Advanced Support for Oracle Solaris Cluster

ORACLE
ADVANCED CUSTOMER SUPPORT

Oracle Solaris Cluster extends Oracle Solaris to provide the infrastructure required for deploying mission-critical workloads in virtualized cloud environments. And, with Oracle Advanced Customer Support, you get the guidance you need to plan, deploy and keep your Oracle Solaris Cluster technology optimized for peak performance.

With intimate knowledge of Oracle tools and best practices, Oracle Advanced Customer Support provides the right knowledge at the right time to help mitigate risk and to maximize the value of your Oracle technology investment.

INSTALL, CONFIGURE, AND OPTIMIZE ORACLE SOLARIS CLUSTER

KEY FEATURES

- Preproduction Readiness Services including critical patches and updates, using proven methodologies and best practices
- Production Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Tailored assistance provided by an Oracle Advanced Support Engineer

KEY BENEFITS

- Helps save time and money by expediting system deployment and optimizing overall performance
- Customizes configuration and implementation to help meet your business needs
- Leverages proven methodologies, best practices, and technologies to help optimize availability and increase security of the platform
- Verifies the proper configuration of availability and recoverability features through a formal testing methodology

Preproduction Services for Oracle Servers

Oracle Advanced Customer Support delivers optimization services that help you install, configure, optimize and support your Oracle technology environment. Whether you are initiating a technology refresh project, optimizing an existing environment through the use of virtualization technologies, or looking to drive better datacenter standardization and operational best practices, Oracle can help.

Sample service activities include:

- **Tailored workshops** to address best practices and knowledge transfers
- **Installation & configuration** assistance to speed deployment of new Oracle systems
- **Preproduction readiness reviews** covering: Review supportability and readiness of your deployment approach
- **Tailored support with Advanced Support Engineers** focusing on server performance and availability requirements

Production Optimization Services for all your Server Needs

Oracle Advanced Customer Support uses proven methodologies so you can achieve optimized deployment and take advantage of the advanced availability features built into Oracle Solaris and Oracle server technology.

Optimization services go beyond basic hardware deployment and support. Oracle engineers help configure and integrate server and storage hardware with your systems software into your IT environment. Oracle helps you exploit the full potential of your systems right from the start to maximize application performance, increases efficiency, and lowers costs.

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Oracle Advanced Customer Support offers a portfolio of optimization services. Choose the service offering that best meets your need – whether your goal is to:

- **Improve application response** time with a system review
- **Optimize availability** with a configuration review
- **Meet a short term objective** with a tailored knowledge workshop

Tailored Assistance from an Oracle Advanced Support Engineer

Oracle Advanced Support Engineers provide the specialized knowledge you need to help smoothly configure, test and implement your Oracle Solaris Cluster to the point of application loading.

While our installation and configuration services provide the core activities needed, you may want additional support around your more complex and unique system requirements.

Key activities:

- Custom Applications: Oracle Solaris Cluster provides out-of-the-box support for a large number of applications and databases from Oracle and leading ISVs. Oracle Advanced Support Engineers can provide Oracle Solaris Cluster services for your custom applications.
- Disaster Recovery for Business Continuity: Oracle Solaris Cluster extends the HA capabilities such as application data and services failover to a campus or metropolitan area limiting service outages due to local problems. An Advanced Support Engineer can provide Oracle Cluster GEO edition configuration, storage replication or backup testing and configuration.
- Oracle SuperCluster: This system is designed to be a highly available platform for consolidation of multi-tier applications, databases, and middleware workloads in virtualized environments. Advanced Support Engineers can provide Oracle Solaris Cluster services for your consolidation projects.

Preproduction Readiness Services

PREPRODUCTION READINESS SERVICES - FOR ORACLE SOLARIS CLUSTER DELIVERED BY ORACLE ADVANCED CUSTOMER SUPPORT

PRODUCTION READINESS SERVICES	
Oracle Standard Software Installation and Configuration	Oracle installs new system software using Oracle best practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include but not limited to: *Solaris installation and configuration* *Solaris Cluster installation and configuration* *Security Hardening configuration* *Virtualization installation and configuration*
Oracle Preproduction Readiness Review	Review supportability and readiness of your deployment approach including review of your migration plan, backup plan and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools such as Auto Service Request.

CUSTOMER PROJECT SUMMARY

Services: Hardware installation, Software configuration and Testing Services, Advanced Support Engineer

Technologies: SPARC Enterprise M5000 servers, Oracle Real Application Clusters 11g, Oracle Database, and Oracle disk storage.

Oracle Go-Live Support	Oracle Advanced Support Delivery Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.

Production Optimization Services

PRODUCTION OPTIMIZATION SERVICES - FOR ORACLE SOLARIS CLUSTER DELIVERED BY ORACLE ADVANCED CUSTOMER SUPPORT

PRODUCTION OPTIMIZATION SERVICES	
Oracle Configuration Review and Recommendations	Analyzes current environment and establishes target system configuration based on customer operational objectives and relevant Oracle best practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers final findings report. Areas to be reviewed can include: • *Oracle Solaris Cluster configuration* • *Oracle Solaris server configuration* • *Oracle Cluster and OS version and patches* • *Virtualization software configuration* • *Network configuration*
Oracle Performance Review and Recommendations	Oracle collects and analyzes server performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics, and documents and reviews findings and recommendations.
Oracle Production Diagnostic Review and Recommendations	Oracle conducts a comprehensive system and operating system health-check and identifies risks associated with serviceability, configuration, stability and performance factors. Performs deep-dive diagnostics for identified high-risk issues and conducts a review of findings and recommendations.
Oracle Patch Review & Installation	The service is designed to help customers understand if the baseline patches on their system are optimally configured to meet their performance and stability requirements. Oracle will review system data collected and make patch recommendations based on Oracle best practices.
Tailored Assistance from an Oracle Advanced Support Engineer	Sample activities include: Reconfiguration of Solaris Cluster, Solaris servers, Solaris Hardening activities, Virtualization configuration, Advanced Security Design & Configuration, Storage device configuration.

Build a Foundation for Enhanced IT Stability and Performance

Oracle Advanced Customer Support delivers specialized knowledge, tools and best practices to ensure that your Oracle technology is implemented properly and configured for optimal performance in your mission-critical IT environment. Let Oracle help you accelerate technology adoption, maximize availability and performance, and reduce overall risk.