

ORACLE

Oracle Premier Support

Rely on a strong foundation



Customers rely on Oracle's partnership and support to take their business into the future.

Discover how we are investing in our customers' success.

Oracle Support is Trusted



Oracle's reputation is built on more than 40 years of delivering award-winning service to customers.



Our expertise and knowledge helps you ensure your technology investments are effective, efficient, risk-resistant, and competitive.



Oracle helps enable customers to deliver on their business commitments through innovation, people, and process.



More than **430,000**
customers globally



29,000
consulting experts
across the globe





18,000 customer support and service specialists, in 20+ languages

Engineers available 24/7 across 175 countries

“There are three main benefits to Oracle Premier Support. First, they have access to worldwide experience we don’t have, so they see things that we don’t see and know things that we don’t know. Second, they have access to the source code. Third, they can bring a new perspective, an expert perspective.”

– Retail health care customer

Oracle Support is Secure





Oracle has the tools, owns the source code, and has the ability to develop security updates.



Security features at every layer of the software and hardware stack.



Security patching is both essential and a standard Oracle operating practice.



Regression testing across the full stack at the core application and database code level helps ensure you benefit from the protection you need, to help reduce risk and prevent security vulnerabilities.


“We rely on Oracle to keep us safe, with patches at the source to secure our systems and with best practices to help us navigate risks.”

— Professional consulting services customer

Oracle Support is Comprehensive

With Oracle, you can expect integrated hardware and enterprise support across Oracle products, including database, middleware, and applications.

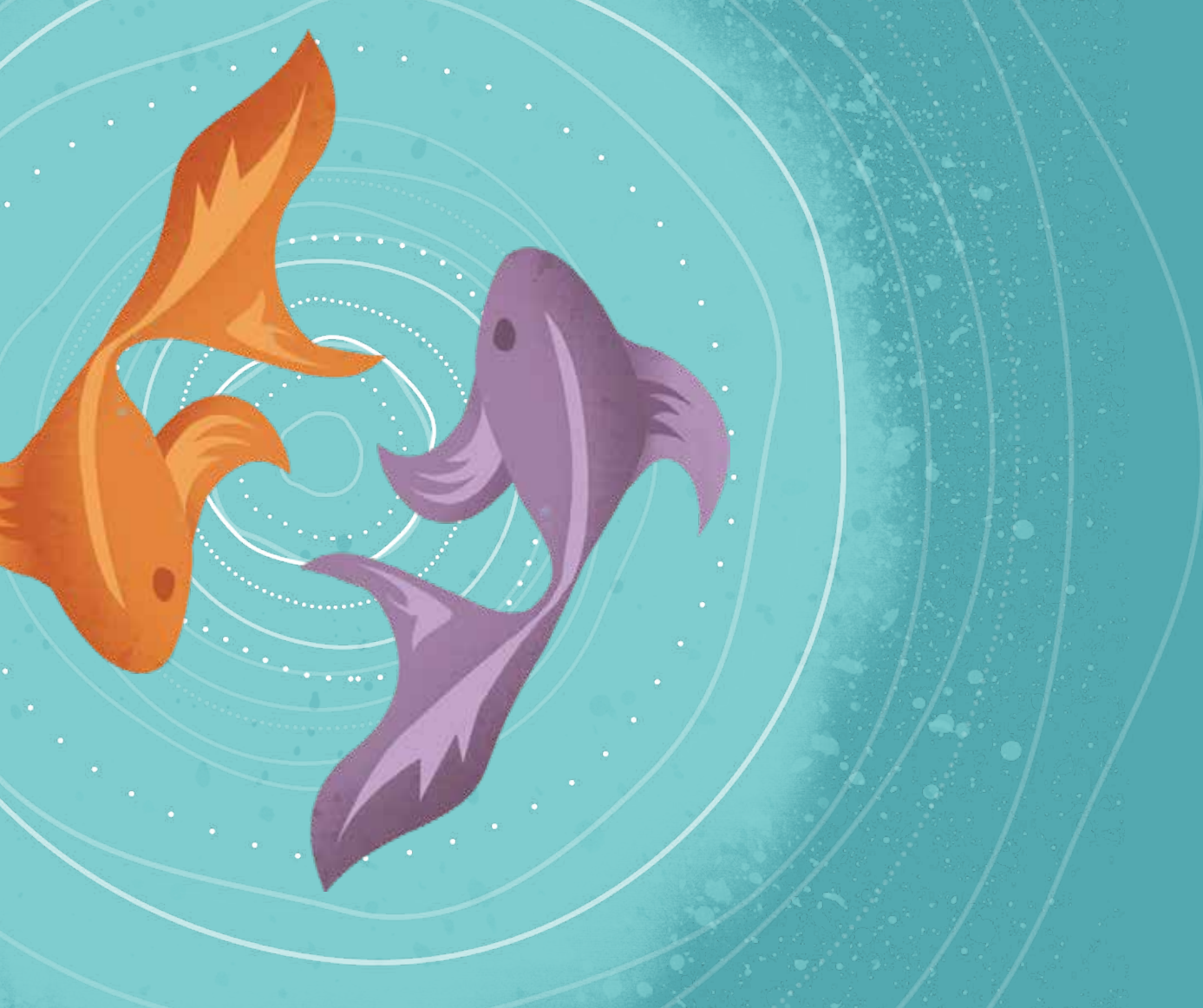
Expect end-to-end support and guidance, when and where you need it, on-premises and in the cloud.



My Oracle Support gives you access to a wealth of tools and knowledge to help maximize product health and performance.

Oracle Applications Unlimited Products:

- Oracle E-Business Suite
- Siebel CRM
- Hyperion EPM System
- PeopleSoft
- JD Edwards EnterpriseOne



Oracle Applications Unlimited and Oracle Premier Support

Applications Unlimited is Oracle's commitment to Continuous Innovation and offering Oracle Premier Support through at least 2035.

Applications Unlimited helps you confidently maximize your existing Oracle Application investments and receive support that enables ample time for future planning.



The latest Continuous Innovation release eliminated major upgrades, saving you time and money that you can redirect to your business priorities.

“Oracle Support is our partner—they explain the application roadmap and we can design our projects around it, building a holistic strategy and a roadmap for our entire organization.”

– Automotive customer



Never compromise

With more than 40 years of experience and leading global support, let Oracle Support help you on your journey.

Get more from Oracle. Experience our partnership firsthand.

oracle.com/premiersupport

oracle.com/applicationsunlimited

