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 risk; maximize uptime, and lower your organization’s costs through preventative maintenance. How? By Getting Proactive.

**GET PROACTIVE!**

**PREVENT**
- **Exachk & Health Checks**
  Collect data on key software, hardware, firmware, and configurations, and cross reference collected data against supported versions and recommended Exadata best practices.
- **Oracle Auto Service Request**
  Utilize auto-detect capabilities. Problem resolution can be expedited through automated service request generation for qualified systems, when specific hardware faults occur.

**RESOLVE**
- **Stay Informed**
- **Knowledge Base**
  Find targeted answers and resources to resolve issues and/or troubleshoot Oracle Exadata Database Machine.
- **Product Information Centers**
  A one-stop shop for important resources and targeted content to assist you with troubleshooting and error resolution.
- **My Oracle Support Community**
  Join an extended network of Oracle professionals and industry peers and find answers fast.

**UPGRADE**
- **Patching & Maintenance Advisors**
  Plan and execute a viable patching and maintenance strategy.
- **My Oracle Support Community**
  Explore and share upgrade and implementation experiences and best practices.
- **Certifications**
  Review and verify certifications prior to upgrade.
- **Upgrade Information Center**

**ARE YOU READY TO DISCOVER MORE AND GET PROACTIVE?**

For more information visit the complete Get Proactive portfolio on My Oracle Support (login required) at [https://support.oracle.com](https://support.oracle.com) and search ‘Get Proactive’.

**CONTACT US**

For help getting started, contact the Oracle Premier Support ‘Get Proactive’ Team today at get-proactive_ww@oracle.com.