Oracle Platinum Services

ORACLE® SUPPORT

Oracle Platinum Services helps you maximize the availability and performance of Oracle engineered systems with 24/7 remote fault monitoring, industry- leading response times, and patch deployment services—at no additional cost.

EXTRAORDINARY SUPPORT FOR EXTREME PERFORMANCE

KEY FEATURES

• 24/7 Oracle remote fault monitoring

• Accelerated response and restore

  • 5-Minute Fault Notification

  • 15-Minute Restoration or Escalation to Development

  • 30-Minute Joint Debugging with Development

• Patch deployment

• Included with Oracle Premier Support at no additional cost

KEY BENEFITS

Unlock extreme value with Oracle Platinum Services

• **Maximize Availability and Performance** – Prevent critical issues and resolve them faster. Support the full performance potential of your Oracle engineered system.

• **Reduce IT Resource Requirements** – Reduce risk and administrative tasks while enabling higher business productivity. Focus on innovation and new projects instead of maintenance and support.

• **Reduce complexity** – Single-vendor access to support and engineering expertise for complete Oracle stack.

Maximize Availability and Performance

Oracle understands that disruptions in IT systems availability can seriously impact your business. When you choose the extreme performance of an Oracle engineered system you also gain access to Oracle Platinum Services— enhanced support for availability and performance.

Reduce IT Resource Requirements

Oracle Platinum Services is a special entitlement available to Oracle Premier Support customers running certified configurations of Oracle engineered systems. Customers can access this enhanced support for eligible systems under their existing support agreement at no additional cost. In addition to receiving the complete support essentials with Oracle Premier Support, qualifying Oracle Platinum Services customers also receive:

- 24/7 Oracle remote fault monitoring
- Accelerated response and restore targets
- 5-Minute Fault Notification
- 15-Minute Restoration or Escalation to Development
- 30-Minute Joint Debugging with Development
- Remote patch deployments up to four times per year

Highly trained, specialized Oracle support experts deliver these services on behalf of our customers, helping to reduce the costs and complexity of ongoing maintenance and support.

Advanced Support Delivery

Remote Fault Monitoring, Around-the-Clock: As shown in the support delivery model in Figure 1 below, Oracle Platinum Services is enabled through our two-way monitoring gateway that is backed by patented technology to improve both security and reliability compared to traditional remote connections. Telemetry from all monitored systems is collected, consolidated and transmitted via the Oracle Advanced Support Gateway using a single connection between Oracle and the customer.
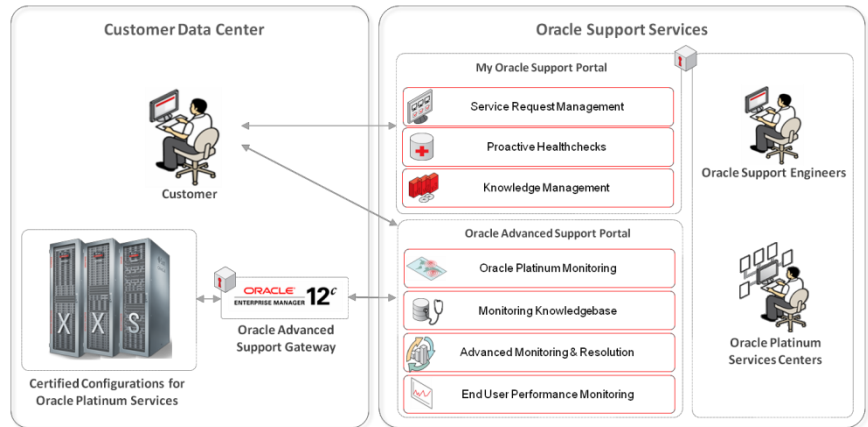
ORACLE®

Figure 1. Oracle Platinum Services Support Delivery Model

Faster Response and Restore Times: Oracle engineers in Platinum Services Centers of Excellence are standing by 24 hours a day, seven days a week to rapidly respond to fault alerts transmitted via the Oracle Advanced Support Gateway. Within 5 minutes of a fault occurrence, notifications will be sent to designated customer contacts and restoration efforts begin. Customers can view the status of alerts and service requests via the Oracle Advanced Support Portal.

Senior support engineers at Oracle reference a single, global knowledgebase and support toolset to quickly diagnose issues and begin restoration. To further ensure that systems are restored to full performance as quickly as possible, Oracle Platinum Services includes a defined escalation process, hotline and dedicated escalation managers to provide expert support anytime, day or night.

After the opening of a Priority 1 service request, customers receive 15-minute restoration or escalation to Development. If the issue is not resolved within 30 minutes of the opening of the service request, a joint debugging session is held with Development to drive to a conclusion.

Remote Patch Deployment: Oracle Platinum Services also includes patching services in which Oracle applies patches to covered systems four times per year via the Oracle Advanced Support Gateway. We work collaboratively with customers to assess, analyze, plan and deploy updates and patches to mitigate risks and complications. Through this continuous improvement, customers can experience greater system performance, availability, and security.

To view a list of Certified Platinum Configurations, the programs that will be patched, and the scope of the remote patching deployment, please visit us online at www.oracle.com/us/support/library/remote-quarterly-patching-scope-1652890.pdf

Remove Complexity with Certified Configurations

To be eligible to receive Oracle Platinum Services, customers must be running a Platinum Certified Configuration – a defined combination of certified components that have been tested and certified by Oracle. By maintaining technology on a standard configuration, we can further remove complexity from the supportability of the IT stack.
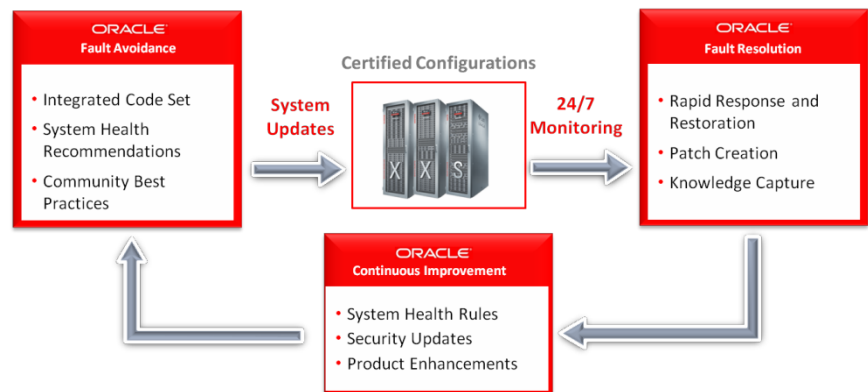

Figure 2. Unified Basis of Support for High Ability

As shown in Figure 2 above, Platinum Certified Configurations create a unified basis that enable us to deliver a new level of high availability support for Oracle systems within our standard support offering. Oracle runs these same certified configurations in our service centers to enable fault replication and troubleshooting. Because we are working with known configurations across our systems, as well as those of our customers, we are able to leverage collective knowledge and a continuous cycle of improvement to more effectively avoid faults and to respond to them much more rapidly when they do occur. Everyone benefits from the knowledge captured and the updates deployed as a result.

To view qualifying Platinum Certified Configurations, please visit us online at www.oracle.com/goto/platinumservices

Oracle Platinum Services Readiness

To help ensure a new Oracle system has the proper installation and configuration for Oracle Platinum Services, Oracle Advanced Customer Support (ACS) Services can quickly and consistently install and configure these systems with the proper certified configurations and monitoring setup. Or if a customer has an existing eligible system, Oracle ACS Services can deliver Oracle Patch Review and Installation services to help ensure the system is updated to meet certified configuration levels as well as setup monitoring.

Oracle Platinum Services Extensions

Oracle ACS Services delivers extension services for Oracle Platinum Services to help optimize this solution for maximum high availability:

Oracle Advanced Monitoring and Resolution for Oracle Platinum Services

With 275 additional monitoring metrics customizable to customer specific service level, Oracle Advanced Monitoring and Resolution services provides proactive and predictive monitoring to complement fault monitoring from Oracle Platinum Services. These advanced monitoring services are also extended to non-Platinum Oracle environments.

Oracle's End User Performance Monitoring for Oracle Platinum Services

With end user performance monitoring services, customers get the benefit of extending monitoring capabilities into their applications. With this service provided by Oracle ACS Services, customers can detect where end users are having issues through trend analysis.

Oracle Solution Support Center for Oracle Platinum Services

With the Oracle Solution Support Center, an Oracle Technical Account Manager and a team of Oracle Advanced Support Engineers work closely with a customer, both onsite and remotely, to provide 24/7 personalized support with a response time SLA. This dedicated support team has intimate knowledge of a customer's business and systems to support their technology and operational needs.
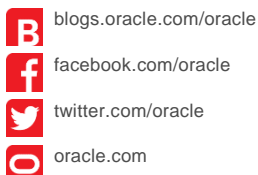
To learn more about Oracle ACS Services, visit www.oracle.com/goto/acsplatinumservices

CONTACT US

For more information about Oracle Platinum Services, visit oracle.com/goto/platinumservices or call 1.800.ORACLE1 to speak to an Oracle representative.

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