

Oracle Business Critical Service for Systems



ENHANCED SUPPORT FOR
MISSION CRITICAL ORACLE
ENVIRONMENTS

KEY FEATURES

- Priority handling of IT Service Requests
- 24x7 fault monitoring and event detection
- Rapid response and hardware replacement SLAs
- Quarterly reviews and patch installation

KEY BENEFITS

- Personalized support
- Improved availability and reliability
- Faster problem resolution and time to recovery
- Preferred access to Oracle technical resources

Mission critical applications require a highly available IT infrastructure to support the core business functions of your organization. To do this, your systems infrastructure requires the highest levels of support to minimize downtime and ensure optimal performance. Oracle Business Critical Service for Systems delivers the most enhanced level of preventative support and priority response needed to keep your mission critical systems infrastructure performing to your business' expectations.

Drive High Availability with Oracle Business Critical Service for Systems

Oracle Business Critical Service for Systems delivers the high availability you demand through a combination of preventative support and automated problem detection. You get the right combination of personalized support, priority response, and fault monitoring to maintain the highest levels of performance.

With Business Critical Service for Systems you will be assigned a Technical Account Manager to provide 24/7 personalized support. You receive a consistent and predictable support relationship backed by service level commitments that ensure priority attention, immediate response, and rapid replacement of faulty components.

This integrated support solution begins with a planning meeting conducted by your Technical Account Manager who is your single point of responsibility for coordinating delivery of all service components. Together you will outline your service delivery plan and identify the infrastructure components that will be covered. The planning process will cover the specific delivery details of the following key service activities.

Service Activities include:

1. **Priority Response with Agreed Response Times** – Expedited response and planning for all business critical issues
2. **System Monitoring for Early Detection of Faults** – Utilization of Oracle's Advanced Support Gateway to deploy diagnostic and monitoring capabilities that detect potential issues and automatically generate a service request
3. **Time to Replace Service Level Agreements** – When situations arise that require replacement of a component, our support engineers will ensure replacement within committed timeframes
4. **On-site Assistance** – Oracle will expedite on-site assistance to help with problem diagnosis for high severity incidents

5. **Preventative Services** – Regular system reviews and periodic proactive patching that drive high availability and help optimize performance

Priority Response and Assistance

Oracle Business Critical Service for Systems delivers faster problem resolution, with priority handling of service requests and provides preferred access to Oracle technical resources.

Each service request you make—whether it's to resolve a critical issue, increase system performance, or optimize a configuration—receives priority treatment from the start, putting you in direct contact with senior technical support engineers so that your problems get addressed faster.

As part of this service offering, Oracle will provide you with:

- Prioritized Service Request (SR) handling, end-to-end
- Customer portal with real-time system status updates

System Monitoring for Issue Identification and Resolution

Oracle Business Critical Service for Systems includes systems monitoring services, and a mix of onsite and remote support. Oracle helps identify potential events that could critically affect system operation and availability.

Oracle's 24x7 monitoring service is delivered via monitoring agents that are configured to create alerts when faults are identified.

Monitoring activities include:

- 24x7 remote fault monitoring
- Automated service requests for any detected issues
- On-site response for all Severity-1 hardware issues
- Time to Replace (TTR) commitment of 6 hours for faulty hardware parts for Severity-1, and 24 hours for Severity-2

Connected Support using Oracle Advanced Support Gateway

Oracle Advanced Support Gateway provides a secure single point of access for the provisioning and delivery of your support solution. This gateway is a software appliance running on a physical or virtual server that provides the necessary tooling to enable this service.

Once the gateway is established, Oracle provides 24x7 connected support and system monitoring to detect events that could critically affect operations and availability of your environment.

Benefit from Preventative Services that Drive Higher Availability

The best way to avoid unexpected performance or availability issues is to prevent them before they occur. With Oracle Business Critical Service for Systems, you are assigned an Oracle Technical Account Manager to provide overall service management, assist with escalations, and coordinate delivery of preventative services.

As part of Oracle Business Critical Service for Systems, Oracle will deliver quarterly performance reporting and configuration reviews. These quarterly proactive reports help to anticipate issues and avoid escalations, and offer insight on how to ensure that you are receiving the most value from your Oracle relationship.

Oracle will also deliver proactive systems patching four times per year. Your assigned Oracle Technical Account Manager will coordinate with your technical team and Oracle's experts to establish a patching plan and periodically identify patch bundles that will be installed to ensure the highest level of availability.

Your Oracle Technical Account Manager will conduct quarterly service reviews. These reviews provide status updates and progress toward support plan objectives. The quarterly meeting is used to review Oracle's performance against the defined key performance indicators and target service levels.

Oracle will provide the following planning and preventative services:

- Service delivery plan and quarterly reviews to report progress against that plan
- Monthly time-to-replace service level performance reports
- Quarterly installment of patches that are collaboratively selected by both Oracle and the customer
- Periodic proactive assessments delivered through the gateway, including up to 4 configuration reviews and up to 4 performance reports

Enhanced Support for Your Complex IT Requirements





Receive tailored guidance, benefit from faster problem resolution, and gain preferred access to Oracle product knowledge. Keep your systems running predictably, minimize disruption and deliver a more competitive advantage to your business with Oracle Business Critical Service for Systems.



CONTACT US

For more information about Oracle Business Critical Service for Systems, visit oracle.com/support 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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