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# Frequently Asked Questions (FAQs) for
# Oracle Cloud Lift Services

### Why is Oracle launching Cloud Lift Services?

This program underscores Oracle's intent to better serve its customer base. Cloud Lift Services provide new and existing customers expanded access to cloud engineering tools and resources to quickly migrate workloads at no additional cost.

### How are Oracle Cloud Lift Services different from pre-sales activities such as Proof-of-Concepts (POCs)?

While POCs and other presales help are available from Oracle, Cloud Lift Services are post-sales and part of the enterprise contract.  Migration and go-live support for eligible workloads mean that our experts can engage during and after the sales process to help bring workloads into production faster.

### What's included – and excluded – from Oracle Cloud Lift Services?

The Oracle Cloud Lift Services web page provides details on included vs. excluded services.  We encourage you to work with your Oracle sales representative to talk through the details of your plans.  In general terms, migrating up to ten Oracle Databases, Oracle applications, Cloud Native or HPC applications can be included, while more than 10 migrations, complex migrations involving new business logic, platform upgrades, or custom development are not.

### How do new customers get access to Oracle Cloud Lift Services?

New customers work with cloud engineering during the contract process to create and agree on a documented work plan which lays out the specific eligible workloads, timelines, and other details.

### How do existing customers get access to Oracle Cloud Lift Services?

Existing customers work with cloud engineering or sales to have an addendum for Oracle Cloud Lift Services included as part of their existing contract.

### What happens if I already have a paid services engagement?

Please keep proceeding with your existing engagement. Oracle will work with you to identify expansion opportunities to leverage Cloud Lift Services for other projects.

### How do I decide whether to use Oracle Cloud Lift Services?

Oracle Cloud Lift Services can meet customer needs when cloud engineers can help migrate a few applications to OCI; migrate applications without updating software versions; configure OCI tenancies, compartments, quotas and identities; perform basic reviews of network configurations and security, FastConnect setup, auditing, and assessing regulatory compliance; and train in-house resources on OCI.

### How does Oracle offer support post go-live solutions as a part of Oracle Lift Services?

For cloud-based continuous optimization services,  customers can use Oracle's partners, Oracle Consulting, and Oracle Advanced Customer Services (ACS),  which provides joint and fully managed 24/7 lifecycle services for database, applications and security.

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**Are Oracle Cloud Lift Services being offered to public sector?**

Aligning to the rules and regulations that govern our public sector customers, Oracle will make Cloud Lift Services available to all North American public sector customers in the near-term. Oracle is committed to making these services available to public sector customers globally.

**What are some extended benefits of using Oracle Cloud Infrastructure?**

When customers migrate their on-premises Oracle applications to Oracle Cloud Infrastructure, they realize the benefits of the cloud without needing to rearchitect those applications. Customers can lower total cost of ownership, improve agility and increase workload performance. Additional benefits include:

Consistently low global pricing and lack of hidden charges

Automated migration support, leveraging cloud managers and tools for key applications

Flexible universal credits applied towards any IaaS or PaaS service

Bring Your Own License (BYOL) capabilities

**Is Oracle Cloud Lift available for PAYGO customers?**

Oracle Cloud Lift Services are designed for customers who use the UCM credits (Monthly Flex). PAYGO customers can contact their sales representative or cloud engineer to evaluate their eligibility.

**Are any countries excluded from Oracle Cloud Lift Services?**

Among the countries that Oracle operates in, only China is excluded from the Oracle Cloud Lift Services program.

**How does Oracle Cloud Lift Services impact Oracle partners?**

The Cloud Lift Services program has been socialized with select partners to both complement and grow their existing businesses. Oracle is commited to working with different partner business models, from services partners to resellers, ISVs, CSPs, etc. For additional details, partners should contact their Oracle representative.

**How will a partner benefit from Oracle Cloud Lift Services model?**

The purpose of Oracle Cloud Lift Services is to serve our collective customer base and accelerate growth in our ecosystem. Oracle Cloud Engineering will now provide guidance on planning, architecting, prototyping, and managing cloud migrations. When partners are leading an opportunity, Oracle will work with and through our partners to offer Cloud Lift Services as needed to make our joint customers more successful. Public Sector accounts and partner engagements are not currently eligible to participate in this program.

**How can I get started with Oracle Cloud?**

You can use the Oracle Cloud Free Tier for a free trial and Contact Us for more information.

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