ORACLE MANAGED CLOUD SERVICES – ENHANCED RECOVERY SERVICE, MAXIMUM AVAILABILITY OPTION

MORE VALUE, CHOICE, CONFIDENCE

KEY BENEFITS

• Application Synchronization

• Data Synchronization

• Operational Readiness Assurance

• Fast Recovery Time

• Maximum Service Levels

Oracle Managed Cloud Services – Enhanced Recovery Service – Maximum Availability Option satisfies even the most demanding enterprises that need to meet high availability and premium disaster recovery service levels.

Enhanced Recovery Service - Maximum Availability Option delivers robust and redundant cloud based services that prevent, detect and recover from unplanned outages within a small recovery window. Oracle Maximum Availability Option is as an extension of the core Oracle Managed Cloud Services for Oracle E- Business Suite, PeopleSoft Enterprise, and Siebel CRM, providing both data and application synchronization while maintaining consistent service levels at both the primary and secondary sites.

Maximum Availability Option

Oracle Managed Cloud Services – Enhanced Recovery Service - Maximum Availability Option is based upon the technical architecture and best practices documented in Oracle's Maximum Availability Architecture (MAA) for delivering robust and redundant solutions that prevent, detect and recover from unplanned outages within a small mean time to recovery (MTTR). The service uses state-of-the-art Oracle High Availability Technology in conjunction with proven best practices delivered and managed by Oracle Managed Cloud Services.

Oracle will recover and activate production data & applications on the secondary site within 4 hours after a disaster is declared. Oracle will also provide operational readiness assurance by managing both primary and secondary sites, associated network infrastructure and conduct semiannual disaster rehearsal testing.

Maximum Availability Features

Oracle Managed Cloud Services – Enhanced Recovery Service - Maximum Availability Option provides the following:

- **Application Synchronization** – Oracle will ensure that Oracle Applications and complimentary applications on the secondary site will be maintained at the same patch and version level as on the secondary site
- **Data Synchronization** – Oracle Data Guard will be managed by Oracle to provide minimal data loss (up to a maximum of 1 hour of data loss), while providing maximum performance for the Production instance;
- **Operational Readiness Assurance** – Oracle will manage both primary and secondary sites and associated network infrastructure and conduct semiannual disaster recovery rehearsal testing;
- **Fast Disaster Recovery** – Oracle will recover production data and active applications on the secondary site within 4 hours after declaring a disaster or unplanned outage at the primary site;

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- **Consistent Service Levels**– Oracle will provision the secondary site and identical hardware and software to provide the same performance for the production instance. Redundant high-speed network connections will be used to synchronize the database and applications.

DISASTER RECOVERY METRICS

- **Recovery Point Objective**

  RPO is the maximum possible length of time for which data could be lost if a disaster occurs - usually equivalent to the time between backups

- **Recovery Time Objective**

  RTO is the maximum length of time for which service can be down after a disaster is declared

- **Capacity**

  Difference between resources and service levels under disaster recovery versus normal operations.

Benefits of Maximum Availability Option

Oracle Managed Cloud Services – Enhanced Recovery Option - Maximum Availability Option delivers the following benefits:

- **Greater Value**

  o Oracle ensures that the performance of your primary and secondary site is consistent by provisioning identical configurations.

- **Faster Recovery**

  o RTO-Oracle customers on average see a Recovery Time Objective of 4 hours
  o RPO- Oracle customers on average see a Recovery Point Objective of 60 minutes prior to the disaster eliminating traditional risk that the last backup will not be current.

- **Reliable Data Recovery**

  o Standard 24x7x365 operational staffing at Secondary "Hot" site
  o Standard semiannual disaster rehearsal testing & plan review.

- **Predictable Cost Model**

  o Oracle Managed Cloud Services model means you budget for disaster recovery and will know exactly what you will spend to be provided robust service levels.

Contact Us

For more information about Oracle Managed Cloud Services – Enhanced Recovery Service – Maximum Availability Option, visit oracle.com/managedcloudservices or call +1.800.ORACLE1 to speak to an Oracle representative.

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

Hardware and Software, Engineered to Work Together

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