Advanced Services for Oracle Cloud at Customer

Oracle Cloud at 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 Cloud at Customer into your data center environment, Oracle Advanced Customer Services provides services spanning across all lifecycle phases from plan and design, build and deploy, to operate and maintain. With a dedicated support team, proactive guidance, and preventative services, we help you rapidly gain the business benefits Oracle Cloud at Customer offers.

EXAMPLE SERVICES FOR ORACLE CLOUD AT CUSTOMER

Plan and Design

SERVICES	DESCRIPTION
Oracle Cloud at Customer Readiness Service	Assistance to ease your transition to Oracle Cloud at Customer. Identification of planning and configuration requirements. The service can speed up time to production of Oracle Cloud at Customer in your data center environment, and integrate it into your existing operations. Oracle engineers with supporting tools deliver the following tasks: • Validate the Service Activation Request (SAR) documentation completed by the Cloud Platform account team • Conduct planning workshops focused on high-level design architecture • Drive and coordinate site survey • Construct data center and network design deployment documents • Complete Oracle Cloud at Customer provisioning documents Public Cloud Machine Assistant (PCMA) and Oracle Exadata Deployment Assistant (OEDA) • Document any prerequisites that are required for the installation
Oracle Workload Planning and Design	Using defined processes, Oracle Advanced Customer Services will work with you to plan and design your path to a modern Oracle platform. Sample activities: • Solution governance • Interactive working session to review your current environments, utilization, and business needs • Mapping of current to future architecture • Recommended approach and next steps roadmap

Key Benefits

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

Key Features

- Services covering the entire lifecycle of your Oracle Cloud at Customer environment
- Proactive and preventative services
- Managed Services for platform, applications, identity, security, and compliance
- Focus on supportability from the start to ensure down-stream success
- Delivery by senior Oracle Advanced Support Engineers with many years of experience in Oracle products and Oracle Cloud technology

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Oracle Consolidation Planning Service	Analysis and assistance to identify optimal consolidation and deployment scenarios based on your current configurations, workloads, and security requirements. Sample activities: • Analysis of business and technical compatibility of critical database systems • Assistance in modeling optimal database deployment scenarios including workloads (+20 days) and configuration • Actionable recommendations and easy-to-read reports

Technologies Covered

• Oracle Cloud at Customer tenant workloads running on Oracle Linux v5.x, 6.x

• Oracle Database

Build and Deploy

SERVICES	DESCRIPTION
Oracle Transition Service	Rapid transition of Oracle Databases, Java Enterprise Edition, Oracle E-Business Suite, VM Workloads to on-premises platforms or to Oracle Cloud. • Oracle Database transition • Java Enterprise Edition transition • Oracle E-Business Suite transition • Virtual Machine workload transition Sample activities: • Transition readiness through detailed analysis • Transition planning, testing and optimization
Oracle Go-Live Support	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. Sample activities: • Operational readiness review focused on IT processes • Deployment review focused on business and project KPIs • Oracle support plan with senior Advanced Support Engineers to assist with go-live • Dedicated onsite or remote support as needed • Reports and recommendations

Operate and Maintain

SERVICES	DESCRIPTION
Oracle Cloud Priority Support	Faster problem resolution through personalized and proactive advanced support. Sample activities: • Personalized guidance from a dedicated Oracle Technical Account Manager • Priority Service Request response • Priority service level standards • Quarterly reviews and knowledge sessions
Oracle Customer Data and Device Retention	Enables the secure retention of nonfunctioning disk drives, flash devices, and non-volatile RAM cards containing sensitive data that has been removed from Cloud at Customer. Maintain control of data that has outlived its purpose yet is still business critical, and avoid exposure to data loss or unforeseen compromise. Sample activities: • Deinstallation of nonfunctioning disk drives, flash devices, or cards containing non-volatile RAM • Replacement with equivalent Oracle-authorized items • You retain the devices allowing for secure control of any sensitive data • At the end of the Oracle Cloud at Customer subscription, Oracle removes all devices and these are retained by you.
Oracle Managed Platform Services	Efficient and secure management of Database, Java, and SOA Cloud Services. Sample activities: • ITIL-based lifecycle managed services with service level agreements to administer Oracle Database, Java, SOA, and supporting cloud enablement services on Oracle Cloud: • Tenant management • Standardization and consolidation for lower total cost of ownership • Rapid provisioning and elastic scaling for better agility and productivity • Security and regulatory compliance

Oracle Managed Applications Unlimited on Oracle Technology Cloud	Complete lifecycle management of Oracle Applications Unlimited on Oracle Technology Cloud to reduce business risk, increase business productivity, and reduce total cost of ownership. Sample activities: • ITIL-based lifecycle managed services with service level agreements • Disaster recovery support • Business transaction monitoring • Fast provisioning of production, test, and development environments
Oracle Managed Security and Compliance Services	Comprehensive management of security, identity, and compliance. Sample activities: • Vulnerability assessments and penetration testing • Database audit, encryption, security risk assessments, database vault, data masking • Web application firewall for internet facing applications • Identity management, analytics, governance, single sign-on • Managed HIPAA, GxP compliance services

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Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment

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