ORACLE
PREMIER SUPPORT

ORACLE SOFTWARE: BEST PRACTICES FROM ORACLE SUPPORT

IS YOUR ORGANIZATION TAKING FULL ADVANTAGE?

If your only interactions with Oracle Support have revolved around service requests when problems occur, you are missing out on key capabilities that could play a role in contributing to your company's success. Let Oracle Premier Support help you achieve resolution faster; streamline and simplify your daily operations; reduce risk; maximize uptime, and lower your organization's costs through preventative maintenance. How? By Getting Proactive.

GET PROACTIVE!				
PREVENT	**Health Checks** Leverage configuration-based health and risk recommendations to improve your systems health and increase systems uptime	**Product & Security Alerts** Oracle issues 'Alerts' for Critical Patch Updates (CPUs) or when critical product and/or security issues are found	**Patch Advisor** Quickly identify recommended patches for your product, or for products in your product stack that you use together	**Stay Informed** Receive targeted alerts for Critical Patch Updates, Security Alerts and Third Party Bulletin updates and follow Oracle Premier Support through social media channels
RESOLVE	**Product Information Centers** A one-stop shop for important resources and targeted content to assist you with troubleshooting and error resolution	**Knowledge Base** Find targeted answers and resources to resolve issues and/or perform common tasks	**My Oracle Support Community** Join an extended network of Oracle professionals and industry peers and find answers fast	**Configuration Change History** Quickly identify what has changed in your environment by comparing your configuration between two points in time
UPGRADE	**Certification** Verify certification of any combination of Oracle, third-party products and operating systems that Oracle has tested and confirmed work together	**Upgrade Advisors** Access best practices and step-by-step instructions and upgrade with confidence	**Patching & Maintenance Advisors** Plan and execute a viable patching and maintenance strategy	**Inventory Report** Compare and contrast trends for the installation of selected platforms or products and compare to your staffing plans to find gaps or overlap

ARE YOU READY TO DISCOVER MORE AND GET PROACTIVE?

For more information visit the complete Get Proactive portfolio on My Oracle Support (login required) at https://support.oracle.com and search 'Get Proactive'.

CONTACT US

For help getting started, contact the Oracle Premier Support 'Get Proactive' Team today at get-proactive_ww@oracle.com.

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

Hardware and Software, Engineered to Work Together

ORACLE