

Advanced Support for Oracle SPARC T5 Servers

ORACLE[®] ADVANCED CUSTOMER SUPPORT

INSTALL, CONFIGURE, AND OPTIMIZE ORACLE SPARC T5 SERVERS

KEY FEATURES

- Technical knowledge transfer tailored to your IT environment and business needs
- Comprehensive, system hardware installation including site audit, installation and configuration planning documentation, testing and handover
- Trusted systems knowledge and proven IT delivery methodologies
- Reviews and recommendations for optimized deployment planning, system configuration and meeting availability requirements

KEY BENEFITS

- Helps save time and money by expediting system deployment and optimizing overall performance
- Customizes configuration and implementation to help meet your business needs
- Leverages proven methodologies, best practices, and technologies to help optimize availability and increase security of the platform
- Verifies the proper configuration of availability and recoverability features through a formal testing methodology

Oracle's SPARC servers running Oracle Solaris are ideal for mission-critical applications that require high performance, best-in-class availability, and unmatched scalability on all application tiers. With intimate knowledge of Oracle SPARC T5 servers, Oracle tools, and deployment best practices, Oracle Advanced Customer Support provides the right knowledge at the right time to help mitigate risk and to maximize the value of your Oracle new technology investment.

Services for Oracle SPARC T5 Servers

Oracle Advanced Customer Support delivers deployment services that help you install, configure, optimize and support your new Oracle server environment. Whether you are initiating a technology refresh project, optimizing an existing environment through the use of virtualization technologies, or looking to drive better datacenter standardization and operational best practices, Oracle can help.

Sample service activities include:

- **Tailored workshops** to address best practices and knowledge transfers
- **Installation & configuration** assistance to speed deployment of new Oracle systems
- **Pre-production readiness reviews** covering supportability and readiness of your deployment approach
- **Tailored support with Advanced Support Engineers** focusing on server performance and availability requirements

Tailored Assistance from an Oracle Advanced Support Engineer

Oracle Advanced Support Engineers provide the specialized knowledge you need to help smoothly configure, test and deploy your new Oracle SPARC T5 server to the point of application loading.

While our installation and configuration services provide the core activities needed, you may want additional support around your more complex and unique system requirements.

Sample activities may include:

- **Software Upgrades:** Oracle Advanced Support Engineers can provide tailored assistance for your upgrade requirements covering Solaris OS, Solaris Cluster, Oracle VM for SPARC
- **Hardware Upgrades:** Oracle Advanced Support Engineers can provide tailored assistance for your hardware upgrade requirements. Activities can include adding memory DIMMS, Host Bus Adapters, CPU, and internal storage drives.

TECHNOLOGIES COVERED:**Servers:**

- Sun SPARC Servers

Infrastructure Software:

- Oracle Solaris Cluster
- Oracle Solaris
- Oracle VM Manager for SPARC
- Oracle Enterprise Manager Ops Center

COMMON CHALLENGES WHEN DEPLOYING SERVER ENVIRONMENTS

- Optimally configuring new systems within a virtualized infrastructure that support diverse workload requirements
- Properly implementing new systems into a tiered storage infrastructure
- Integrating new technology that can scale easily to support growth

LEVERAGE THE ORACLE ADVANCED SUPPORT KNOWLEDGE WORKSHOP.

Sample activities may include:

- Best practices and knowledge transfer
- Map and gap planning exercises for successful deployments
- Systems optimization opportunities through Consolidation and Virtualization

CUSTOMER TESTIMONIAL

“Oracle Advanced Customer Support completed the implementation in about two weeks and spent a further 30 days on system testing,” said Sharma.

“The support provided by Oracle Advanced Customer Support was exemplary.”

- Amit Sharma, IT manager, Dena Bank

PROJECT SUMMARY

Services: Hardware installation, Software configuration and Testing Services, Advanced Support Engineer

Technologies: SPARC Enterprise M5000 servers, Oracle Real Application Clusters 11g, Oracle Database, and Oracle disk storage.

SERVICES FOR ORACLE SPARC T5 SERVERS DELIVERED BY ORACLE ADVANCED CUSTOMER SUPPORT

| Deployment Services | |
|--|---|
| Oracle Standard System Installation | Comprehensive, standard system hardware installation including site audit, installation and configuration planning documentation, and hardware, network and operating system functionality validation and testing. |
| Oracle Standard Software Installation and Configuration | Oracle installs new system software using Oracle best practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include but not limited to: <ul style="list-style-type: none"> • <i>Solaris installation and configuration activities</i> • <i>Solaris Cluster installation and configuration</i> • <i>Security Hardening activities</i> • <i>Virtualization installation and configuration</i> |
| Oracle Advanced Support Knowledge Workshop | Technology knowledge session to provide you with tailored information on an Oracle product or technology. Plan future system deployments or review best practices for maximizing availability of existing systems. |
| Oracle Preproduction Readiness Review | Review supportability and readiness of your deployment approach including review of your migration plan, backup plan and test plans. Assist with setup of Oracle Configuration Manager and Oracle Support tools such as Auto Service Request |
| Oracle Go-Live Support | Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs. |
| Additional Services | |
| Oracle Business Critical Service | 24x7 fault monitoring and event detection, rapid response and hardware replacement SLAs, priority handling of IT service requests, and quarterly reviews and patch installation |
| Oracle Relocation Services | Delivers specialized expertise to relocate an IT infrastructure. Service includes planning, de- installation, packaging, transportation, installation, and project management expertise to bring IT systems back into production. |
| Oracle Advanced Support Engineer | Oracle Advanced Support Engineers provide customers tailored performance reviews and system optimization assistance for all server technologies. Engineers with OS, storage, cluster and virtualization, and/or specific application expertise can act as extended team member while transferring knowledge and skills in-house. Sample activities include: <ul style="list-style-type: none"> • <i>Reconfiguration of Solaris Cluster</i> • <i>Solaris Hardening activities</i> • <i>Virtualization configuration</i> • <i>Advanced Security Design & Configuration</i> • <i>Storage device configuration</i> |


Build a Foundation for Enhanced IT Stability and Performance

Oracle Advanced Customer Support delivers specialized knowledge, tools & best practices to ensure that your Oracle technology is implemented properly and configured for optimal performance in your mission critical IT environment. Let Oracle help you accelerate technology adoption, maximize availability and performance, and reduce overall risk.

**CONTACT US**

For more information about Advanced Support for Oracle SPARC T5 Servers, visit oracle.com/acs, e-mail us at acsdirect_us@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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