

# Customer Success Services for Oracle Exadata Cloud@Customer

Oracle Exadata Cloud@Customer delivers Oracle Cloud services in your data center so that you can take advantage of the agility, innovation, and subscription-based pricing of Oracle Cloud while meeting data-residency requirements.

When integrating Oracle Exadata Cloud@Customer into your data center environment, Oracle Customer Success Services provides services spanning across all lifecycle phases from plan and design and build and deploy to operate and maintain. With a designated support team, proactive guidance, and preventative services, we help you swiftly gain the business benefits Oracle Exadata Cloud@Customer offers.

## Services for Oracle Exadata Cloud@Customer

### Preproduction readiness services

SERVICE	SERVICE SUMMARY
<b>Supportability Planning and Site Survey Support</b>	<p>Oracle Supportability Planning and Site Survey Support services are designed to gather and analyze database, platform, application, or security build requirements for your environment and make design recommendations to ensure supportability, reliability, and maintainability.</p> <p>The service can speed up time to service activation of Oracle Exadata Cloud@Customer in your data center environment and will focus on key areas such as environment, security, and data center network integration.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"><li>• Creation of detailed design documents focused on ongoing supportability</li><li>• Deployment planning consisting of key milestones</li><li>• Customer Checkpoint Review to validate analysis findings</li><li>• Verification checklist to ensure configurations work as designed post-install</li><li>• Final report and recommendations</li></ul>

### Key benefits

- Integration of Oracle Exadata Cloud@Customer into your data center environment
- Fast time to production of your Oracle Database workloads
- Risk reduction
- Efficient and secure management
- Enabling your IT team to operate your virtual machines on Oracle Exadata Cloud@Customer with confidence, achieving the service levels demanded by your business

### Key features

- Services covering the entire lifecycle of your Oracle Exadata Cloud@Customer environment
- Safe and efficient database workload transition
- Proactive and preventative services
- Increased cost efficiency through database monitoring and lifecycle management
- Focus on supportability from the start to ensure downstream success
- Delivery by senior Oracle Advanced Service Engineers with many years of experience in Oracle products and Oracle Cloud technology

SERVICE	SERVICE SUMMARY
<b>Oracle Go-Live Support for Cloud</b>	<p>Oracle support plan to provide assistance for go-live and dedicated onsite or remote support if needed. The service can reduce risk for go-live and post deployment.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>Operational readiness review focused on IT processes</li> <li>Deployment review focused on business and project key performance indicators (KPIs)</li> <li>Oracle support plan including onsite/remote assistance from senior Advanced Services Engineers as needed</li> </ul>
<b>Oracle Advanced Support Knowledge Workshop</b>	<p>Technology knowledge session to provide you with tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems.</p>



#### Technologies covered

- Oracle Database
- Oracle Autonomous Database

#### Related services

- Customer Success Services for Oracle Compute Cloud@Customer

## Run and Operate services

SERVICE	SERVICE SUMMARY
<b>Oracle Solution Support Center for Cloud</b>	<p>Advanced level of support designed to assist with resolution and optimizations of the ongoing lifecycle of business Oracle Cloud offerings.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>Personalized guidance from a designated senior cloud support team</li> <li>24/7 dedicated hotline</li> <li>Priority Service Request response and priority service level standards</li> <li>Quarterly reviews and knowledge sessions</li> <li>Proactive technical and architecture assessments</li> </ul>
<b>Oracle Priority Support for Cloud</b>	<p>Faster problem resolution through personalized and proactive advanced support.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>Personalized guidance from a designated Oracle Technical Account Manager</li> <li>Priority Service Request response and priority service level standards</li> <li>Quarterly reviews and knowledge sessions</li> </ul>
<b>Engineered Systems Deployment and Infrastructure Support</b>	<p>Premium annual support offering providing a blend of services to address the needs of a customer's most critical business platforms from initial deployment to on-going support. The service includes proactive and prioritized support, technical guidance and reviews, as well as elevated support coverage with skilled engineers.</p>
<b>Oracle Advanced Management for Hybrid Cloud</b>	<p>Combination of experts, proven processes, and trusted Oracle intellectual property to jointly manage your technology and application workloads for any deployment model extending and elevating your organization's IT and security skills.</p>
<b>Oracle Engineered Systems Quarterly Patch Deployment</b>	<p>Proactive patch deployment process to ensure your Exadata Cloud@Customer is optimally maintained.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>Review and analyze patch inventory for DomU</li> <li>Analyze recommended patches to identify gaps and potential conflicts</li> <li>Review findings and secure approvals</li> <li>Request merge patches as needed</li> <li>Perform/assist with deployment of those patches for DomU</li> </ul>
<b>Oracle Relocation Services</b>	<p>Delivers specialized expertise to relocate an IT infrastructure. The service includes planning, deinstallation, packaging, transportation, installation, and project management expertise to bring IT systems back into production.</p>



SERVICE	SERVICE SUMMARY
<b>Oracle Managed Exadata Database Cloud Service</b>	<p>Efficient and secure 24/7 lifecycle management for Exadata Cloud@Customer and Exadata Cloud Service customers.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>• Tenant and database administrative user management</li> <li>• Lifecycle tasks including change, incident, and problem management</li> <li>• End-to-end solution governance</li> </ul> <p>Custom enhancements available: security services, disaster recovery services, high availability services, integration services.</p>
<b>Oracle Managed Security Services</b>	<p>End-to-end security services packages include design, implementation, ongoing management, and monitoring for Oracle security solutions. Help protect data and meet internal security and regulatory compliance requirements in an efficient and cost-effective manner.</p> <p><b>Sample activities:</b></p> <ul style="list-style-type: none"> <li>• Vulnerability assessments to detect vulnerabilities and misconfigurations</li> <li>• Managed services for Oracle Database security solutions such as database audit, encryption, database vault, data masking</li> <li>• Web application firewall for internet facing applications</li> </ul>




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