

Managed Services: Enabling the Oracle Cloud

ORACLE
Customer Success
Services

Leveraging cloud to achieve resilient operations has evolved to a core capability as companies are experiencing the shift from keeping the lights on to a market responsive approach¹. This paradigm change has resulted in many organizations struggling to balance ongoing support for critical innovation projects with constrained budgets and limited headcount.

Oracle Customer Success Services can help address this dilemma for Oracle Cloud customers through prioritized access to expertise and ownership of administrative tasks. Working together, the combination of superior support and managed services is fast becoming a substantial part of the evolving and complex IT landscape².

Why Managed Services from Oracle Customer Success Services makes sense

Experience the power of an entire IT department of highly trained professionals

Oracle Cloud Infrastructure provides industry leading solutions for infrastructure, database, middleware, and applications. Once a cloud service is activated, the responsibility for many daily administrative tasks remains with the customer. For many organizations, lack of skills and headcount are the top barriers impeding cloud adoption. Oracle Customer Services offerings are designed to add value on top of Oracle Cloud services by maintaining and anticipating the need for processes and functions that drive consistent service quality while cutting expenses. Often, Oracle Customer Success Services can provide a 25-30% lower-cost option than in-house, allowing IT teams to focus on more strategic programs and core competencies key to their business.

Infrastructure: Foundation for success

Know your responsibilities

A move to cloud infrastructure does not eliminate routine system administration activities, nor are those functions any less important. This includes the management for all guest virtual machines (VMs) and associated operating systems in the user domain. Through global scale, automation, and proven methods, Oracle Customer Success Services can prove a lower-cost option than

The Oracle Customer Success Services difference

- Personalized and proactive mission-critical support and cloud services
- Patented technology with automated tooling across all domains—from database to applications to Artificial Intelligence and Machine Learning
- More than 4,000 experienced technical engineers closely integrated with Oracle Support and Oracle Development supporting over 6,000 global customers
- All services include a designated Technical Account Manager for end-to-end solution governance



Top five enterprise challenges hindering cloud adoption³

- Lack of skills and impact on culture
- Organizational readiness for change
- Risk to business and trust in suppliers
- Lack of finance
- Understanding the technology impact

managing these tasks in-house while helping to drive efficiencies and innovation.

- **Oracle Managed IaaS Service:** Complete 24/7 lifecycle management including provisioning, management, patching, backups, maintenance, and access control for all guest VMs and associated operating systems.

Database: Data is key

Keep your databases running smoothly and secure

Databases are at the heart of every business and keeping them properly maintained and operating optimally is essential. Once the Oracle Database Cloud Service is activated, the customer is responsible for additional tasks at the operating system, cluster, and database layer. Oracle Customer Success Services can enhance the benefits of the service by relieving your IT staff of everyday tasks while helping increase productivity, efficiency, and security.

- **Oracle Managed Exadata Database Cloud Service:** Specifically designed for Oracle Exadata Cloud Service on Oracle Cloud or Oracle Cloud at Customer deployments, this service keeps your Oracle Exadata databases performing optimally. This offering provides complete 24/7 lifecycle management including provisioning, monitoring, management, patching, tenant/administrative database user administration, and periodic service reviews.
- **Oracle Managed Database as a Service:** Designed for non-Exadata and non-Autonomous Database customers with an Oracle Database Cloud Service, this offering keeps your Oracle databases running smoothly. The service provides complete 24/7 lifecycle management including provisioning, monitoring, management, patching, access control, and periodic service reviews.

Middleware: Making it all work

Connect your technology investments

Middleware is sometimes considered the software glue that bridges the gap between databases, applications, and users. Oracle Cloud includes some of the most innovative services in the industry to help customers connect, streamline, and optimize their critical business environments. Oracle Customer Success Services can elevate the value derived from these cloud services by accelerating the provisioning and configuration as well as providing continual service management and improvement.

- **Oracle Managed Integration Cloud Service:** Designed for Oracle Integration Cloud Service customers, this offering helps accelerate connecting your applications through a requirements analysis, instance provisioning and configuration, daily administrative task management, and periodic reviews for continual service improvement.



Oracle Customer Success Services can help drive imperative business outcomes

- Reduced business risk through 24/7 lifecycle management driven by service level agreements
- Increased operational efficiency, control, and visibility
- Freedom from infrastructure capital expenditure and protection from obsolete platforms
- Lower cost of ownership
- Personal support and proactive guidance
- Increased business agility

- **Oracle Managed Analytics Cloud Service:** This offering helps Oracle Analytics Cloud Service customers get a jump-start on making the most of your data through a requirements analysis, instance provisioning and configuration, daily administrative task management, and periodic reviews for continual service improvement.

Security: Overcome tomorrow's threats today

Combat security challenges and implement controls

The way IT and security teams address security is evolving as complex hybrid and multicloud environments become the norm. Oracle Customer Success Services has the expertise and portfolio to ensure your growing volume of data is protected from threats, and identity and user access controls are implemented.

- **Oracle Vulnerability and Threat Prevention Services:** Help protect your infrastructure and web applications against malicious attacks. These offerings provide detailed scans and penetration testing designed to identify misconfigurations introduced by change events and put controls and monitoring in place allowing only valid requests to access the system.
- **Oracle Database Security Services:** Protect your data through end-to-end management of your Oracle Database security solutions including design, implementation, ongoing management, and monitoring. These services include risk assessments as well as support for Database Encryption, Database Vault, Audit Vault, and Data Masking.
- **Oracle Identity and Access Management Services:** Design guidance, deployment assistance, management, and reporting of Oracle Identity and Access Management solutions. These services include an assessment to identify areas of focus along with a fully managed unified cloud solution to help protect identities, authentication, and access to your Oracle Applications and other cloud and on-premises applications.

Embrace the full potential of your cloud investment

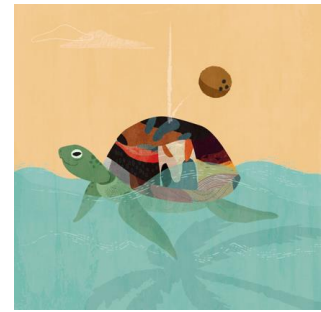
All Oracle Customer Success Services' managed cloud offerings are ITIL-based, backed by a service level agreement, and include a designated Technical Account Manager for end-to-end solution governance. The Oracle Customer Success Services portfolio is extensible allowing customers to expand coverage to meet the needs of their growing business. With the largest number of managed workloads on Oracle Cloud Infrastructure, Oracle Customer Success Services is the partner of choice to help take full advantage of the innovation and latest advances in technology that Oracle Cloud has to offer.

Sources

¹ IDC: Five Competitive Advantages of Resilient Operations, July 2020

² 451 Research: Building the Millennium Falcon: The Economics of Support and Managed Services

³ Ovum: Moving Beyond 'as a service' with Cloud 2.0



Data security challenges introduced by digital transformation

- Growing volume of critical data in distributed environments
- Complexity of hybrid/multicloud and risk of misconfigurations
- New vulnerabilities through rapid deployment of changes
- Increased sophistication of cyberattacks
- Fast evolving regulatory landscape
- Handle growing security demands with lean IT and security teams

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