Oracle Database Upgrade Service

ORACLE
Customer Success Services

ORACLE
Consulting

Oracle Database 19c is a "long-term support" release that provides the highest stability and planning reliability. Combined with exciting new features, the service enables increased operational efficiency and a seamless transition to Oracle Cloud and Autonomous Database. You can reduce cost and accelerate innovation when upgrading your existing databases from older versions. Oracle Services provides comprehensive upgrade packages, delivered by experienced Oracle resources, for a fast and safe upgrade to Oracle Database 19c.

Unlock the value of Oracle Database 19c

Today, organizations are facing the need to manage an exploding volume of data with fewer resources. A database landscape with multiple versions can cause additional complexity and maintenance effort and may no longer provide the technical capabilities needed to support elevated business requirements.

Oracle Database 19c provides a high-performance, reliable, and secure platform to modernize your transactional and analytical workloads easily and cost-effectively in the cloud, on-premises, or in a hybrid cloud configuration.

Additionally, it is the foundation for new Oracle Autonomous Database optimizations.

Upgrading to a new database version; however, is not an everyday task. It requires focus and experience to proactively detect and mitigate potential risk areas and to facilitate business continuity during and after the upgrade process. Getting it right the first time can save time, cost, and labor.

Safe and fast upgrade delivered by database experts

Oracle Services resources have unmatched experience in Oracle databases and have delivered countless upgrades around the world in complex, mission-critical environments.

Oracle Database Upgrade Service provides:

- Upgrade within the same system from Oracle Database 11gR2 and above to Oracle Database 19c through extensive planning and testing

- Fast access to the technical capabilities of Oracle Database 19c through accelerated time to production

Key features

- End-to-end service management Upgrade planning
- Impact analysis
- Test upgrade deployment
- Production upgrade deployment
- Handover of production ready Oracle Database 19c

Key benefits

- Safe and comprehensive upgrade to Oracle Database 19c
- Fast access to new features and functionality
- Gains in operational efficiency
- Accelerated adoption of Oracle Cloud and Oracle Autonomous Database

ORACLE

- Additional cost savings and efficiency through experienced database management optimization
- Comprehensive service package from planning to production, with end- to-end governance by an experienced Oracle Technical Account Manager

Oracle Database Upgrade Service includes

SERVICE DELIVERABLE	DESCRIPTION
Governance	End-to-end service delivery management and guidance by an experienced Technical Account Manager
Upgrade planning	- Configuration review - Readiness planning workshop - Upgrade planning report
Impact analysis	- Database performance review - Database patch review - Impact analysis report
Deployment of upgraded non-production environment	- Upgrade non-production environment to Oracle Database 19c - Application of pertinent post-upgrade patches - Testing, including assistance and guidance on performance, functionality, volume, stress, backup, and recovery
Deployment of upgraded production deployment	- Upgrade production environment to Oracle Database 19c - Application of critical patches as identified in impact analysis - Testing of Oracle Database 19c production environment - Handover of fully tested and operational Oracle Database 19c to users
Go-Live assistance	- Establish a go-live assistance plan - Provide up to three (3) continuous eight (8) hour days of support during go-live

Service packages are available for multiple database scenarios at a fixed price and scope, without the risk of unexpected project delays and additional costs.

Oracle Database Upgrade Service packages

SERVICE PACKAGE	MAXIMUM NUMBER OF COVERED ORACLE HOMES*	MAXIMUM NUMBER OF COVERED ORACLE DATABASES
Small package	2	10
Medium package	5	25
Large package	10	50

*Oracle Home refers to the system context in which Oracle products run.

Covered deployment models

- Oracle Database on-premises and on Oracle Cloud Infrastructure
- Oracle Exadata on-premises and in cloud deployments
- Oracle Autonomous Database

Related services

Examples of the service portfolio supporting the lifecycle of Oracle Database include:

- Oracle Workload Planning and Design
- Oracle Load Testing and Analysis
- Oracle Go-Live Support
- Oracle Priority Support
- Oracle Solution Support Center Intelligent Operations
- Oracle Advanced Management for Hybrid Cloud
- Oracle Managed Exadata Database Cloud Service/Managed Database as a Service
- Oracle Managed Database Security Services

ORACLE

Service options

SERVICE OPTIONS*	UNITS	DESCRIPTION
Upgrade of Oracle Databases supporting Real Application Clusters (RACs)	• One (1) prod/non-prod RAC cluster pair	• Each unit applies to one (1) prod and one (1) non-prod RAC cluster pair with up to four (4) nodes each. • RAC upgrade includes grid infrastructure
Oracle Multitenant configuration	• Ten (10) pluggable databases (PDBs)	• For each quantity of Oracle Multitenant, configure up to ten (10) CDBs to be used for in-place consolidation.
SQL Regression Assessment with Oracle Real Application Testing (RAT)	• One (1) production database	• Each quantity of SQL Regression Assessment using Oracle Real Application Testing (RAT) applies to one (1) production Oracle Database.
Additional Oracle Homes	• One (1) Oracle Home	• Applies to large package only • Quantity of Oracle Homes
Additional Oracle Databases	• One (1) Oracle Database	• Applies to large package only • Quantity of Oracle Databases

*Options not available as standalone. Small, medium, or large database upgrade package must be purchase.

The service can be delivered according to customer preference: onsite at the customer's data center, remotely from an Oracle Expertise Center, or a combination of both.

Embrace the full potential of your Oracle Database investment

This offering is part of a comprehensive portfolio of services by Oracle Services for stability, high performance, and business continuity of Oracle databases.

Oracle Services has global expertise in managing business critical infrastructure, and database and application workloads—keeping hybrid and multicloud businesses running smoothly. Partner with Oracle Services to help run and maintain your Oracle Database workloads while your IT team focuses on innovation and moving your business forward.

ORACLE

Connect with us

Call +1.800.ORACLE1 or visit oracle.com/customer-success
Outside North America, find your local office at oracle.com/contact

B blogs.oracle.com/customer-success-services

ORACLE