

Oracle Platinum Services Frequently Asked Questions

Oracle Platinum Services provides remote fault monitoring with faster response times and patch deployment services to qualified Oracle Premier Support customers – at no additional cost.

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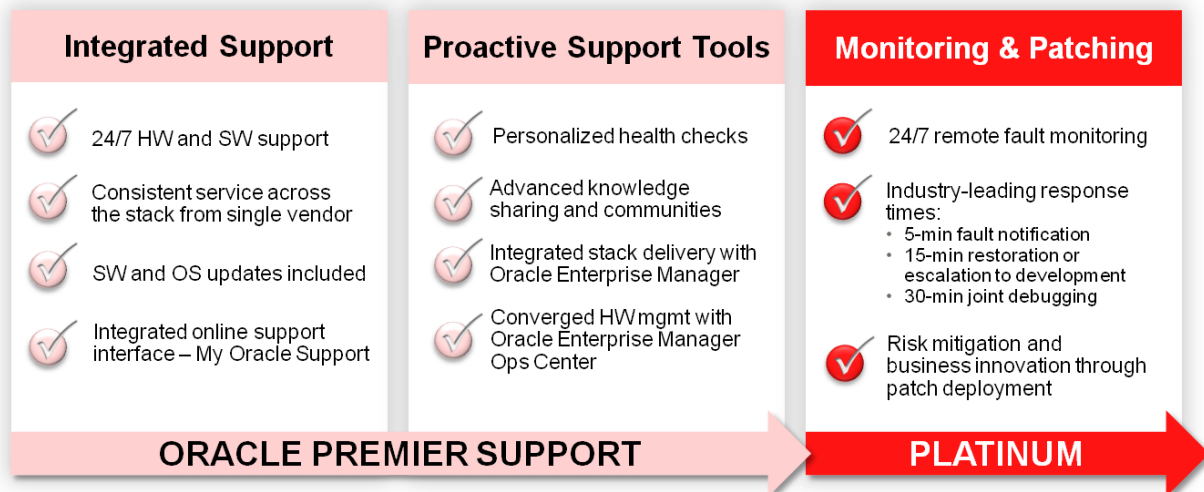
What is Oracle Platinum Services?

Oracle Platinum Services is a special entitlement under Oracle Premier Support that provides customers with additional services—over and above what they already get under their Oracle Premier Support contract(s)—when they maintain a certified configuration and two-way communication with Oracle via the Oracle Advanced Support Gateway.

Oracle Platinum Services provides enhanced support for high availability and performance to Oracle Premier Support customers running certified configurations of Oracle engineered systems—at no additional cost. In addition to receiving the complete support essentials with Oracle Premier Support, qualifying Oracle Platinum Services customers also receive Oracle remote fault monitoring, accelerated response times and patch deployment services. Oracle Platinum Services goes well beyond the typical IT support model to help customers unlock the value of their technology investments.

How does Oracle Platinum Services relate to Oracle Premier Support?

As mentioned above, Oracle Platinum Services is a special entitlement under Oracle Premier Support that provides customers with additional services – over and above what they already get under their Oracle Premier Support contract(s) – when they maintain a certified configuration and two-way communication with Oracle via the Oracle Advanced Support Gateway.



How much does Oracle Platinum Services cost?

Oracle Platinum Services is a no charge entitlement on Oracle Premier Support, so it does not cost customers anything additional to have. In fact, Oracle Platinum Services can dramatically reduce a customer's overall operating cost by minimizing or eliminating unplanned downtime and by providing monitoring and patching services which free-up internal IT staff.

What are the features of Oracle Platinum Services?

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

- 24/7 Oracle remote fault monitoring
- Industry-leading response times
 - 5-Minute Fault Notification
 - 15-Minute Restoration or Escalation to Development
 - 30-Minute Joint Debugging with Development
- Patch deployment performed by Oracle up to four times per year

	Features	Benefits
Fault Monitoring	24x7 fault monitoring	Fastest identification, notification and restoration of issues
	Event filtering and qualification	Focus on critical events
	Reporting on event management	Full visibility into faults detected by Oracle
	A single global knowledge base, tool set and client portal	Take advantage of the depth and breadth of Oracle's collective knowledge
Respond and Restore	24x7 Response Times: <ul style="list-style-type: none"> • 5-min fault notification • 15-min restoration or escalation to development • 30-min joint debugging 	Highest level of response with the fastest path to issue restore
	Escalation process and hotline with dedicated escalation managers	Expert support staff available 24x7
Patching	Assess and Analyze – produce patch plan	Proactive identification of best practice configuration for optimal performance
	Plan and Deploy - Proactively plan and deploy patches up to four times per year	Minimize business disruption and ensure systems performance

What are the benefits of Oracle Platinum Services?

Oracle takes a high touch approach to helping customers support their Oracle systems, without adding cost or complexity. By choosing to run Platinum Certified Configurations on qualified Oracle systems, customers gain access to Oracle Platinum Services, which enables them to unlock extreme value in the following areas:

PERFORMANCE – Achieve high availability across the whole stack and tap the full potential of Oracle hardware/software solutions.

COST SAVINGS – Reduce risk and administrative tasks while enabling higher business productivity. Spend time on strategic projects instead of fighting fires.

INNOVATION – Provide your business with immediate access to Oracle product enhancements and added features.

What are the qualifications to be an Oracle Platinum Services customer?

There are three criteria that customers need to meet to be qualified to receive Oracle Platinum Services. Customers need to:

1. Run a Certified Platinum [Configuration](#) of a qualifying Oracle Engineered System
2. Install the Oracle Advanced Support Gateway software to enable remote monitoring, restoration and patching services.
3. Agree to let Oracle deploy patches to covered systems on their behalf up to four times per year.

What is a Platinum Certified Configuration?

A Certified Platinum Configuration is a defined combination of certified components based on qualifying Engineered Systems that have been tested and certified by Oracle.

To view qualifying Platinum Certified Configurations, please visit us online at www.oracle.com/goto/platinumservices.

Why do I need a Platinum Certified Configuration?

Platinum Certified Configurations create a unified basis that enables us to deliver a new level of high availability support for Oracle systems within our standard support offering. Oracle runs these same certified configurations in our service centers to enable fault replication and troubleshooting. Because we are working with known configurations across our systems, as well as those of our customers, we are able to leverage collective knowledge and a continuous cycle of improvement to more effectively avoid faults and to respond to them much more rapidly when they do occur. Everyone benefits from the knowledge captured and the updates deployed as a result.

How is Oracle Platinum Services delivered to customers?

Oracle Platinum Services is enabled through the Oracle Advanced Support Gateway software, which customers can flexibly deploy in their environment on their own hardware resources or a covered engineered system when virtualization is available. The Oracle Advanced Support Gateway is the central enabling technology in our ability to deliver remote fault monitoring, remote response and restoration, and patch deployment services. In conjunction with the Oracle Continuous Connection Network (OCCN) transport layer, the Oracle Advanced Support Gateway establishes secure connectivity to Oracle via SSL.

What are the system requirements for the Oracle Advanced Support Gateway?

Oracle provides a flexible model for deployment of the Oracle Advanced Support Gateway via no charge software that can be installed in three configurations, on:

1. x86 customer provided servers;
2. x86 servers purchased from Oracle;
3. Oracle Virtual Compute Appliance (VCA).

Whether physical or virtual, the server needs to meet the minimum hardware specifications as outlined below:

- CPU: x86-64Bit architecture
 - Minimum: 4 cores
 - Recommended: 8 cores
- Memory:
 - Minimum: 32GB
 - Recommended: 48GB
- Storage:
 - Minimum: 600GB
 - Recommended: Separate disk spindles for data and backup file systems

For additional information, please review the Oracle Advanced Support Gateway Host System Requirements document available online at: <http://www.oracle.com/us/support/library/advanced-support-gateway-host-reqs-1896462.pdf>

What are the configuration options for the Oracle Advanced Support Gateway?

The Oracle Advanced Support Gateway is available as a downloadable disc image (.iso). Details below:

Distribution Mechanism	Purpose	Target Platform
Bootable ISO image	The primary distribution of the gateway and the only option for Oracle Exadata Database Machine. Can be used to deploy onto bare metal or inside an Oracle Virtual Machine (OVM). Deploying the gateway on VMWare is not supported.	x86-64 Server that supports Oracle Linux, OVM or OVM on Oracle Virtual Compute Appliance (VCA)

How does Oracle keep IT environments and information secure during service delivery?

Monitoring and patching are enabled through a secure, two-way communication system—the Oracle Advanced Support Gateway. Security is of the utmost importance when Oracle accesses customer systems for monitoring and patching. Oracle follows strict security principles in its approach to keeping IT environments and information secure. These principles include:

- **A defense-in-depth approach:** Oracle employs consistent use of encryption and multiple layers of access controls, intended to preserve the confidentiality, integrity, and availability of the data we collect and systems we serve.
- **Data collection limited to a need-to-know basis:** Oracle only collects the data we need—and nothing more—to get the job done. This data includes configuration-related information specific to Oracle products. Oracle does not collect potentially sensitive customer data.
- **Adhering to formal security policies and processes:** Oracle requires a culture of security awareness with documented global security policies, compliance processes, and mandatory training based on widely accepted IT governance frameworks.
- **Independent validation through third-party audits and certifications:** Oracle is compliant with globally accepted security and governance frameworks to ensure that processes, policies, and technology are in place to manage risks associated with security.

To view a brief video overview of the Oracle Platinum Services security principles, please visit us online at www.oracle.com/goto/platinumservices.

How does the remote fault monitoring work?

Covered components are monitored by Oracle around-the-clock, providing a single point of accountability for the Oracle stack – helping to maximize availability. Telemetry from all monitored components is collected, consolidated and transmitted via the Oracle Advanced Support Gateway using a single connection between Oracle and the customer.

Oracle engineers in Platinum Services Centers of Excellence – located in Reston, Virginia; Bangalore, India; and Linlithgow, Scotland – are standing by 24 hours a day, seven days a week to rapidly respond to fault alerts transmitted via the Oracle Advanced Support Gateway. Alerts are automatically filtered to focus on critical events. Customers receive 5-minute fault notifications via email and have direct access to up-to-date system telemetry and service activity via the Oracle Advanced Support Portal.

What will Oracle monitor as part of Oracle Platinum Services?

Oracle Platinum Services monitors for faults in the hardware, database, operating system and networking components of covered systems. This remote fault monitoring is focused on identifying issues with the ability of core system components to function properly in order to maintain system availability. Oracle Platinum Services does not include full performance monitoring, such as our optional [Advanced Monitoring and Resolution services](#), which leverages customer-specific service level criteria and advanced monitoring tools to perform predictive monitoring on hundreds of metrics across applications, hardware, network and web infrastructure.

For more information about Oracle Platinum Services monitoring, contact your Oracle Advanced Customer Support Services sales representative.

Will Oracle monitor applications or other components that are not part of a certified configuration?

Oracle offers optional, for fee service extensions for monitoring and resolution of components and metrics that are not covered under Oracle Platinum Services.

To learn more about our optional service enhancements, please visit us online at www.oracle.com/goto/acsplatinumservices.

How fast will Oracle respond and restore a system if a fault is detected?

Oracle will notify customers of a fault within 5 minutes of receiving an alert. Senior support engineers at Oracle reference a single, global knowledgebase and support toolset to quickly diagnose issues and begin restoration. After the opening of a Priority 1 service request, customers receive 15-minute restoration or escalation to Development. If the issue is not resolved within 30 minutes of the opening of the service request, a joint debugging session is held with Development to drive to a conclusion.

To further ensure that systems are restored to full performance as quickly as possible, Oracle Platinum Services includes a defined escalation process, hotline and dedicated escalation managers to provide expert support anytime, day or night.

This level of responsiveness is unprecedented, especially as a free entitlement of standard support coverage.

To read the full Technical Support Policy for Oracle Platinum Services, please visit us online at <http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf>.

How does the patch deployment work?

Oracle applies patches to the qualified Platinum systems up to four times per year via the Oracle Advanced Support Gateway. We work collaboratively with customers to assess, analyze, plan and deploy updates and patches to mitigate risks and

complications. Through this continuous improvement, customers can experience greater system performance, availability, and security.

Frequent updates also enable speedy adoption of Oracle product enhancements, including powerful new features and functionality that can quickly be put to work in your business.

A list of Certified Platinum Configurations, the programs that will be patched, and the scope of the remote patching deployment is available online at <http://www.oracle.com/us/support/library/remote-quarterly-patching-scope-1652890.pdf>.

Why is Oracle offering this service at no additional cost?

Oracle understands that disruptions in IT systems availability can seriously impact your business. That's why when you choose the extreme performance of a [qualifying Engineered System](#), you can also gain access to enhanced support—Oracle Platinum Services—at no additional cost.

We can provide this extreme support value because our continuous innovation and improvement takes advantage of the insights gained supporting mission critical business solutions around the world, including our own data centers. By maintaining technology on a standard configuration, we can further remove complexity from the supportability of the IT stack. And, because we are dealing with known (certified) configurations, we are able to leverage collective knowledge and a continuous cycle of improvement to more effectively avoid faults and to respond to them much more rapidly when they do occur. Everyone benefits from the knowledge captured and the updates deployed as a result. It's one more way that we're "engineered to work together".

Where can I get more information?

If you are ready to take advantage of Oracle Platinum Services, we can help you get there quickly.

Learn more about Oracle Platinum Services and certified configurations online at www.oracle.com/goto/platinumservices.

Ready to configure and update an existing Oracle engineered system? We can help you update your system to the current certified configuration for Oracle Platinum Services and setup the Oracle Advanced Support Gateway. Learn more online at www.oracle.com/goto/acsplatinumservices.

Ready to install a new Oracle engineered system? We can help you install your new engineered system, configure it to meet the Oracle Platinum Services requirements, and setup the Oracle Advanced Support Gateway. Learn more online at www.oracle.com/goto/acsplatinumservices.



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Hardware and Software, Engineered to Work Together