ORACLE

Modernize and manage Oracle Database

ORACLE
Advanced Customer Services

Oracle Database offers market-leading performance, scalability, reliability, and security, both on-premises and in the cloud. Oracle Database 19c is a long-term support release[1] that provides high stability and planning reliability combined with features that enable increased operational efficiency and a smooth transition to Oracle Cloud and Autonomous Database. Oracle Advanced Customer Services can help keep Oracle Database environments optimized, secure, and running smoothly.

What makes Advanced Customer Services unique

Who knows Oracle better than Oracle?

For over two decades, Oracle Advanced Customer Services has been supporting customers across the globe to run and maintain their most critical and complex database environments. Whether you run Oracle Database on-premises, in Oracle Cloud, or have a hybrid environment, Oracle Advanced Customer Services provides proven expertise, tooling, and flexible service offerings, that can help your business maximize success, minimize risk, and focus on what matters most.

Accelerate your Oracle Database 19c upgrade

Unlock the innovation and gain better security and resiliency

Customers who are still on older database releases should upgrade to Oracle Database 19c now to benefit from

- Higher stability and long-term support

- Help in reducing security and compliance risks

- IT modernization through multitenant architecture, modern application development, data science and machine learning

Getting it right the first time

In complex environments, upgrades or changes can have unforeseen impact on stability or performance. Getting it right from the beginning can help save time, reduce cost, and minimize labor.

The Oracle Advanced Customer Services difference

- Offers personalized and proactive mission-critical support and managed cloud services

- Uses advanced operational tooling based on machine learning to deliver services across the full Oracle stack

- Has more than 4,000 experienced technical engineers closely integrated with Oracle Support and Oracle Development supporting over 6,000 global customers

- All services include a designated Technical Account Manager for end-to-end solution governance

ORACLE

Oracle Advanced Customer Services can help customers accelerate and reduce risks of their upgrade projects by leveraging experienced Advanced Support Engineers using advanced tooling and automation to proactively analyze and test the upgrade impact and execute the production upgrade.

Safer and efficient upgrade, production readiness planning, and go-live

SERVICE	SERVICE SUMMARY
Oracle Upgrade Assurance Service	Expert upgrade preparation and test for your most critical databases providing a detailed understanding of the upgrade impact and hidden risks. Includes upgrade planning, impact analysis, and automated testing using real production workloads.
Oracle Database Upgrade Service	Comprehensive services including upgrade planning, impact analysis with database performance and patch review, upgrade execution of nonproduction and production environments, customer testing support, and go-live assistance.
Oracle Go-Live Support	Reviews your operational and production deployment readiness and provides specialized dedicated onsite or remote support for the go-live event.

Modernize management of your business workloads

Flexible services that align with your timeline and goals

Although some customers are not yet ready, Oracle Advanced Customer Services has global expertise and flexible service options to help you in managing your critical infrastructure and database and application workloads across on-premises, cloud, and hybrid cloud deployments.

You choose the options that cover your requirements:

- **Self-management with advanced assistance—**Use your internal resources to take on nearly everything and benefit from personalized technical support to help improve efficiency and availability.

- **Manage it together**—Engage supplemental help to fine-tune solutions and extract maximum value with flexible proactive system monitoring and resolution.

- **Let Oracle manage it**—Spend time on tasks that drive your business results by leveraging a fully managed 24/7 lifecycle service.

So, how will you modernize the management of your Database workloads?

ORACLE

Get elevated, personalized support

Problem avoidance help and faster issue resolution for mission-critical environments

SERVICE	SERVICE SUMMARY
Oracle Solution Support Center	Advanced level of support through a designated team of experts to assist you with resolution and optimization of your Oracle Database environment. You can benefit from proactive technical guidance and advice, reviews and knowledge sessions, and priority handling of incidents and service requests.
Oracle Priority Support	Expedited issue resolution by combining priority handling of cloud operations incidents and service requests with quarterly service reviews and online knowledge sessions featuring Oracle products.

Leverage 24/7 operational lifecycle services

Run databases at higher productivity, security, and cost efficiency

SERVICE	SERVICE SUMMARY
Oracle Managed Exadata Database Cloud Service Oracle Managed Database as a Service	Fully managed 24/7 lifecycle service including provisioning, monitoring, management, patching, tenant/administrative database user administration, and periodic service reviews. Available for Oracle Exadata Cloud Service, Exadata Cloud at Customer, and non-Exadata deployments.
Oracle Advanced Management for Hybrid Cloud	Flexible service to jointly manage your technology and applications and extend and elevate your organization's IT and security skills. Provides 24/7 monitoring and resolution, incident and problem management, as well as capacity management and change management.
Oracle Fleet Operations for Autonomous Database	Provides governance along with operational tenancy and service management for infrastructure and databases associated with Autonomous Database. You can add testing services and guidance and advice to support application readiness and continuity after change events.
Oracle Managed Database Security Services	Services for your Oracle Database security solution to help protect data and help you meet your security compliance requirements including regular vulnerability and risk assessments as well as ongoing management of your licensed Database Security products such as Data Encryption, Database Vault, Audit Vault, and Data Masking.
Oracle Managed Vulnerability and Threat Prevention Services	Detailed scans and penetration testing designed to identify misconfigurations introduced by change events, and installation of controls and monitoring to help only allowed valid requests to access the system—helping to protect your infrastructure and web applications against malicious attacks.

Key benefits

- Accelerated adoption of Oracle Database 19c and Oracle Autonomous Database
- Personalized support and proactive guidance
- Faster issue resolution and time to production
- Reduced business risk through 24/7 lifecycle management driven by Service Level Agreements
- Increased operational efficiency, control, and visibility
- Help reduce security risks

Covered deployment models

- Oracle Database on-premises and in Oracle Cloud Infrastructure
- Oracle Exadata on-premises and cloud deployments
- Oracle Autonomous Database

ORACLE

Embrace the full potential of your Oracle Database investment

As an Oracle Database customer, you have choices. Stay on-premises, move to a modern cloud operational model behind your firewall with Cloud at Customer, or fully embrace Oracle Cloud. Oracle Advanced Customer Services has global expertise in managing business-critical infrastructures as well as database and application workloads—keeping hybrid and multicloud businesses running smoothly. Partner with Oracle Advanced Customer Services to help run and maintain your Oracle Database workloads while your IT team focuses on innovation and moving your business forward.

[1] For more information about Oracle Database 19c long-term release: Oracle Lifetime Support Policy and Release Schedule of Current Database Releases

Connect with us

Call +**1.800.ORACLE1** or visit **oracle.com/acs**. Outside North America, find your local office at: **oracle.com/contact**.

B blogs.oracle.com/advanced-customer-services

ORACLE