

Modernize and Manage Your Exadata, Your Way

Oracle Exadata customers, both on premise and in a cloud model, experience extreme performance, scalability, and the flexibility of a *chip to click* integrated software and hardware solution¹. The seamless compatibility between deployment models can help ensure a smooth transition to cloud when ready, and an efficient hybrid strategy.

Oracle Advanced Customer Services can help keep Oracle Exadata environments optimized, secure, and running smoothly. With offerings that range from advanced assistance to a fully managed solution, services align to varying customer confidence and skill levels.

Why Review Your Oracle Exadata Estate?

Future proof today to reduce cost and accelerate your long-term goals

Of the Fortune 100 companies, 86% of them run Oracle Exadata. Many of these customers now find themselves at a crossroad. Should they upgrade aging on-premises systems, modernize by moving to cloud, or take a hybrid approach? Oracle Advanced Customer Services has supported these customers since the inception of Oracle Exadata in 2008. With proven expertise, experience, and flexible service portfolio, Oracle Advanced Customer Services can help customers make the right decisions to maximize their technology investment and ensure the ongoing success of their business.

Thousands of Global Deployments

Three (3) destination options

Is it time to upgrade older Oracle Exadata machines? Do you plan to stay in the data center or are you ready to capitalize on next-generation computing and the innovation that Oracle Cloud can deliver?

ORACLE Advanced Customer Services

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 application to DevOps to 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

Realistic Implications of Aging Oracle Exadata Systems

- Limited options for expansion to accommodate growth
- An inability to take advantage of new features and functionality
- Inconsistent system availability and reliability
- Rising maintenance costs

Oracle Exadata is unique in the marketplace as it runs in three (3) different models where customers can easily move between environments without fear of incompatibility.

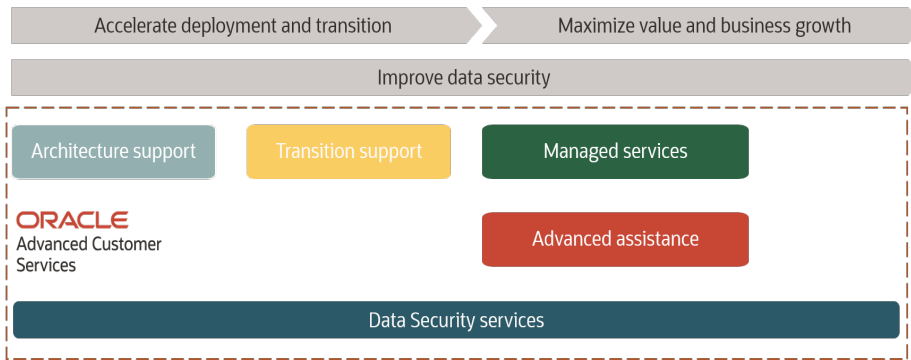
1. Oracle Exadata Cloud Service—if you want out of the data center
2. Oracle Exadata Cloud at Customer—to keep cloud behind your firewall
3. Oracle Exadata Database Machines—for your on-premise deployments

Regardless of deployment approach, Oracle Advanced Customer Services can partner with you from start to finish to help you deploy with confidence, control cost, and achieve optimum levels of performance, availability, and security.

A Practical Path for Transformation

Flexible services that align with your timeline and choice

Even though some customers are not yet ready, moving to the cloud is inevitable and essential to the longevity of most organizations. Oracle Advanced Customer Services has a vast portfolio that can help accelerate the modernization of Exadata footprints while driving consistent service quality and continual service improvement.



Architecture Support

Proactive planning to reduce risk and accelerate go-live

SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Workload Planning and Design	Interactive working session to build a clear strategy and roadmap to an Oracle Cloud platform tailored to your requirements	<ul style="list-style-type: none"> All models
Oracle Supportability Planning and Design	Gather and analyze database, platform, application, or security build requirements resulting in design recommendations to ensure supportability, reliability, and maintainability	<ul style="list-style-type: none"> All models



Partner with Oracle Advanced Customer Services to Accelerate Oracle Exadata in the Cloud

- Move from CAPEX to OPEX
- Reduce database costs
- Improve security and availability
- Access to the latest features and functionality
- A future-proof platform that grows with your business

Transition Support

Transfer workloads quickly and securely

SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Transition Service for database, including Autonomous Database and systems	Assess current environment, identify any issues, and perform up to three test transitions to ensure objectives are met prior to final production transition cutover	<ul style="list-style-type: none"> All models
Upgrade Support for Oracle Database	Assist customers from planning to production in upgrading their outdated database technology. Available for versions of Oracle Database that allow a direct path upgrade to the most current version of Oracle Database (11gR2 and above), including Autonomous Database	<ul style="list-style-type: none"> All models
Oracle Exadata Deployment Pack	Accelerate workload deployment for Oracle Exadata through workload design recommendations and pre-production readiness	<ul style="list-style-type: none"> All models
Installation and Configuration <i>for hardware and software</i>	Best practices and proven technology are used to audit the installation environment, configure the system to your requirements, and integrate and test servers and storage	<ul style="list-style-type: none"> On-premise machines



Oracle Advanced Customer Services Can Help Drive Your Imperative Business Outcomes:

- Decreased cost through simplified and standardized architectures and processes reducing total cost of ownership
- Improved operations leveraging automation, unique tooling, and flexible tenancy management
- Enhanced security tailored to your needs including standardization across delivery models and solution governance
- Transformation through expert guidance and recommendations for continued optimization and modernization

Managed Services

Managed 24/7 comprehensive lifecycle support

SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Managed Exadata Database Cloud Service	Customers with Oracle Exadata Database Cloud Service subscriptions can take advantage of this fully managed 24/7 lifecycle service to keep databases properly maintained, running smoothly, and secure	<ul style="list-style-type: none"> Exadata Cloud Service Exadata Cloud at Customer
Oracle Advanced Monitoring and Resolution	This comanaged service can be tailored to your environment providing 24/7 diagnostic and resolution support, as well as monitoring of performance, availability, capacity, and fault detection to help predict and analyze events	<ul style="list-style-type: none"> All models

Advanced Assistance

Elevated support targeted where you need it most

SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Solution Support Center	Advanced level of support including a designated team of experts to assist with the ongoing execution, effective use, and expansion of your Oracle solution	<ul style="list-style-type: none"> All models

Oracle Priority Support	Personalized, proactive support delivering faster problem resolution and priority handling of incidents and service requests	<ul style="list-style-type: none"> All models
Oracle Engineered Systems Quarterly Patch Deployment	Proactively maintain patch levels and keep up to date on bug and security fixes to derive optimal performance, reduce risk, and correct security vulnerabilities.	<ul style="list-style-type: none"> Exadata Cloud at Customer On-premise machines

Data Security

Combat security challenges and implement controls

SERVICES	DESCRIPTION	EXADATA MODEL
Oracle Vulnerability and Threat Prevention Services	Help protect your infrastructure and web applications against malicious attacks. These offerings provide detailed scans and penetration testing designed to identify misconfigurations introduced by change events, and put controls and monitoring in place allowing only valid requests to access the system	<ul style="list-style-type: none"> All models Penetration testing only for Exadata Cloud Service
Oracle Data Security Services	Protect your data with Oracle Database security solutions from design to monitoring. Services include risk assessments as well as support for Database Encryption, Database Vault, Audit Vault, and Data Masking.	<ul style="list-style-type: none"> All models
Oracle Identity and Access Management Services	Design guidance, deployment assistance, management, and reporting of Oracle identity and access management solutions. These services range from assessments to a fully managed unified cloud solution to help protect identities, authentication, and access.	<ul style="list-style-type: none"> All models



Data Security Challenges Introduced by Digital Transformation

- Growing volume of critical data in distributed environments
- Complexity of hybrid/multicloud and risk of misconfigurations
- New vulnerabilities through rapid deployment of changes
- Increased sophistication of cyberattacks
- Fast evolving regulatory landscape
- Handle growing security demands with lean IT and security teams

Embrace the Full Potential of Your Oracle Exadata Investment


As an Oracle Exadata customer, you have choices. Stay on premise with Oracle Exadata Database machines, move to a modern cloud operational model behind your firewall with Cloud at Customer, or fully embrace Oracle Cloud by moving directly to Oracle Exadata Cloud Service. Oracle Advanced Customer Services has global expertise in IT transformation and integration—keeping hybrid and multicloud businesses running smoothly. Partner with Oracle Advanced Customer Services to help plan, transition, and manage your Oracle Exadata Database workloads while your IT team focuses on innovation and moving your business forward.

Sources

¹ Constellation Research: Oracle Exadata X8M: The Fastest Oracle Database Platform, September 2019

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