifecycle, including proactive and reactive support as well as upgrade and consolidation planning
- **Full management of your Oracle solution:** Ensure safe operation and free up your IT staff to focus on upgrade and transformation projects and let Oracle Advanced Customer Services manage your Oracle E-Business Suite environment

## The power of Oracle support

Oracle Advanced Customer Services provides exceptional personalized support by specialists in Oracle products and technology. In close collaboration with Oracle Premier Support, Oracle Development, and Oracle Engineering, we can help you maximize the benefits you gain with your Oracle solution. Contact your Oracle Sales Representative to discuss how our services can help you reach your business goals.

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Outside North America, find your local office at [oracle.com/contact](https://oracle.com/contact)

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