Oracle Workload Planning and Design

Oracle provides numerous computing offerings for a large variety of business scenarios. Oracle Advanced Customer Support has the knowledge and experience to help you to sift through the options, identify the suitable Oracle solutions for your requirements, and to build a tailored strategy and roadmap for a predictable and safe transition.

Lay the Foundation for Your Transition to Modern Technology

Oracle Workload Planning and Design can be seen as a springboard to set you on the right path to a modern Oracle solution, be it in a Cloud environment or on-premises. Oracle Advanced Customer Support will work with you in interactive exploratory working sessions to identify the recommended approach for your specific requirements by reviewing Oracle’s platform offerings, your current environments, utilization, and business needs. A key feature of the service is the development of a personalized step-by-step deployment roadmap, assisting you to effectively accelerate your platform adoption. The plan can also be useful for you to adapt to evolving corporate standards, strategies, and regulations.

Oracle Workload Planning and Design

Using defined processes, Oracle Advanced Customer Support will work with you to plan and design your path to a modern Oracle platform:

| Solution Governance | • Oversight and project management by an experienced Oracle Technical Account Manager understanding your business needs  
|                     | • Single point of contact |
| Analysis of Existing Infrastructure | • Assets: Architecture, configuration, features  
|                               | • Service levels and critical business objectives  
|                               | • Identification of focus areas for your new strategy  
|                               | • Evaluation of cloud maturity and readiness |
| Review of Options and Feasibility | • Available Oracle Cloud and on-premises offerings  
|                                | • Identification of service and technical catalog to meet your business objectives  
|                                | • Evaluation of migration feasibility (certifications, product features, service levels...)  
|                                | • Provision of recommended migration approach  
|                                | • Provision of recommended management approach |
| Deployment Specification Plan | • Detailed plan and roadmap with recommended approach and suggested next steps and milestones  
|                               | • Recommendations on a future path based on your business needs |

Mitigate risk, and take advantage of the expertise and experience of Oracle Advanced Customer Support engineers to set you on the right path to success.
More Services for your Success

ACS provides a range of services to help you with your new computing platform such as:

- **Oracle Migration Service** – Rapid and secure transition of Oracle products to modern technology, including:
  - Oracle Database
  - Java Enterprise Edition (EE) compliant environments (Oracle Weblogic, Websphere, JBOSS, etc)
  - Oracle E-Business Suite versions 12.1.3 or 12.2.3 or higher
  - Migrations to Oracle Cloud (i.e. Oracle Cloud at Customer, Java Cloud Service, Infrastructure as a Service (IaaS) / Compute, Platform as a Service (PaaS), Database as a Service (DBaaS), Virtual Machine (VM) Images

- **Oracle Advanced Support Knowledge Workshop** – Customized knowledge session designed to provide your IT team with tailored content on the Oracle technical topic of your choice. The workshop includes targeted presentations and mentoring, and can help your team to implement and manage Oracle products successfully.

- **Oracle Go-Live Support** – Operational readiness review, as well as tailored support during the go-live event for a successful deployment. The service is designed to help your project team to be fully prepared, and to reduce risk during and after go-live.

- **Oracle Cloud Priority Support** – Advanced level of IT support for faster problem resolution through priority handling of Cloud Operational incidents and service requests, and proactive guidance through preferred access to Oracle product knowledge.

- **Oracle Priority Support** - Priority service request handling for rapid response and resolution of problems regarding your most critical on-premise Oracle solutions.

CONTACT US
For more information about Oracle Workload Planning and Design, visit oracle.com/acs, email us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.