

Complete Support for Oracle Exadata



Oracle Exadata is the best-in-class, integrated platform for all of your database application needs — an enterprise-ready solution that offers extreme performance. You need a complete, integrated support service that matches this standard and keeps your systems delivering for your business.

KEY FEATURES

- Unlimited, 24/7 access to Oracle's software and hardware specialists
- Essential patches, feature enhancements, new releases, and lifetime support for covered software
- 2-hour onsite hardware service response (24/7)¹
- Experienced technicians and OEM replacement parts
- Knowledge base access and configuration-specific update recommendations
- Personalized, proactive support tools
- Services that cover the full solution lifecycle
- Eligible for Oracle Platinum Services with a certified configuration

KEY BENEFITS

- Free your staff to concentrate on core business challenges with consistent, well-defined Oracle Premier Support services, helping you manage and resolve issues quickly and efficiently
- Save time and money when you reduce IT and management complexity with a single point of service accountability
- Run your business technology confidently with secure, dependable support
- Protect your data and help maintain data availability

Support from the Industry Leader

With Oracle, you get unparalleled expert support when you need it at a global scale for your Oracle Exadata systems. Through Oracle Premier Support and Oracle Premier Support for Systems we seamlessly deliver the best level of support and provide the following:

ORACLE PREMIER SUPPORT

Support Provided	
Complete solution coverage	Comprehensive support from Oracle is essential to your success, and you'll get full coverage of your Oracle Database 11g Release 2 software and Exadata Storage Server software, along with the server and storage hardware, integrated software (such as firmware), and the Oracle Linux operating system. Support of any additional licensed Oracle software that you add is priced separately but is delivered as a single service solution.
Unlimited, 24/7 access to Oracle specialists	Our specialized Oracle Exadata Enterprise Support Team experts are ready to help 24/7, so you can be sure of one point of expertise that provides fast answers and proven solutions, leveraging the experience of our experts in each of the technologies.
Award-winning hardware service	If hardware service is required, local service engineers are ready to respond 24 hours a day, 365 days a year. Oracle provides onsite hardware service for your Oracle Exadata server and storage hardware within two hours ¹ .
Essential product updates	Updates for integrated software (such as firmware) and covered software provide access to critical security patches, bug fixes, feature enhancements, and even any new releases that become available while you maintain support coverage.
Proactive capabilities	Embedded hardware diagnostic capabilities provide "phone home" automated service requests, and configuration details enable targeted proactive advice. Includes a powerful collection of tools and personalized technical resources, proactive systems management, and access to industry expert and peer expertise.
Customer Implementation Manager	Assigned to you for the first 90 days following installation, this key resource ensures you get the best out of Oracle Support for the long term and that service requests are prioritized and progressed during this initial period.

¹ Your system must be within an Oracle two-hour service coverage area to receive two-hour onsite service as a standard feature

Oracle Platinum Services – Enhanced Support, No Additional Cost

Oracle Platinum Services is a special entitlement under Oracle Premier Support for certified Oracle Exadata Database Machine configurations that provides additional high availability services, such as remote fault monitoring, faster response times and patch deployment services – at no additional cost.

In addition to receiving the complete support essentials with Oracle Premier Support, qualifying Oracle Platinum Services customers also receive:

- 4/7 Oracle remote fault monitoring
- Industry-leading response and restore times
 - 5-Minute Fault Notification
 - 15-Minute Restoration or Escalation to Development
 - 30-Minute Joint Debugging with Development
- Update and patch deployments four times per year

Oracle Platinum Services goes well beyond the typical IT support model to help you unlock the value of your technology investments. To learn more about these enhanced services and how to become certified, visit us online at www.oracle.com/goto/platinumservices.

Additional Lifecycle Services

When you select Oracle Premier Support, you also have the option to augment your support coverage through these additional Oracle Customer Services offerings:

ADDITIONAL LIFECYCLE SERVICES

Service	
<p>Oracle Exadata Start-Up Pack</p>	<p>By utilizing the integrated services and personalized expertise from the Oracle Exadata Start-Up Pack from Advanced Customer Services, you can ensure the ongoing system stability and extreme performance expected of your technology—right from the start. Each pack includes the following services:</p> <p>Oracle Exadata Start-up Advisory Service Assessments and recommendations incorporating best practices</p> <p>Oracle Exadata Production Readiness Technical reviews, project management, and a single point of contact for escalations</p> <p>Oracle Exadata Installation Proven, standardized system installation</p> <p>Oracle Exadata Configuration Configuration of network, cluster, Exadata storage and database software, including performance and functionality validation</p> <p>Oracle Exadata Quarterly Patch Deployment Proactive, quarterly patch bundles (for systems not qualified for Oracle Platinum Services)</p>
<p>Mission Critical Support Services for Oracle Exadata</p>	<p>With our most comprehensive support offerings from Advanced Customer Services, Solution Support Center includes dedicated access to Oracle experts for customers who choose to manage their system technology themselves.</p> <p>Depending on your level of engagement, custom service features include escalation management through a Service Delivery Manager, prioritized service requests, a dedicated hotline, virtual center of excellence and performance optimization services.</p> <p>In addition, Oracle Advanced Monitoring and Resolution leverages unique service management capabilities and intellectual property. It provides 24x7 proactive system monitoring which helps to reduce the basic workload of an IT operations team with proactive notification of potential issues. As a result, your IT staff can focus on core business activities.</p>

**Oracle Customer
Data and Device
Retention Service**

Global data retention and auditing laws impose significant constraints on data storage security practices. While our engineering and support teams strive to avoid any possible problems, the Oracle Customer Data and Device Retention service enables the secure retention of any nonfunctioning disk drives or flash devices containing sensitive data that need to be removed from the Oracle Exadata Database Machine, ensuring you stay in compliance.

Complete Solutions. Complete Confidence. Complete Support.

Oracle Exadata support offers complete, enterprise-ready services to help you get the most of your Oracle Exadata investment and consistently achieve your business objectives. In addition to start-up services and 24/7 global support for both software and hardware, you also get unrivaled technical expertise from our world-class support organization. Oracle Exadata support services provide a single point of accountability so when you do need help, you can count on consistent, integrated support for your complete Oracle solution.



CONTACT US

For more information about Complete Support for Oracle Exadata, visit oracle.com/support or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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