Oracle Premier Support for Systems

ORACLE

SUPPORT

You know that Oracle's comprehensive line of server and storage systems provides world-class performance and scalability, and you've made a significant investment in Oracle. Now you can depend on Oracle's essential technical assistance and comprehensive global support services to get the most out of your systems and consistently achieve your business objectives.

COMPLETE SUPPORT FOR ORACLE SERVER AND STORAGE SYSTEMS

SERVER SYSTEMS

Fully integrated, single-price support for system hardware, integrated software (such as firmware), and operating system software (Oracle Solaris, Oracle Linux, and Oracle VM)

STORAGE SYSTEMS

Fully integrated, single-price support for system hardware and integrated software (such as firmware)

FEATURES

• 24/7 technical support from Oracle's system experts

• Two-hour onsite hardware service[1]

• Integrated software (such as firmware) updates

• Operating System updates (servers)

• Personalized, proactive support tools via My Oracle Support

• Converged hardware management solution with Oracle Enterprise Manager Ops Center

BENEFITS

• Achieve high system availability through problem prevention and rapid issue resolution

• Maintain system performance with integrated software updates and on-demand configuration health checks

Single Point of Accountability for System Support

By investing in Oracle servers and storage systems, you've placed your trust on a rock-solid partnership built on 25 years of award-winning innovation across a broad range of products and services. That continuous innovation extends to the way Oracle supports its customers, with best-in-class products and integrated solutions engineered to deliver maximum efficiency and supportability.

Supportability is embedded within all Oracle systems, allowing for optimum systems management across the entire solution lifecycle. With Oracle Premier Support for Systems, you can expect the highest level of fully integrated system support the industry has to offer.

Integrated Support. Incredible Results.

With Oracle, you receive unparalleled expert support when you need it on a global scale. Oracle Premier Support for Systems provides:

Complete system coverage. Rather than dealing with multiple vendors and receiving disjointed support for system hardware and software, you can access one comprehensive support solution. Oracle Premier Support for Systems includes support coverage for system hardware, integrated software (such as firmware), and software. For servers, you get support and updates for the following system software: Oracle Solaris, Oracle Linux, and Oracle VM—all included. For storage systems, your coverage includes support for embedded system software. Support of additional licensed software is priced separately but is delivered together with your system support as a single service solution.

Unlimited, 24/7 access to Oracle system specialists. Your staff has immediate access to assistance from Oracle's system specialists in our support centers. We provide fast answers and proven solutions based on our experience in supporting more than a million systems across a variety of industries and countless application environments.

ORACLE

- Maximize the value of infrastructure investments by combining management of Oracle system environments across servers, operating systems, firmware, virtual machines, storage, and network fabrics into a single console
- Gain operational efficiency and higher IT productivity by leveraging Oracle's scale and core competencies
- Access operating system patches, security updates, enhancements, and upgrades without additional license or support fees

Essential product updates. The service includes updates for integrated software (such as firmware) and covered software. That means access to critical security patches, bug fixes, feature enhancements, and even any new releases that become available while you maintain active support coverage.

Rapid-response hardware service. When you require hardware service, local service engineers are ready to respond 24 hours a day, 365 days a year. Oracle Premier Support for Systems provides hardware service for your Oracle server or storage system within two hours.[1] Our highly trained technicians leverage their experience, Oracle diagnostic tools, and parts to quickly troubleshoot and resolve system issues. Resolution of issues is expedited with Oracle Auto Service Request, a proactive service and feature of your support offering that automatically submits a service request on your behalf when certain hardware faults are detected.

Premier gateway for personalized, proactive IT support. Your IT staff has full access to a powerful collection of tools and technical resources through the My Oracle Support portal. Within My Oracle Support, the Oracle knowledgebase contains nearly 1 million best practices and technical solutions. This collective knowledge enables problem resolution and also fuels Oracle's powerful proactive support tools such as Oracle Sun System Analysis, which compares a snapshot of your system configuration against a database of known risks and best practices, yielding invaluable system management recommendations. In addition to providing online self-help, access to support communities, and easy online service request submission and tracking, My Oracle Support's exclusive resources enable priority service, automated service request integration, and automated alerts and patch recommendations.

End-to-end lifecycle management for Oracle system environments, at no additional cost. With an Oracle Premier Support for Systems agreement, you can download and use Oracle Enterprise Manager Ops Center to manage your covered Oracle systems **at no additional cost**. Oracle Enterprise Manager Ops Center is the industry's first converged hardware management solution for Oracle system environments—combining management across servers, operating systems, firmware, virtual machines, storage, and network fabrics into a single console, to maximize the value of your infrastructure investments. With its end-to-end lifecycle management and built-in integration with My Oracle Support, Oracle Enterprise Manager Ops Center can dramatically improve the efficiency of your IT operations.

5 Reasons Oracle Support is Essential to Your Success

1. System Criticality and the Cost of Downtime

As the foundation of your IT infrastructure, server and storage systems must be up and running all the time. For mission-critical applications in many businesses, even a single extended outage can cost millions of dollars in lost business, lost productivity, and lost customers. Even with less-critical systems, excessive downtime and slower problem resolution costs valuable time and reduces return on investment.

Oracle Premier Support for Systems delivers high system availability and full product performance through problem prevention and rapid recovery. Standard coverage includes 24/7 support, two-hour onsite hardware service,[1] access to powerful proactive

"It's a partnership that's critical to our IT organization."

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[1] Not applicable to all products and your system must be within an Oracle two-hour service coverage area to receive two-hour service as a standard feature. Refer to the Technical Support Policies for details.

support and converged management tools, and critical patches for integrated software (such as firmware) and operating system software. With an exclusive focus on Oracle products and use of Oracle service personnel instead of outsourced labor, Oracle has won more awards for customer support than any other IT vendor over the past 10 years.[2]

2. Vital Access to Integrated Software (such as Firmware) and Operating System Updates

Integrated software (such as firmware) plays a critical role in the internal operation of server products and also data storage systems that may contain no other on-board operating system software. Oracle Premier Support for Systems provides integrated software patches and enhancements to mitigate risk, so you get the most of your Oracle system.

For products that rely on operating system software, including all servers, Oracle offers a unique value proposition—operating system support and updates included in standard system coverage. And, you benefit from a more effective, completely integrated support experience, avoiding the separate subscription and upgrade license fees charged by other vendors.With access to essential updates including a) performance, stability, and functionality improvements, b) security updates, c) bug fixes, d) interoperability updates, and e) new releases, you have what you need to be successful.

3. Pressure to Get Maximum Value from IT Investments

With tight budgets, energy costs, and increased competition, you're constantly under pressure to get more value from IT assets, including new systems investments. As a result, the need to tap the absolute full potential of each server and storage system has never been greater. With Oracle Premier Support for Systems, you do just that.

In addition to keeping your systems up and running around-the-clock, Oracle provides a wealth of proactive support resources for you to maintain system configuration, optimize performance, manage your Oracle system environment and leverage full product capabilities. You also receive updates and support for product-embedded diagnostic tools, maintenance tools, and upgrade tools. Only Oracle places so much focus on technology-enabled problem prevention and system optimization and includes it in standard support coverage.

4. The Need for Operational Efficiency

Another major reason companies choose to purchase system support coverage from Oracle is because attempting to replicate its essential services, support, technical resources, and updates in-house would ultimately prove less effective and much more costly. By relying on Oracle for product support, your IT staff spends less time fire fighting and more time on other business priorities. IT leverages Oracle's core competencies so your business can fully leverage IT.

What's more, you benefit from Oracle's accumulated knowledge and best practices based on our daily interactions with customers all over the world. If you encounter a problem, it is highly likely Oracle already has a solution. That solution is available to you as an Oracle Premier Support customer, enabling near-immediate resolution.

5. Alignment of Support to Business Objectives

A chain is only as strong as its weakest link. So it's important that all elements of the

INTEGRATED SUPPORT WITH SINGLE POINT OF ACCOUNTABILITY

Support for your systems is just the start. Oracle Customer Services is your single point of accountability for world-class integrated support across all your Oracle products, from applications to disk.

"This is at the core of our business. It needs to run well and run all the time."

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[2] Award count over the past 10 years; primary source: Technology Services Industry Association

integrated IT solution stack be maintained and serviced at a level that supports your service level requirements. Undersupporting a single element in your IT environment may lead to a number of negative consequences including performance degradation, unplanned downtime, and slow problem resolution. Oracle Premier Support provides a consistent level of support across all of your Oracle hardware and software products, resulting in integrated support with true single point of accountability.

You always have 24/7 access to technical assistance and onsite hardware service and always with rapid response available when you need it. You always have 24/7 access to proactive support tools and updates for covered software and integrated software (such as firmware). You never have to wonder if you're covered or what your coverage includes.

Complete Support for Your Oracle Stack

Oracle provides the world's most complete, open, and integrated business software and hardware systems, with more than 400,000 customers—including 100 of the Fortune 100— representing a variety of sizes and industries in 145 countries around the globe. Oracle's global support infrastructure offers customer services leadership in software, systems, and solutions, with thousands of responsive engineers and services professionals dedicated to serving you.

QUICK REFERENCE: ORACLE PREMIER SUPPORT FOR SYSTEMS STANDARD SERVICE FEATURES

Complete system support covering Oracle hardware integrated software (such as firmware) and operating systems (Oracle Solaris, Oracle Linux, and Oracle VM server virtualization software)	
Award-winning service and support to quickly diagnose and resolve issues	• *Global, 24/7 coverage in 28 global support centers, across 145 countries, 29 local languages* • *Priority technical support backed by 18,000 Oracle product specialists with an average tenure of over eight years* • *Remote diagnostics and online service collaboration tools* • *Escalation path to Oracle engineering for bug fixes and workarounds* • *Established processes with other leading hardware and software providers to fast-track the isolation of multivendor issues* • *Two-hour onsite hardware service[3] and automated service requests* • *OEM authorized, revision-controlled replacement parts* • *Enterprise tape analysis and data recovery services*
Tools and resources for proactive maintenance and to get the most of your Oracle products	• *My Oracle Support provides a web-based point of entry for all Oracle product support and a personalized, proactive support dashboard to track alerts, configurations, service requests, and more* • *Converged hardware management solution for Oracle system environments – across servers, operating systems, firmware, virtual machines, storage, and network fabrics into a single console – with Oracle Enterprise Manager Ops Center* • *On-demand health checks for identifying performance improvement opportunities and proactively mitigating risks before they can impact your business.* • *Collaborative network of Oracle support specialists and industry peers in 185+ communities for a proactive exchange of Oracle best practices and knowledge* • *Advanced search capabilities in Oracle's extensive knowledgebase to help you quickly find answers and technical solutions* • *Unlimited access to technical documentation, white papers, and tips and tricks from the experts including Knowledge Base with over one million solutions on over 4,000 products*
Operating system and integrated software updates (such as firmware) to keep current and capitalize on valuable product innovation	• *Major new releases included at no additional cost* • *Security updates and ongoing software assurance* • *Bug fixes, performance enhancements, and new product functionality* • *Lifetime Support so you can upgrade on your own schedule*

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[3] Not applicable to all products and your system must be within an Oracle two-hour service coverage area to receive two-hour service as a standard feature. Refer to the Technical Support Policies for details.

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Hardware and Software, Engineered to Work Together

Oracle is committed to developing practices and products that help protect the environment