

“Get Proactive!” Initiative

Maximizing the Value of Your Oracle Investment Through Support Best Practices



If your only interactions with Oracle Support have revolved around service requests when problems occur, you are missing out on key capabilities that could play a role in contributing to your company’s success. Let Oracle Premier Support help you achieve resolution faster; streamline and simplify your daily operations; reduce risks and maximize uptime, and lower your organization’s costs through preventative maintenance. Hear from other Oracle customers who report a boost in value because they discovered how to Get Proactive.

HEAR FROM OUR CUSTOMERS

“Oracle Premier Support ensures that we receive high quality, expert assistance for our Oracle software and systems technology. Oracle Support provides us with the proactive support, tools, updates and patches, and resources necessary for our business to succeed.”

Michael Bluestein
Chief Executive Officer
Time is Money Billing Systems.

“With the proactive support capabilities available through My Oracle Support— integrated into Oracle Enterprise Manager 12c— we have vastly improved our Oracle Database management. We have improved response times by more than 50% and are much more proactive, fixing issues before they become a problem for our customers.”

Peter O'Brien
Manager of Technology and Infrastructure Services
Oracle Competence Centre
Vodafone Group plc

Best Practices

Oracle customers have reported value-added outcomes including up to 25% fewer problems, 40% faster problem resolution, and dramatically streamlined upgrades. How? By Getting Proactive.

PREVENT 	RESOLVE 	UPGRADE 
Prevent known problems, help keep your Oracle software and systems healthy and your resources focused on business goals.	If issues do occur, discover capabilities and tools to help you resolve issues and get your business back on track.	Oracle Premier Support's integrated methodology provides capabilities and tools to help guide you through the upgrade process.

Driving Success

Oracle Premier Support provides proactive best practices, capabilities, and tools to streamline your Oracle systems and products, help you get answers quickly, and improve systems uptime, which means spending less time and resources dealing with technical issues, and more time invested in focusing on your business’s priorities and success.

HEAR FROM OUR CUSTOMERS

“Oracle Premier Support helps maintain our systems by providing us with the technical support expertise we need to focus on our hospital and health services. My Oracle Support gives us access to proactive support and tools, such as critical patches and upgrades.”

Bernadette Dorris
Financial Systems Manager
Erlanger Health System

HEAR FROM OUR CUSTOMERS

“My Oracle Support has definitely improved the access, amount, and efficiency of support. As a result, we can create service requests and resolve problems almost twice as fast.”

National Steel and Argo Industries

Prevent

Prevent problems, keep your software and systems healthy, and keep your resources focused on business goals.

Regular use of Health Recommendations will evaluate your systems status, identify any known issues, provide fixes, and make recommendations to improve your system health and increase uptime.

Discover how to connect to hundreds of health recommendations. Over one million customer configurations have been analyzed to date.

Known issues and risks associated with systems serviceability and mission critical environments can be prevented when you connect with Oracle Sun Systems Analysis.

Webcasts put you in touch with Oracle Premier Support subject matter experts who will offer methods and solutions to help you avoid potential pitfalls.

Timely information is critical to preventing problems. Product and Security Alerts deliver technical information directly to you so that you can address known issues before they become problematic.

Configure email notifications to ensure you receive targeted alerts for Critical Patch Updates, Security Alerts, and Third Party Bulletin updates that Oracle has released.

Product Information Centers offer comprehensive and targeted best practices, tools, and knowledge to assist you with systems health and performance.

My Oracle Support Community offers access to other Oracle users who face similar business and technology challenges. Through the community, you share a consistent goal – to keep your systems up and running

Resolve

If issues do occur, discover best practices, capabilities and tools to help you resolve issues and get your business back on track.

Product based diagnostics provide setup, data collection, and health validations and will offer best practices to expedite resolution.

For software issues, discover how to connect to Oracle Premier Support. A well formed service request with accompanying diagnostic data can dramatically streamline the service request process enabling Oracle Support engineers to expedite troubleshooting.

Improve systems availability and resolve problems faster. Connect to Oracle Automated Service Request for qualified Oracle Sun server and storage systems when specific hardware faults occur.

Chances are we already have an answer or solution for you. Explore the powerful Knowledge base and quickly locate knowledge though tailored and guided search capabilities.

Product Information Centers offer comprehensive and targeted best practices, tools, and knowledge to assist you with troubleshooting and error resolution.

My Oracle Support Community provides an extended network of Oracle professionals who share a singular focus on getting the job done. Industry peers provide guidance

and ideas based on real-world experiences through discussions moderated by Oracle Support engineers.

This medium allows you to compare notes and consider different experiences and perspectives that may offer an alternate approach to problem resolution.

HEAR FROM OUR CUSTOMERS

"The Upgrade Advisor is a great proactive tool to help us reduce risk. It ensured we didn't miss anything during upgrade. It also had a direct effect on the number of SR's opened and the time and ease of creating SR's, resulting in a 50% reduction in resolution time. Most importantly, downtime during and after the upgrade was minimal."

April Sims
Database Administrator,
Southern Utah University

Upgrade

Oracle Premier Support's integrated methodology provides best practices, capabilities, and tools to help guide you through the upgrade process.

Lifecycle Advisors demonstrate how to tackle upgrades, patches, and more through structured steps and processes.

Patching and Maintenance Advisors help you plan and execute a viable patching and maintenance strategy including a complete project plan specific to your environment.

Upgrade Advisor provides information from various sources using best practices and step-by-step instructions to enable you to upgrade with confidence.

Upgrade Planner will enable you to move from one release to the next. Discover how to connect and create a complete plan with all the necessary software and patches required to complete your upgrade.

Review and verify platform certifications prior to upgrade.

Product Information Centers offer comprehensive and targeted best practices, tools, and knowledge to assist you with implementation, configuration, and upgrades.

Through the My Oracle Support Community you can explore and share upgrade and implementation experiences and best practices with an extended network of Oracle professionals and industry peers.

Are You Ready to Get Proactive?

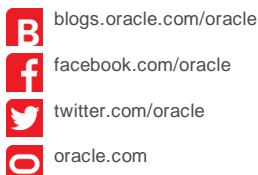
For more information visit the complete Get Proactive portfolio on My Oracle Support (login required) at <https://support.oracle.com> and search 'Get Proactive'.



CONTACT US

For more information about "Get Proactive" Initiative, visit oracle.com/goto/proactivesupport or call +1.800.ORACLE1 to speak to an Oracle representative.

CONNECT WITH US



Hardware and Software, Engineered to Work Together

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