Oracle Priority Support Connected

ORACLE®
Advanced Customer
Services

Oracle Priority Support Connected is a comprehensive support offering for Oracle databases to maximize availability, performance, and efficiency of mission-critical Oracle databases. It combines prioritized handling of service requests, with proactive guidance, and efficient network delivered services.

KEY FEATURES

Oracle Priority Support Components

- Priority handling of service requests
- Service level standards for response
- Oracle Technical Account Manager for service governance, escalation management, and service reviews
- Product webinars
- Personalized support portal

Additional Service Components via Network Connection

- Oracle Database fault monitoring
- Automated creation of service requests
- Proactive reporting of patch advisory, security compliance, and health checks

KEY BENEFITS

- Faster problem resolution
- Higher availability
- Proactive risk prevention
- Higher efficiency
- Maximized availability and performance

SUPPORTED DATABASES

- Oracle Database Enterprise Edition 11g or higher

Addressing Leading Challenges of Database Administration

A research of the Independent Oracle User Group IOUG in 2015* identified the leading challenges of database administration. Some of the most frequent responses include:

- Rapid diagnoses of database performance problems
- Keeping databases at current patch levels
- Managing larger number of databases with same resources
- Dealing with too many manual repetitive tasks and processes
- Responding to security threats
- Tracking system configuration for compliance purposes

* http://www.oracle.com/us/products/database/2015-ioug-survey-db-manageability-2542988.pdf

Oracle Advanced Customer Services' answer to these challenges is Oracle Priority Support Connected. This service combines key components of proven services into a unique offering, addressing the requirements above.

- Oracle Priority Support for faster problem resolution and a Technical Account Manager's guidance
- Oracle Connected Services components for proactive risk prevention, real-time reporting, and more efficiency through network delivery and automation

Oracle Priority Support Components

Technical Account Manager	• Service Governance and single point of contact • Escalation management • Regular service reviews
Priority Service Request Handling	• Prioritization of service requests in Oracle Support work queue • Escalations of service requests to Oracle Duty Managers based on elapsed time
Priority Support Service Level Standards	• Severity 1: 90% response rate within 1 hour; available 24/7 • Severity 2: 90% response within 2.5 local business hours • Severity 3 and 4: 90% response by next local business day
Training	• Product webinars and live chats with Oracle technical resources

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Service Dashboard	• Complete view of your Oracle database environment, reporting, advisory, and resolution metrics • Customized, intuitive, and easy to navigate

Oracle Connected Services Components

Oracle Database Fault Monitoring	• 24/7 remote database fault monitoring • Automatic creation of service requests and collection of diagnostic data • Accelerated routing of service requests (15 minute fault notification, 20 minute response)
Oracle Database Security Compliance Reporting	• Unique reporting for clustered and non-clustered databases • Alignment with Oracle security recommended practices on database configuration, database directory and file permissions, and database user access • Real-time status reporting of Critical Patch Updates
Proactive Database Patch Advisory	• Real-time Patch Set Update recommendations based on customer-set patch compliance level • Interim patch recommendations for the applicable Patch Set Update • Aggregated view of covered databases with drilldown to specifics for individual covered databases
Proactive Database Health Checks	• Proactive identification of potential issues with database configuration settings and scalability attributes • Scheduled or 'one-off' execution • Detailed reporting of system health score, database, or cluster summary recommendations on remediation

Take advantage of this comprehensive service today. Get your service requests moved to the front of the line. Provision and manage your Oracle databases more efficiently. Relieve your database administrators from their most pressing challenges with Oracle Priority Support Connected.