

Embrace the full potential of Oracle Autonomous Database

ORACLE
Customer Success
Services

IT leaders can experience an ever-increasing pressure to support business innovation and agile application development. At the same time, they need to manage exploding data volumes, protect against cyberattacks, and minimize downtime with trimmed resources. Oracle Autonomous Database revolutionizes data management and helps enable customers to increase productivity, lower risk, and drive innovation.

Why choose Oracle Autonomous Database

Oracle Autonomous Database (ADB) leverages machine learning to automate⁶ manually intensive database administrative tasks such as tuning, scaling, and patching, and gives your IT team more time to work on higher value tasks and new projects.

Why Oracle Customer Success Services

Oracle Customer Success Services can support you with the business-related activities you are responsible for, such as upgrading and go-live, data modeling and application tuning, as well as data security within the application, or data lifecycle management.

Oracle Customer Success Services has decades of experience to run and maintain mission-critical database and application environments and provides a flexible services portfolio to fit your unique business needs.

Oracle Autonomous Database—a new era for databases

- Autonomous Transaction Processing ranked highest in critical capabilities for cloud DBMS operational use cases¹
- Autonomous Data Warehouse ranked #1 cloud data warehouse²
- Oracle Autonomous Database is 50% lower cost than AWS³
- Autonomous Database ranked #1 overall for Cloud Database and Big Data security⁴
- A multicustomer story shows 417% ROI over five years, with only five months to payback⁵

Tasks	Responsibility	How Advanced Customer Services can support ACS customers
	ADB	CUSTOMER
Service governance	●	Streamline processes, accelerate issue resolution
Data security, user and identity setup	●	Reduce security risks
End-to-end service level management	●	Problem avoidance, increased operational efficiency
Data modeling and application tuning	●	Best practices and testing to support application readiness
Database upgrade, migration, and go-live	●	Secure and accelerate upgrade, transition, and go-live
Database backups, high availability, disaster recovery	●	
Database security	●	
Database provisioning, patching, tuning, scaling	●	
OS, virtualization, network, infrastructure	●	



Oracle Customer Success Services works side by side with you to understand your business goals and requirements, helping you maximize your investment, minimize risk, and achieve more.

Accelerate adoption

Safer and efficient upgrade, production readiness planning, and go-live

Would you like to:

- Assure and accelerate your database upgrade to Oracle Database 19c?
- Optimize your supportability and operational readiness plan?
- Reduce risk of go-live and postproduction issues?

Customer Success Services offerings

- **Oracle Database Upgrade Assurance** for upgrade preparation and test of your most critical databases using real production workloads providing a detailed understanding of the upgrade impact and hidden risks.
- **Oracle Database Upgrade Service** provides a complete upgrade including upgrade planning, impact analysis with database performance and patch review, upgrade execution of nonproduction and production environments, support customer testing, and go-live assistance.
- **Oracle Expert Services and Advanced Knowledge Workshops** provide technical cloud and Oracle Autonomous Database experience and guidance, supporting testing and operational readiness planning.
- **Oracle Go-Live Support** reviews your operational and production deployment readiness and provides specialized dedicated support for the go-live event.

Get elevated, personalized support

Problem avoidance help and faster issue resolution for mission-critical environments.

Would you like to:

- Benefit from access to designated support contacts?
- Proactively avoid issues?
- Accelerate resolution of incidents and service requests?

Oracle Customer Success Services key facts

- Offers personalized and proactive mission-critical support and managed cloud services for over 6,000 customers globally
- Uses advanced operational tooling based on machine learning to deliver services across the full Oracle stack
- Has more than 4,000 experienced technical engineers closely integrated in Oracle Support and Oracle Development
- All services include a designated Technical Account Manager for end-to-end solution governance.

Key benefits of Customer Success Services for Oracle Autonomous Database help customers

- Optimize supportability and operational readiness
- Accelerate database upgrade and reduce go-live risk
- Reduce business risk through proactive guidance and faster issue resolution
- Focus IT teams on strategic and business-critical initiatives
- Increase operational agility and continual service improvement
- Reduce security risks of misconfigurations and malicious attacks

Customer Success Services offerings

- **Oracle Cloud Priority Support** provides expedited issue resolution by combining priority handling of cloud operations incidents and service requests with quarterly reviews and information sharing.
- **Oracle Solution Support Center for Cloud** assists with ongoing execution and effective use of Autonomous Database through a 24/7 hotline staffed with a designated support team who understands your requirements and provides proactive assessments and guidance.

Leverage 24/7 operational lifecycle services

Run databases at higher productivity, security, and cost efficiency

Would you like to:

- Free up your IT team from operational tasks?
- Minimize risks for applications after change events?
- Reduce security risks of misconfigurations and malicious attacks?

Customer Success Services offerings

- **Oracle Fleet Operations for Autonomous Database** provides tenancy and service operations for Autonomous Database, including operational lifecycle management, problem management and root cause analysis, and periodic service reviews. A designated Technical Account Manager facilitates account management, maintains a service delivery plan and periodic reviews, and assists with any escalations. You can add testing services and best practices to support application readiness and continuity after change events.
- **Oracle Managed Applications Unlimited Services** provide SLA-driven, complete 24/7 lifecycle management of Oracle Applications on Oracle Cloud Infrastructure. Relieve your IT team from operational and technical administration responsibilities for your environment and benefit from enhanced security through built-in disaster recovery solution.
- **Oracle Security Services** help implement and apply data security controls according to your requirements, manage user identities and access across applications, and protect internet-facing applications.

Embrace the full potential of your Oracle investment

Leverage Oracle's vast experience in providing operational administration, IT maintenance, and joint configuration oversight of key application, database, and IaaS environments to gain IT efficiencies and cost savings. Nobody knows how to manage and operate Oracle products and cloud services better than Oracle—we help ensure optimal availability and performance while allowing you to focus on strategic IT initiatives instead of day-to-day run and maintain activities.

¹Gartner®, [Critical Capabilities for Cloud Database Management Systems \(DBMS\) Operational Use Cases](#), December 2021

²Nucleus Research, [Data Warehouse Technology Value Matrix 2022](#), February 2022

³Wikibon, [Cloud Database Battle: AWS vs. DIY vs. Oracle](#), January 2021

⁴KuppingerCole, [Database and Big Data Security](#), January 2021

⁵IDC, [The Real-World Business Value of Oracle Autonomous Data Warehouse](#), December 2020

⁶Oracle, [Oracle Autonomous Database Technical Overview](#), November 2021

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