

# South African Welcome Guide



Learn More About the Services  
Available from Oracle South Africa

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ORACLE®

For almost 30 years, Oracle has been helping customers like you manage their information systems. Whether you are a new or current Oracle customer, the following pages will show you how Oracle can make your implementation faster, your team more effective, and your return on investment higher. Please take a moment to learn more about our services.

[Learn more >](#)

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## Oracle Support



Oracle Premier Support, the most comprehensive support the industry has to offer, can help drive your business success. We help you unlock the power of your solutions by reducing the time, effort, and cost of operating your Oracle systems.

And we help you fully benefit from product enhancements by making sure your systems are up-to-date, secure, and operating at peak performance. No one knows more than Oracle support engineers when it comes to troubleshooting, problem diagnosis, and resolution identification. You can be assured that the engineers at the forefront of our technology are behind your support. And our commitment to product innovation helps secure your technology future.

- Oracle Premier Support includes
- Product enhancements and updates
- Global support infrastructure
- Proactive automated support
- Lifetime support
- Ecosystem support

### Product Enhancements and Updates

Only Oracle gives you product enhancements and broader coverage for your Oracle technology stack—database, middleware, and applications. We believe in improving the scalability, global functionality, business processes, and high-volume performance of our products.

That's why we continually invest in our products and extend the value of your solutions by including more customer-driven features with every release.

We protect and extend your investment through enhancements and updates to the products and solutions you have licensed. Oracle Applications Unlimited aims to provide you with enhancements to current Oracle Applications beyond the delivery of Oracle Fusion applications. You can continue to derive value from your existing applications, or you can upgrade to the next generation of Oracle Applications when you are ready.

### Global Support Infrastructure

No matter where you're located or when you need assistance, as an Oracle Premier Support customer, you get access to one of the most advanced support organizations in the world:

- **Access to 24/7 Mission-Critical Support**—From database to middleware to application support, Oracle is your complete support solution for your Oracle technology stack.

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Fact: Oracle spends more than US \$2 billion annually on research and development.



- **Access to Experts at Our Award-Winning Global Support Centers**—Oracle employs more than 7,000 support professionals, speaking 27 local languages, at 18 Global Support Centers around the world.
- **Access to Our Knowledgebase of More Than 400,000 Solutions**—A best-practice collection of Oracle intelligence is available to help you resolve issues and maximize your Oracle software investment.

### **Proactive Automated Support**

Oracle has a long-term commitment to delivering a faster, easier, and more cost-effective way to operate and maintain your Oracle products. We continue to automate and engineer the support process to include Oracle's best practices, advanced support capabilities, and the highest level of collaborative support. We embed supportability into our products, and we have built over 250 support tools to help you diagnose and resolve issues before they become critical. With Oracle, you should expect a better understanding of your technical environment and a more intelligent and proactive way to resolve issues.

### **Lifetime Support**

The Oracle Lifetime Support Policy, a comprehensive and flexible support policy, covers your Oracle technology environment for the lifetime of your software investment—from database to middleware to applications.

You know up front and with certainty how long your Oracle products are supported. You have access to technical experts for as long as you license your Oracle products. Oracle Lifetime Support Policy consists of three stages:

- Premier Support
- Extended Support
- Sustaining Support

### **Premier Support**

Premier Support provides you with maintenance and support of your Oracle Database, Oracle Fusion Middleware, and Oracle Applications for Five years from their general availability date. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with new third-party products/versions
- Certification with new Oracle products

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## Extended Support

Extended Support lets you stay competitive, with the freedom to upgrade on your timetable. It provides you with an extra three years of support for specific Oracle releases for an additional fee. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with existing third-party products/versions (Extended Support may not include certification with new third-party products/versions.)
- Certification with new Oracle products

## Sustaining Support

Sustaining Support puts you in control of your upgrade strategy. You receive technical support, including access to our online support tools, knowledgebase, and technical support experts for as long as you license your Oracle products. You benefit from

- Major product and technology releases
- Technical support
- Access to *OracleMetaLink*, Oracle's PeopleSoft Customer Connection, and Oracle's Siebel SupportWeb

- Preexisting fixes for your solution
- Preexisting upgrade scripts

For additional information on Oracle Lifetime Support, including exclusions and recently acquired companies, please visit [oracle.com/support](http://oracle.com/support)

## Ecosystem Support

Oracle's ecosystem support strategy helps provide fast, timely, and accurate multivendor support and increased collaboration between participating vendors. As a technology leader, we are dedicated to providing you with the latest innovation in technology support. We go beyond the Oracle product footprint to include the entire Oracle ecosystem. We work with key partners and support leading technologies to reduce IT complexity and risk, and to provide innovation to our customers.

## Support Web Sites

Oracle Products—*OracleMetaLink*  
[metalink.oracle.com](http://metalink.oracle.com)

*OracleMetaLink* gives Oracle customers 24/7 access to Oracle Support Services and technical information via the Web. It is your portal to our global knowledgebase, complete with answers to common problems and frequently asked questions. It includes product alerts, product lifecycle information, step-by-step installation instructions, white papers, product documentation, search engines, service request (SR) management, and bug queries.

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The SR management capabilities are used to facilitate and track communications between you and Oracle support engineers. You can initiate requests for help (by opening an SR), track progress on those requests, read recommendations from the support engineer working on a request, and run reports on SR activity.

To get assistance with technical support and to access Oracle *MetaLink*, you must have an active support contract for your Oracle products. To log on to Oracle *MetaLink*, you will need your Customer Support Identifier (CSI). This can be found on your software invoice.

### Learn About Oracle *MetaLink*

If you're a new customer or you'd like to reacquaint yourself with Oracle Support Services and Oracle *MetaLink*, please go through the "New Customers Start Here" guide on Oracle *MetaLink*. This self-service tutorial can help you become familiar with Oracle *MetaLink* and our other support resources. We call this the Customer Launch Process, and it's designed to help you get a successful start with Oracle.

Once you're on the Oracle *MetaLink* homepage, click the "New Customers Start Here" link in the Headlines section. You can also do a quick search for doc ID# 374370.1 to locate the "New Customers Start Here" guide. You may also want to attend some of our live internet seminars. Visit [oracle.com/support/seminars.html](http://oracle.com/support/seminars.html) to see a schedule of seminars.

If you need help accessing Oracle SupportWeb or would like to speak to a technical support representative about your service request, please contact Oracle Technical Support at +27 11 319 4010.

### PeopleSoft and JD Edwards Products—PeopleSoft Customer Connection

[www.peoplesoftcustomer.com](http://www.peoplesoftcustomer.com)

Similar to Oracle *MetaLink*, Oracle's PeopleSoft Customer Connection is a self-service portal available 24/7 for PeopleSoft and JD Edwards product support. You can log and track service requests, as well as find documentation, product alerts, patches, bug fixes, and much more. To access PeopleSoft Customer Connection, please contact your Web administrator to get a username and password. If you don't know the name of your Web administrator, you can contact Customer Care at 0800 990 870, or find the number to your local Global Customer Care office at [www.peoplesoft.com/corp/en/contact/cust\\_care\\_intl.jsp](http://www.peoplesoft.com/corp/en/contact/cust_care_intl.jsp).

### Learn About PeopleSoft Customer Connection

If you'd like to familiarize yourself with PeopleSoft Customer Connection and support for PeopleSoft and JD Edwards products, please go through the "New Customer Launch" tutorial. From the PeopleSoft Customer Connection home page, click the "New Customers Start Here" link in the left navigation bar. If you're a new customer, a Global Customer Care analyst will guide you through this tutorial. If you'd like to reacquaint yourself with PeopleSoft Customer Connection and other support resources, we also encourage you to review this Web page.

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## Siebel Products—Siebel SupportWeb [ebusiness.siebel.com/supportweb](http://ebusiness.siebel.com/supportweb)

Oracle's Siebel SupportWeb is our 24/7 technical customer portal dedicated to helping customers resolve service issues that involve Siebel Customer Relationship Management applications or Siebel Business Analytics. On Siebel SupportWeb, supported customers and partners can access our extensive technical knowledgebase of alerts, frequently asked questions, technical notes, solutions, and more. Additionally, designated contacts can submit, update, and view service requests. They can also track their change and fix requests.

To access Siebel SupportWeb, you need a username and password. Select customers have access to the technical support knowledgebase as well as the Service Account section, where they're able to log and update service requests, view change and fix requests, manage implementation profiles, run reports, and view additional information about their accounts. Siebel Support Services will also establish one read-only account to be shared by your project team. This read-only account provides access to the technical support knowledgebase and also provides read access to service requests and change and fix requests within Siebel SupportWeb.

If you need help accessing Siebel SupportWeb or would like to speak to a technical support representative about your service request, please contact Oracle Technical Support at [support@siebel.com](mailto:support@siebel.com) or call +27 11 319 4946.

## Quick Reference Guides

Oracle Support Services has created Customer Quick Reference Guides for Oracle E-Business Suite, PeopleSoft, and JD Edwards applications to help you effectively manage your product support. These Customer Quick Reference Guides can help you understand

- How to navigate the support Web sites, so you can find the specific information you need
- How to search for solutions
- How to log and manage service requests (Oracle customers) and cases (PeopleSoft and JD Edwards customers)
- How to report bugs (Oracle customers) and technical incidents (PeopleSoft and JD Edwards customers) to Oracle Development
- How to use the escalation processes
- How to locate best practices for handling service requests and cases

Follow these links to find the Customer Quick Reference Guide that best suits you:

- **Oracle E-Business Suite**—[oracle.com/support/library/e-business-suite-support-quick-reference-guide.pdf](http://oracle.com/support/library/e-business-suite-support-quick-reference-guide.pdf)
- **PeopleSoft Enterprise**—[oracle.com/support/library/peoplesoft-support-quick-reference-guide.pdf](http://oracle.com/support/library/peoplesoft-support-quick-reference-guide.pdf)
- **JD Edwards EnterpriseOne and JD Edwards World**—[oracle.com/support/library/jd-edwards-support-quick-reference-guide.pdf](http://oracle.com/support/library/jd-edwards-support-quick-reference-guide.pdf)

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## Oracle Advanced Customer Services

A set of enhancements to Oracle Premier Support, Advanced Customer Services provides you with the targeted expertise and proactive guidance you need to align your technology strategy with your business priorities, accelerate your IT efficiency for higher system availability and achieve more

### Oracle Priority Service

Oracle Priority Service offers you a highly integrated service partnership with Oracle experts who give you priority problem resolution and expert guidance.

### Oracle Online DBA Services

Oracle Online DBA Services delivers proactive systems management and support of your business critical database environment through continuous online monitoring. These services enable efficient and cost effective support solutions for any Oracle system or application.

### Oracle Advanced Support Assistance

Oracle Advanced Support Assistance is the first and fundamental level of three related Advanced Customer Services programs—the other two, Business Critical Assistance and Solution Support Center, are described below—that offer you progressive depth and scope of support. Advanced Support Assistance provides you with the services of a Service Delivery Manager, who offers proactive performance and configuration assistance (with reviews, assessments, and knowledge transfers) based on Oracle's best practices.

### Oracle Solution Support Center

The Oracle Solution Support Center builds on all of the benefits of Business Critical Assistance to deliver even more personalized support. Our most comprehensive Advanced Customer Services package, the Solution Support Center offers you the highest level of support and customer-centric attention from a dedicated team of Oracle Service Delivery Engineers, 24/7.

The Solution Support Center provides proactive advice on the use of electronic tools for preventive maintenance, a focused team of Oracle senior engineers with expertise in your vertical industry, business alignment that extends beyond product issues to business priorities, a high-touch working relationship with individual Oracle experts available to you remotely and onsite, and performance-tuning assessments.

### Oracle Business Critical Assistance

Oracle Business Critical Assistance offers all of the features of Advanced Support Assistance, plus access to specialized Service Delivery Engineers who provide proactive services based on their in-depth understanding of your Oracle environment and your business.

For further information on Oracle Advanced Product Services please contact +27 11 319 4408

## Oracle University

Oracle University delivers the most in-depth product training, so you can learn to implement and manage your Oracle Database, applications, tools, and technologies efficiently and effectively.

Whether you are new to Oracle technology or upgrading to a current release, Oracle University offers up-to-date training courses created by Oracle experts. Our experienced instructors can help you gain the cutting-edge skills and knowledge you need to succeed in your IT career. Learn Oracle from Oracle. Oracle is dedicated to providing you with an unbeatable learning experience, which is why we strive for nothing less than 100 percent Student Satisfaction.

### Training Paths

Oracle University provides training for all job roles—from database administrator to functional implementer to end user. Oracle's technology training maps to its complete product line:

- Oracle Database Oracle Application Server
- Oracle Fusion Middleware
- Oracle Warehouse Builder
- Oracle Collaboration Suite
- Oracle E-Business Suite
- Oracle Development Tools
- PeopleSoft Enterprise
- JD Edwards EnterpriseOne

- JD Edwards World
- SiebelIndustry applications

For each job role, Oracle University has carefully mapped a learning path to ensure that students gain appropriate knowledge and skills.

### Oracle Certification

Oracle certifications are tangible, industry-recognized credentials that can help you succeed in your IT career, and they provide measurable benefits to your employer. An Oracle certification is a reliable validation of training and experience that can accelerate your professional development, improve your productivity, and enhance your credibility. You can become an

- Oracle Certified Associate
- Oracle Certified Professional
- Oracle Certified Master
- Oracle E-Business Suite Certified Professional

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Fact: Each year, Oracle University trains more than 600,000 customers in 70 countries, with multiple learning options to training requirements and budgets.



## Training Formats

Oracle offers a variety of training formats, including

- **Instructor-Led Courses**—This is our most popular training option.
- **Private Training Events**—This is an ideal solution for large groups.
- **Custom Training Events**—Learn from a program tailored for your specific needs.
- **Live WebClasses**—Save travel costs by attending live classes online.
- **Self-Study CD-ROMs and Knowledge Center**—Learn at your own pace.

## Skills Development

Skills Development and capacity building and planning are top of the list of actions for most organisations. Oracle University has put in place a very structured skills development programme for its partners and customers. The programme is customised to cater for specific skills requirements for our partners and customers. For more information on Oracle's skills development programme contact +27 11 319 4111 or e-mail [education\\_za@oracle.com](mailto:education_za@oracle.com)

**More Information** Visit the Oracle University section of Oracle.com, located at [education.oracle.com](http://education.oracle.com), for the latest information. You can:

- Browse the Oracle online training catalog and schedule
- View product categories

- Explore learning paths
- Learn about various training formats
- Learn about Oracle certifications
- Register for training

## Oracle Consulting



Oracle Consulting allows you to optimize the value of your Oracle investment, while minimizing your total cost of ownership.

We focus exclusively on Oracle business solutions—with deep Oracle technology skills and domain expertise—that allow you to achieve measurable business objectives, while minimizing the risks inherent in enterprise change.

Because we are the services arm of the leading enterprise business software provider and place high priority on your success, the goals of Oracle Consulting are most closely aligned with your goals. Our company depends upon your successful deployments of Oracle business solutions and technologies.

We consider your deployment successful when you've achieved your defined business objectives and when Oracle technologies have helped you minimize your overall cost of ownership.

We can help you attain expected business objectives with

- **Timely Execution**—Bringing solutions to market in a predictable and timely manner
- **A Focus on Business Outcomes**—Providing flexible business processes that support strategic business objectives

- **Plans for Future Customer Market Change**—Designing and deploying a flexible business and data architecture that allows the business to quickly respond to future market change

We minimize cost of ownership by

- **Reusing Implementation Best Practices**—Focusing on implementation best practices shared from projects across the globe
- **Minimizing Customizations**—Using out-of-the-box Oracle business processes, including Oracle Accelerators
- **Leveraging Global Delivery Capabilities**—Providing service delivery onsite, offsite, and offshore

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Fact: Oracle Consulting adds value to your business with effective, innovative solutions that use Oracle products. We deliver value, speed, and simplicity with services that address your business and technology needs—from strategic planning, rapid implementations, and upgrades to enterprise system optimization.



## Global Solutions Delivery

With Oracle Consulting's flexible and innovative global solutions delivery approach to consulting, we assemble the optimal team for your project by blending resources from both onsite and remote delivery channels to match the right expertise, to the right solution, at the right cost.

In addition to our onsite consultants, Oracle offers four remote delivery channels. Each center contributes specific expertise, service portfolios, and advantages:

- **Application Solution Centers**  
Fixed-price, fixed-scope solution offerings
- **Remote Technology Center**—Unique, cost-effective technical services via Oracle's virtual private network

## Remote Delivery

Resulting from the breadth and depth of our product offerings, it is not feasible to retain all specialised skills in country. Hence we can leverage our various solution centres around the globe. These centres, combined with Virtual Private Networking capability can significantly reduce risk associated with implementation by cost effectively deploying experience from these locations. From a South African perspective, we make good use of our centre operating in Bangalore India, which enables a cost effective solution to be deployed for the benefit of our clients.

## Learn More

Oracle Consulting can help you implement, improve, or maintain your solutions. Find out more at [oracle.com/consulting](https://oracle.com/consulting).

## Oracle Partners



The strength, breadth, and competency of our partner ecosystem plays an integral role in Oracle's ability to solve customer business challenges.

Through the incredible knowledge and expertise of our partner community—with more than 17,700 partners in worldwide—Oracle is able to provide customers around the world with innovative, industry-leading solutions that are specific to your particular functional, market, or industry area of need.

### Partner Commitment

Oracle PartnerNetwork (OPN) is the foundation that allows partners to successfully deliver Oracle-based solutions to customers. Through OPN, partners have access to Oracle's premier products to help streamline adoption, education, and technical services for highly specialized go-to-market engagements, with support from across all lines of business within Oracle. As a customer, you can be confident that partners working with Oracle through OPN will deliver the highest-quality solutions and the greatest return on your investment.

By facilitating partner-to-partner collaboration, Oracle strives to build synergies between its many different types of partners and their products and services. Ultimately, Oracle's goal is to create a robust network of partners that adopt leading-edge Oracle technologies, expand their reach into new markets, and offer more value-added services to customers.

### Oracle PartnerNetwork Applications Integration Initiative

Through the Oracle PartnerNetwork Applications Integration Initiative, partners that are independent software vendors (ISVs) go through a rigorous process to simplify and improve the integration between their solutions and Oracle Applications, including Oracle E-Business Suite, PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World, Siebel Customer Relationship Management, and Oracle On Demand products. The integrations are thoroughly tested and validated to be functionally and technically sound, as well as reliable and standards-based.

The resulting integrated solution

- Helps alleviate additional integration challenges
- Can be implemented more quickly
- Can deliver business value more rapidly
- Improves risk management
- Enables smoother upgrades
- Leads to a lower total cost of ownership

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As you're considering an Oracle partner, look for partners that offer these validated solutions. Working with an Oracle partner lets you achieve a lower cost of ownership, enjoy higher levels of value and satisfaction, and reach a greater return on your investment. For more information, visit [oracle.com/partnerships/solutions.html](http://oracle.com/partnerships/solutions.html).

### Choosing an Oracle Partner

There are a number of factors to consider when choosing an Oracle partner. For example:

- Does the partner have the right product and experience for my industry sector?
- Does the partner have a track record with the solution I need?
- Does the partner have Oracle experience that's relevant to the solution I need?
- Is the partner a member of Oracle PartnerNetwork?
- Has their solution been validated through the OPN Applications Integration Initiative?

### Meet Your Match Through the Oracle Partner Network Solutions Catalog

A centralized global repository of all Oracle partner solutions and services, this online catalog provides instant access to Oracle partner solutions and services 24/7, anywhere in the world. Whether you are a small or medium business or a large international enterprise, you

can instantly identify and contact partners with specializations that meet your company's needs. A unique resource for customers in today's market, the OPN Solutions Catalog features thousands of ISV solutions that are integrated with Oracle Database technologies, Oracle Fusion Middleware, and Oracle Applications. In addition, you can find partners with key industry solutions. Visit [solutions.oracle.com](http://solutions.oracle.com) today to locate partners with the expertise you need by country, solution, partner type, and more.

### Learn More

To learn more about working with Oracle partners to solve your needs, visit [oracle.com/partnerships/index.html](http://oracle.com/partnerships/index.html).

### Becoming a Partner

If you are interested in becoming a partner, please visit our website: <http://partner.oracle.com>

### Queries

If you have any partner related queries, please contact our Oracle Partner Network Interaction Centre on 0800 994 226 or the National Oracle Partner Network Manager on +27 11 319 4311.

## License Management Services



Oracle recognises the challenge faced by our customers and thus the License Management Services (LMS) division is a dedicated group, mandated to assist you in managing your risk exposure and meeting your corporate governance responsibilities.

### The importance of managing your Oracle investment

Software is both a valuable asset & a significant investment. Failure to manage software assets can lead to significant risk exposure, including:

- **Financial Risk** - un-budgeted compliance liabilities, over spending & lack of budget control and planning
- **Operational Risk** - lack of control over software asset availability and allocation
- **Legal Risk** - breach of software license agreements & corporate governance legislation/codes

The License Management Services Division of Oracle has been established to assist our customers in managing this risk exposure and ensuring corporate governance standards are met.

### How can Oracle's License Management Services Division assist?

By engaging with LMS, we work together in order to:

- Obtain a detailed understanding of your Oracle environment & investment
- Implement license management best practices
- Identify spare capacity & optimise the use of your Oracle investment
- Quantify and resolve financial risk of non-compliance
- Ensure informed decision-making regarding future IT developments
- Provide for accurate budgeting and procurement

For more information on License Management Services, please contact +27 11 319 4317 or email [license-management\\_za@oracle.com](mailto:license-management_za@oracle.com)

"Today, no organization can hide from their responsibility to manage their IT assets, the risks are simply too great. IT Asset Management is not just for the Fortune 1000s, but is a required management discipline for all organizations."

(Gartner 2005)

## Oracle Products



The world's largest enterprise software company, Oracle is the only vendor to offer solutions for every tier of your business—database, middleware, business intelligence, business applications, and collaboration.

### Technology Products

Oracle offers the industry's widest range of open, standards based infrastructure software to help your organization consolidate, manage, use, share, and protect your business information. From the world's #1 database to the fastest-growing middleware, and from enterprise management to secure search, Oracle technology enables you to better manage all your information—with reliability and security—at a low cost. Visit:

<http://www.oracle.com/products/technology-products.html>  
for more information on our Technology Solutions.

### Application Products

The proven leader in business applications, Oracle delivers an unmatched range of industry-focused, award-winning products to our customers. At their core, Oracle Applications benefit from superior ownership experience, standards-based development, a single data model, and native service-oriented architecture. Flexibility and ease of use are built into Oracle's products. Visit

<http://www.oracle.com/applications/home.html> for more information on the Oracle Application Lines.

### Oracle Industry Applications

Oracle industry applications are based on a wealth of industry experience and are tailored to address the unique challenges and processes that drive your business. Oracle applications and technology provide a uniquely integrated platform that is helping industry leaders around the world get the most accurate and up-to-date information from their business systems.

For further information on what Oracle Industry Applications are available for your industry visit:

<http://www.oracle.com/industries/index.html>

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## Fusion Applications

Oracle Fusion Applications are being designed to unify best-of-business capabilities from all Oracle Applications in a complete suite delivered on Oracle's open technology. Many of the capabilities you will see in Oracle Fusion Applications are either available today through Oracle Fusion Middleware, or will appear in future releases of PeopleSoft Enterprise, Oracle E-Business Suite, Siebel CRM, JD Edwards EnterpriseOne, and JD Edwards World.

Only Oracle can offer you the scale of resources needed to extend the solutions you own today, while simultaneously evolving to the next generation of Oracle Fusion Applications.

To learn more about Oracle Fusion Applications visit:

<http://www.oracle.com/applications/fusion.html>

## More Information

For Product Sales and Pricing information contact OracleDirect on:  
0800 994 225

## Customer Programs



“We are amazed at the enormous impact the combination of MasterCard products, in concert with Oracle Financials and [Oracle] Internet Expenses, has had on our business.”

**Stephen Orfi**  
Senior Vice President  
MasterCard

Oracle’s Customer Programs help you get the most from your relationship with Oracle.

Working in concert with your account team, support staff, and other contacts, we help you succeed by offering a range of services that seek your opinions, support your goals, and celebrate your successes.

- **Customer Feedback**—Your responses to our surveys guide our planning and decision-making, to drive improvement across all Oracle lines of business.
- **Customer Forums**—With our independent user groups, and Executive Sponsorship Program, we facilitate open lines of communication between customers and Oracle’s executive management and product development teams.
- **Customer Referencing**—We celebrate your successes with a variety of marketing and networking opportunities. Customer Snapshots, published on [oracle.com](http://oracle.com), provide information about your organisation, your business challenges and your technology-enabled solution.

To view local customer snapshots, visit:

[http://www.oracle.com/global/za/customer/success\\_stories.html](http://www.oracle.com/global/za/customer/success_stories.html)

- **Customer Newsletter**—Quarterly Oracle South Africa sends out a customer newsletter to provide our customers with organisational updates and feedback from various departments. To view and subscribe to receive this letter, visit:

<http://www.oracle.com/global/za/customer/newsletter.html>

### Learn More

To learn more and find out how to participate in our customer programs, visit [oracle.com/customers](http://oracle.com/customers) or e-mail us at [ccc\\_za@oracle.com](mailto:ccc_za@oracle.com)

## Oracle's Independent User Groups



Oracle's user groups are independent communities of like-minded customers. These communities provide dynamic forums for customers to share information, experiences, and expertise.

User groups also allow customers to be a voice to Oracle with critical information about customer needs—from business process improvements to technical recommendations. In turn, user groups help customers stay informed with consistent, direct communications from Oracle on products, services, and solutions—from strategic messages to development updates. User group members enjoy two-way communication with Oracle, networking opportunities, and shared customer experiences.

User groups meet in person or virtually, throughout the year, in hundreds of locations around the world. At these informative meetings, you can learn new ideas that you can put to work in your day-to-day role. You can also take leadership positions by serving on any of the hundreds of committees and boards open to all user group members. These leadership positions can allow you to work more closely with Oracle experts and gain new insights and business skills.

Read below to learn more about our major user group organizations and find one that most closely meets your needs.

Through one of these “umbrella” groups, you'll be directed to the most appropriate local user group.

Oracle encourages all customers to get involved in our user group community. These groups are an essential element of Oracle's commitment to customer satisfaction.

### Country User Group

- **South African Oracle User Group (SAOUG)**—The SAOUG, although closely aligned with Oracle South Africa, is an independent, not for gain association managed by Oracle users. The SAOUG provides a National platform from which communication and sharing of ideas between members takes place. For further information visit: [www.saug.co.za](http://www.saug.co.za) or e-mail [gm@saoug.co.za](mailto:gm@saoug.co.za)

### Regional User Groups

- **Europe, Middle East, and Africa Oracle Usergroup Council (EOUC)**—The EOUC facilitates the information flow between the national Oracle user groups and Oracle, providing a platform for the

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“Oracle understands user groups and has an excellent program, which encourages and sustains independent user group activities. They understand that user group support is not a marketing role, but rather a customer advocacy function.”

**John Matelski**  
Chief Security Officer  
and Deputy CIO  
City of Orlando

Chairman  
International Oracle User Council

Oracle user community in EMEA to exchange best practices regarding technology, applications, development, and services.

[www.eouc.org](http://www.eouc.org)

### Applications

- **Oracle Applications Users Group (OAUG)**—Formed in 1990, the OAUG is one of the software industry’s most successful user groups, and speaks with one voice for Oracle Applications users. This global organization enhances the capabilities of Oracle users in their day-to-day use and management of the growing family of Oracle Applications.

[www.oaug.org](http://www.oaug.org)

- **Quest International Users Group**—This not-for-profit association focuses on JD Edwards and PeopleSoft applications users. Quest provides a unified voice to Oracle for JD Edwards and PeopleSoft users; timely, unbiased information; and networking events to allow members to share their experience with total information technology and best business practices.

[www.questdirect.org](http://www.questdirect.org)

### Technology

- **Independent Oracle Users Group (IOUG)**—The IOUG represents the voice of Oracle technology and database professionals, serving nearly 20,000 database administrators, developers, architects, technical managers, and other Oracle professionals throughout North America and worldwide.

[www.ioug.org](http://www.ioug.org)

### Middleware and Development

- **Oracle Development Tools User Group (ODTUG)**—ODTUG is an independent, not-for-profit global organization providing education, support, advocacy, and networking opportunities for all developers that work on Oracle databases.

[www.odtug.com](http://www.odtug.com)

For more information about Oracle’s independent user groups, visit [oracle.com/technology/community/user\\_groups/index.html](http://oracle.com/technology/community/user_groups/index.html) or [www.iouc.org](http://www.iouc.org).

## Contact Information and Feedback



### South African Oracle Switchboard

Johannesburg  
+27 11 319 4000  
Cape Town  
+27 21 400 7200  
Durban  
+27 31 570 5200

### General Support/Metalink/ Renewals/Upgrades

+27 11 319 4010  
[www.oracle.com/support](http://www.oracle.com/support)

### Advanced Customer Services

+27 11 319 4408

### Oracle University - Courses, Schedules, Registration, Skills Development

+27 11 319 4111  
[education\\_za@oracle.com](mailto:education_za@oracle.com)

### Oracle Consulting Services

[oracle.com/consulting](http://oracle.com/consulting)

### Oracle Partner Network Interactive Centre

0800 994 226

### National Oracle Partner Network Manager

+27 11 319 4311

### License Management Services

[license-management\\_za@oracle.com](mailto:license-management_za@oracle.com)

### OracleDirect - Product Sales and Prices

0800 994 225

### Customer Feedback & Customer Programs

[ccc\\_za@oracle.com](mailto:ccc_za@oracle.com)

### South African Oracle User Group

+27 11 315 0258  
[gm@saoug.co.za](mailto:gm@saoug.co.za)

## Contact Information for Technical Issues



### Oracle Database and Applications Customers

+27 11 319 4010

Oracle *MetaLink* offers you quick and immediate access to technical support for Oracle products 24 hours a day, 7 days a week. Please see the “Support Web Sites” section to learn how to access Oracle *MetaLink*. [metalink.oracle.com](http://metalink.oracle.com)

### PeopleSoft and JD Edwards Applications Customers

0800 990 870

PeopleSoft Customer Connection is a selfservice portal for PeopleSoft and JD Edwards product support. Please see the “Support Web Sites” section to learn how to access PeopleSoft Customer Connection. [www.peoplesoftcustomer.com](http://www.peoplesoftcustomer.com)

### Siebel Applications Customers

+27 11 319 4946

[support@siebel.com](mailto:support@siebel.com)

Siebel SupportWeb allows you to log service requests, find documentation, and much more. Please see the “Support Web Sites” section to learn how to access Siebel SupportWeb. <https://ebusiness.siebel.com/supportweb/>

## Additional Resources for Oracle Global Information

Also visit [oracle.com/welcome](http://oracle.com/welcome) to find the links and contact information found in the Global Welcome Guide. There, you can find even more information to help you make the most of your relationship with Oracle.

### Oracle Applications Community

This collaborative Web site is designed to bring together Oracle applications users. You can share tips and experiences with your peers to help you implement and maintain your Oracle applications more effectively. It provides access to the largest community of Oracle applications users in the world.

[oracle.com/technology/community/apps/index.html](http://oracle.com/technology/community/apps/index.html)

### Oracle Technology Network (OTN)

OTN is a dynamic community through which Oracle developers, database administrators, architects, and system administrators trade tips, seek and exchange advice, and interact with Oracle experts.

[otn.oracle.com](http://otn.oracle.com)

### Oracle Webcasts and Internet Seminars

These sections of Oracle.com offer a complete listing of Webcasts and online seminars by title, product, or date. You can also perform advanced searches to locate events, demos, quotes, and much more.

[oracle.com/webcasts](http://oracle.com/webcasts) or [oracle.com/broadband](http://oracle.com/broadband)

### Oracle Events

Get a complete listing of all Oracle events.

[oracle.com/webapps/events](http://oracle.com/webapps/events)

### Oracle Publications

Oracle produces several printed magazines and online newsletters to keep you informed about Oracle initiatives, products, services, and technologies. You can subscribe to any print publications and online newsletters that interest you.

### Oracle Customer Successes

Find out how other global customers are using Oracle products, with success stories, videos, press releases, and magazine articles.

[oracle.com/customers](http://oracle.com/customers)

### Oracle Strategic Acquisitions

By combining with strategic companies, Oracle strengthens its product offerings, accelerates innovation, meets customer demand more rapidly, and expands partner opportunities.

[oracle.com/corporate/acquisition.html](http://oracle.com/corporate/acquisition.html)

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Tollfree: 0800 994 225

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