



# Support for Oracle E-Business Suite R12.1

Oracle E-Business Suite is the backbone of your business operations. Oracle E-Business Suite 12.1 release will move into Oracle Sustaining Support in January 2022 and you will no longer receive new fixes, updates, or security patches. If you intend to upgrade to E-Business Suite 12.2 or move to Oracle SaaS and cannot complete the transition on time, you will want to avoid support gaps, outages, and security vulnerabilities. Oracle Advanced Customer Services can bridge that gap for you and help with your transition to the next level.

## ORACLE SUPPORT ACROSS THE LIFETIME OF YOUR ORACLE SOFTWARE

Oracle has a long-term policy to offer comprehensive support across the lifetime of Oracle Database, Middleware, and Applications. Once older software has reached 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 that includes patching.

It is important to plan early for a modernization, 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.



Oracle Market-Driven Support for Oracle E-Business Suite 12.1

### Applicable Oracle Products

- Oracle E-Business Suite R12.1

**Oracle Lifetime Support stages for Oracle Database, Middleware, and Applications**

ORACLE PREMIER SUPPORT	ORACLE EXTENDED SUPPORT	ORACLE SUSTAINING SUPPORT
Comprehensive maintenance and software upgrades for five years from the general availability (GA) date.	Continued comprehensive maintenance and upgrades for an additional fee.	Continued limited support for as long as you use your Oracle software. Includes access to online support tools, upgrade rights, pre-existing fixes, and technical support assistance. No new patches, fixes, or updates.



**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.

Alternatively, you can 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.

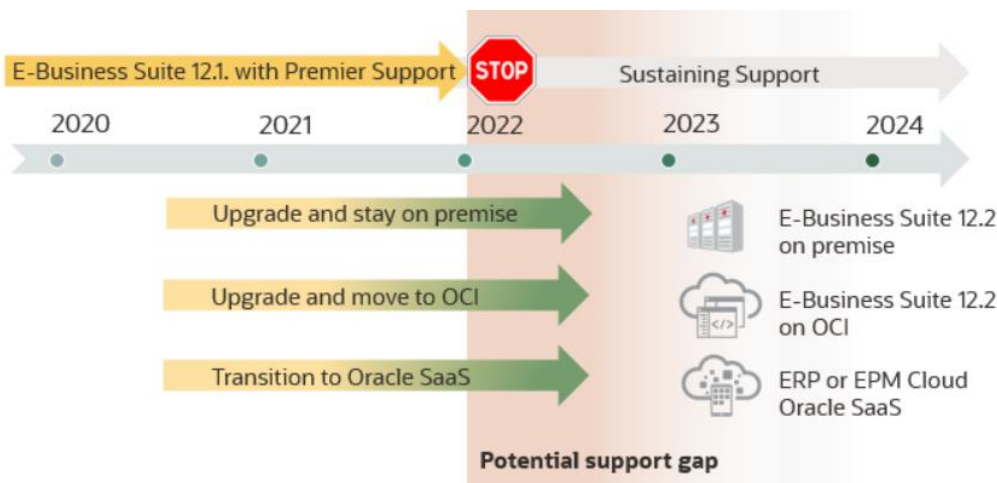
If your transition or upgrade project takes longer than January 2022, Oracle Advanced Customer Services can help fill the support gap with your legacy Oracle E-Business Suite 12.1.

**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
- Available as of January 2022, when Oracle E-Business Suite 12.1. enters 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



## 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.



As of January 2022, Oracle Market-Driven Support for Oracle E-Business Suite 12.1. 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.

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 in January 2022 through 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 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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