

Modernize and Manage Oracle Applications

Present-day organizations must learn to adapt at digital speed. Where change previously came organically over years or decades, companies must now transform at a lightning pace to stay relevant and competitive. Being innovative, flexible, and agile are now commonplace. The speed at which you can innovate becomes your competitive differentiator.

Oracle Advanced Customer Services, backed by the power of Oracle Cloud Infrastructure, has the experience and the services to help you achieve the modernization of your Oracle Applications footprint you need to succeed—at your own pace.

Modernize without starting over

Oracle Support for the latest releases of the Oracle Applications portfolio, including E-Business Suite, JD Edwards EnterpriseOne, Siebel, and PeopleSoft, will continue through 2030. What does this mean for you as an Oracle Applications customer? Oracle is fully committed to its products and you.

You can stay in the data center and modernize where possible. Alternatively, you can move your applications to Oracle Cloud Infrastructure to drive your business forward and immediately start benefiting from built-in security, high availability, improved performance, speed, and lower costs.

Innovate and improve applications with confidence

Oracle Advanced Customer Services has years of experience in operations and support of Oracle Applications in the cloud and on-premises. More than a thousand Advanced Support Engineers worldwide can assist and guide you to meet your business goals.

With a targeted, flexible services portfolio designed to address your most demanding application challenges, Oracle Advanced Support Engineers, armed with best practice methodologies and sophisticated service delivery technology, help relieve your IT staff from routine tasks and keep your business running smoothly.

It is easier than you think

What if you could have a modern Oracle Applications experience without moving to a new applications platform?

- Avoid CapEx and still move the platform forward
- Experience built-in security that protects confidential and trusted data
- Introduce new functions and capabilities by integrating cloud services
- Enjoy the benefits of operating in the cloud to support changing business needs without an impact to people, processes, and tools

Plan your cloud transformation

Adopt new technology quickly

Would you like to:

- Prepare for your cloud project with the support of Oracle experts?

The Advanced Customer Services solution

- **Oracle Managed Service Readiness** prepares you for the move to Oracle Cloud. An assigned transition manager will guide you in proactively addressing functional, tooling, testing, and support parameters.

Manage and secure your business

Run applications at the highest productivity, security, and cost efficiency

Would you like to:

- Increase availability and performance of your applications?
- Manage the entire IT lifecycle of your workloads?
- Enable fast provisioning of production, test, and development environments?
- Protect your data and applications against security threats and address compliance and industry regulations?

The Advanced Customer Services solution

- **Oracle Managed Enterprise Application Cloud Service** provides SLA-driven, complete 24/7 lifecycle management of Oracle Applications on Oracle Cloud Infrastructure. Offload management of your environment and receive an enhanced security and built-in disaster recovery solution.
- **Oracle Advanced Management for Hybrid Cloud** provides an advanced level of support to assist key technical contacts with application and technology run-and-maintain challenges, using a combination of experts, proven processes, and Oracle experts, built on any deployment model. Optimize technical, staff, and security operations with configurable service options tailored to organizational needs.
- **Oracle Managed Identity Cloud Service** delivers seamless integration with Oracle Applications for a simplified SSO user experience.
- **Oracle Managed Database Security Services** help protect your sensitive data through regular risk assessments as well as end-to-end management of your Oracle Database security solutions.
- **Oracle Managed Vulnerability and Threat Prevention Services** help protect your infrastructure and web applications against malicious attacks through detailed vulnerability scans, penetration testing, and WAF monitoring.



Experience the Oracle Cloud Infrastructure advantage through:

- **Dynamic Scope:** Ability to scale up/down
- **Customer Self-Service:** Control of non-production environments
- **Quicker Provisioning:** Automated provisioning of applications and infrastructure as needed
- **Extensible PaaS Ecosystem:** Future-proof your business through mobile, analytics, and machine learning

- **Oracle Managed Security Compliance Services** address GxP Compliance, HIPAA, and PCI to assist you in efficiently achieving and maintaining compliance with required security and regulation standards.

Drive user adoption

Achieve optimal user productivity and drive product adoption

Would you like to:

- Increase user efficiency and adoption of your Oracle products?
- Manage and optimize configurations and extensions?
- Streamline and manage critical processes during peak times?
- Take the lead on managing your environment but receive tailored proactive incident management and issue resolution?

The Advanced Customer Services solution

- **Oracle Help Desk for Managed Applications** increases user satisfaction and drives product adoption through timely and targeted functional support of your end users, configuration assistance, and critical process management.
- **Oracle Cloud Priority Support for PaaS and IaaS** provides expedited issue resolution by combining priority handling of cloud operation incidents and service requests with quarterly reviews and training sessions.
- **Oracle Solution Support Center for PaaS and IaaS** provides high availability and performance by assisting with the ongoing execution and effective use of your cloud solution through end-to-end support of your entire Oracle environment by your dedicated Oracle support team.
- **Oracle Expert Services** assist in making your cloud journey a success with personal support from experienced Oracle engineers and technology leaders who understand your environment and your goals.

We are with you every step of the way

Whether you keep your Oracle Applications on-premises or move to the Oracle Cloud Infrastructure, Advanced Customer Services has the experience and direct access to Oracle Support and Development teams to facilitate a successful application journey. Gaining peace of mind and getting the edge on your competition is just a phone call away. Contact us to learn more today.



Connect with us

Call **+1.800.ORACLE1** or visit **oracle.com/acs**. Outside North America, find your local office at: **oracle.com/contact**.

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