

Oracle Managed Cloud Services for Oracle Engineered Systems

"It really hits you when you walk past your existing high-end SAN, which in our case took four floor-to-ceiling racks, then you walk past your farm of database servers. And then you have this one Oracle Exadata rack that's got everything bundled in there. It's pretty amazing."

**- Douglas Miller, Director,
Global Database Development
and Operations, R.L. Polk**

Oracle Managed Cloud Services for Engineered Systems improves business efficiency by:

- Elevating the business to a significantly higher level of operational excellence
- Strong systems governance
- Certified configurations
- World class managed cloud service capability
- Enterprise-class security
- Flexible access to experts resources
- Oracle experts being accountable for entire Oracle technology stack and applications

Whether located at an Oracle data center or at your data center or at your partner's data center, Oracle Managed Cloud Services for Oracle Engineered Systems offers end-to-end lifecycle services for the entire Oracle technology stack including hardware, software and applications. With well over a decade of experience managing hardware and software for over 500 customers worldwide, Oracle Managed Cloud Services is a proven provider of Oracle's broader cloud offerings. Our end-to-end lifecycle services for Oracle Engineered Systems (Exadata, Exalogic, Exalytics, Sparc Supercluster and Big Data Appliance) include architecture advisory, implementation and transition services, run & maintain services including end-to-end monitoring, patching, backup and restore, disaster recovery as well as performance monitoring and tuning for all Oracle applications running on Oracle Engineered Systems.

Often customers who choose Managed Cloud Services for Oracle Engineered Systems lack in-house expertise in the technologies underlying Oracle Engineered Systems such as Exadata Storage Software, Exalogic Elastic Cloud Software, Oracle Virtual Machine, Infiniband Networking etc. and want an integrated management framework beyond bundled hardware support to expedite issue resolution across the entire stack from applications through hardware and disk.

Customers also choose Managed Cloud Services to meet high availability service level requirements in excess of 99.5%, and to reduce their own data center costs in terms of power, space, and cooling, while tuning their application environments to maximize the performance of their applications on Oracle Engineered Systems.

Oracle Managed Cloud customers are seeking to drive down costs, simplify system and application management while providing a modern, high performance infrastructure capable of easily supporting evolving business growth initiatives. Oracle Managed Cloud Services for Oracle Engineered Systems builds upon the experience of supporting Oracle Engineered Systems and Oracle Applications across hundreds of customers, enabling customers to minimize business disruption, while freeing up IT funds and talent for competitive business innovation.

Your Choice of Managed Service Delivery Options

Oracle Managed Cloud Services for Oracle Engineered Systems offers you a choice of service models and deployment options that fits your unique business needs. One option for a service delivery model is Oracle Managed Cloud Services manages the Engineered Systems platform while your staff manages your custom applications or 3rd party applications. Alternatively, another service delivery model is Oracle Managed Cloud Services will manage your entire stack from applications to disk. Indeed, this is a popular choice amongst many customers since Oracle will provide a single service delivery manager to oversee your entire service across all Oracle Business Applications (E-Business Suite, PeopleSoft, Siebel etc.) and Oracle Engineered Systems. Either of these service models are available at your data center, at Oracle's data center or at your partner's data center.

Free Up Funds and Talent for Innovation

Many IT organizations are spread thinly, needing to deliver on many more projects than they have staff. Oracle Managed Cloud Services for Oracle Engineered Systems removes the burden of maintenance, repetitive, tactical work, freeing up funds and talent for increased business innovation.

Oracle Managed Cloud Services experts have seamless access to Oracle Product Development, Systems Engineering and Support to ensure quicker resolution to issues should they arise, as well as faster access to new product innovations. Oracle provides world class data centers to house your Engineered Systems that are fully redundant, geographically disparate, ISO 20000 certified for IT System Management processes and ISO 27000 certified for Security & Governance. Our operations are audited and compliant with the requirements of SSAE 16, HIPAA, PCI Credit Card and other industry and public sector standards.

With our Center of Excellence, Oracle Managed Cloud Services provides deep technical expertise in Oracle Engineered Systems technologies, flexible deployment options and service models, an integrated “Apps-to-Disk” management framework with patent-pending proprietary monitoring tools, performance optimization for Oracle applications deployed on Engineered Systems, and a contractual commitment to availability SLAs (≥ 99.5%) to achieve maximum ROI by shortening deployment time and greatly reducing the number of outages.

Our integrated apps-to-disk management framework includes patent-pending tools such as Predictive Incident Management and Autonomic Monitoring & Diagnostics that enable our commitment to maintaining your service levels. These tools perform root cause analysis and predict outages even before they occur based on alert correlation and trend analysis of historical patterns up and down the technology stack, resulting in very high availability and accelerated time to resolution of problems and outages.

Below is a snap-shot of the services offered by Oracle Managed Cloud Services over the entire lifecycle for Oracle Engineered Systems. All of these services are backed by stringent SLAs with comprehensive security & governance.

Pre-production Phase	Production Phase		Post-production Phase
<ul style="list-style-type: none">• Architecture Advisory• Readiness Assessment• Migrate & Re-platform	<ul style="list-style-type: none">• Install & Configuration• Monitoring• Patching• Backup & Restore• Performance Tuning	<ul style="list-style-type: none">• Incident/Problem Management• Availability Management• Capacity Management• Change Management• Disaster Recovery	<ul style="list-style-type: none">• Ongoing Maintenance• Upgrades

Whether located in an Oracle data center or in your own data center or at a partner’s data center, you will benefit from accelerated business value, reduced risk, and a lower, more predictable cost.

Managed Cloud Services

Application based results:

- Reduced downtime by 30%
- Reduced upgrade project cost by 30-50%
- Reduced post-live issues by 54%
- Accelerated project timeline by up to 30%

Predictable Costs

Oracle Managed Cloud Services offers Engineered-as-a-Service, a pre-packaged, pay-as-you-grow financing option enabling you to procure an Engineered System via OpEx as opposed to CapEx for one fixed price that is paid out annually, quarterly or monthly, as you choose. This package includes Oracle Engineered Systems hardware and software, Oracle Premier Support, shipping, configuration, installation and Managed Services. Your benefits include a fully integrated Engineered Systems solution, freedom from asset ownership, choice of payment terms, and the flexibility to base the system either @Oracle or @Customer.

Delivering More Value, Choice, and Confidence

With Oracle Managed Cloud Services for Oracle Engineered Systems, you can rely on a single proven provider to deliver a cost-effective, turn-key solution to run and maintain your Oracle Engineered Systems so that you can provide world-class service to your respective organizations. By leveraging Oracle Managed Cloud Services, you can achieve increased time to value, and reduced risk, at a lower, more predictable cost. With Oracle experts running Oracle technologies, our customers benefit from more value, more choice, and more confidence and can unlock the full value of their investments in Oracle technologies.

CONTACT US

To learn more, visit oracle.com/managedcloudservices or call +1.800.ORACLE1 to speak to an Oracle representative.