The Oracle Support Advantage

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When selecting the hardware and software that runs your business, it's important to consider the ongoing support and evolution of that IT solution. At Oracle, we believe that complete support is an essential element of customer success. Our unique approach promotes consistent, high-quality support across all hardware and software assets, backed by unparalleled investment in product and service enhancements so you maintain business strength and competitiveness over time. And ultimately our simple, more integrated approach to enterprise IT support yields better business results. No wonder Oracle has won more awards for technology support than any other enterprise hardware or software provider over the past 10 years.[1] Here's how Oracle Support helps make Oracle the #1 choice across so many industries and product categories.

5 Ways Oracle Delivers Higher Value and a Superior Ownership Experience

1. Hardware and Software Designed with Support in Mind

At Oracle, our ability to deliver superior customer support starts with our products. Oracle designs products exclusively for mission-critical enterprise IT solutions, and it shows. From hardware, operating systems, and databases to middleware and application software, fault tolerance and serviceability are built into every product. The result is fewer single points of failure, better internal error handling, and accelerated problem resolution capabilities. What's more, Oracle hardware and software are not only engineered to work together, they are engineered to be maintained and updated together, improving availability and simplifying management. It all adds up to lower operating cost, reduced risk, and a solution that's designed—from the start—with future maintenance, support, and evolution in mind.

2. Integrated Support with a Single Point of Accountability

Whether you're running Oracle systems, Oracle software, or the complete Oracle stack, you can count on consistent, integrated support. Unlike other enterprise IT vendors, Oracle delivers support for all products utilizing one unified services organization, one unified support platform, and one unified support offering: Oracle Premier Support. Now, Oracle Premier Support customers running Oracle engineered systems can qualify to receive Oracle Platinum Services – the industry's highest level of support which

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[1]Award count over the past 10 years; primary source: Technology Services Industry Association

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provides remote fault monitoring with faster response times and patch deployment—at no additional cost. Oracle offers you a level of service no other provider can—combining direct access to vendor expertise, tools, and product updates with a single point of accountability for all Oracle solution components. With this unique ability, Oracle is able to deliver better service and move past individual technologies so you get more value from your complete IT solution. Only Oracle provides true end-to-end support for the complete Oracle IT stack, applications to disk.

3. Powerful Proactive Support Tools

Only Oracle places so much emphasis on technology-enabled problem prevention and performance optimization and includes it in standard support coverage. The My Oracle Support platform delivers a web-based, personalized and proactive support experience through a single point of entry and integrated dashboard. With access to health checks and patch recommendations based on your unique configurations, you can isolate and resolve problems during implementation, production, and upgrades. Tailored knowledge management and guided search capabilities enable you to quickly locate relevant articles and technical information, and with ongoing exchanges of knowledge with a collaborative network of Oracle support specialists and industry peers, you're equipped with the information and best practices you need to proactively maintain and optimize your Oracle solution over time.

Oracle has even bridged the gap between online support information and on-premise management though the integration of My Oracle Support with Oracle Enterprise Manager. This integration allows you to implement preventive configuration changes more quickly, realizing immediate benefit from performance improvements, and heading off potential problems before they can impact your business.

4. The Industry's Most Award-Winning Customer Service

At Oracle, we understand the mission-critical nature of your IT investments and that providing great customer service is as important as providing great products. That's why we invest so heavily in proactive support tools, and it's also why we have built a global support organization of over 18,000 people spanning 145 countries—an organization that was already the world's largest software support team when Oracle acquired Sun Microsystems, adding thousands more systems and software experts. Since service quality is our priority, when you contact us for help, you work directly with an Oracle product expert, not someone in an outsourced call center. All these support professionals have just one focus: to drive the success of our customers' Oracle investments.

Our support engineers are backed by the full power of Oracle's support knowledgebase, which contains nearly 1 million technical solutions developed through our experience supporting hundreds of thousands of customers around the world. Through this immense pool of aggregate knowledge, Oracle resolves many issues in seconds that might otherwise have taken days. Much of this same information is also available to your IT staff through My Oracle Support, giving you direct access to a wealth of self-solve resources. With Oracle Premier Support, you have 24/7 online access to My Oracle Support, 24/7 access to our support engineers, and, for server and storage systems, even 24/7 access to two-hour[2] onsite hardware service—all standard.

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[2] Your system must be within an Oracle two-hour service coverage area to receive two-hour service as a standard feature

Need more? You can augment your support coverage through Oracle Advanced Customer Services—giving you access to additional support services for the most mission-critical environments.

5. Unparalleled Innovation for Long-term Business Success

Oracle employs more than 35,000 product development engineers and invests over $4.85B per year in product enhancements so your business can keep pace with change and strengthen its competitive position. As a percentage of revenue, that's more reinvestment in technology innovation than IBM and HP—combined.[3] These enhancements include new product functionality, performance improvements, tax and regulatory updates, security updates, and even major architectural shifts including the transition to Oracle Fusion Applications. And all are included in standard Oracle Premier Support coverage. Unlike many software providers, you don't pay extra license fees for new releases of the software—it's all included.

Oracle's innovation doesn't stop with hardware and software. We are continuously investing in user-driven enhancements to our support tools, systems, and processes. Oracle Premier Support gives you access to the very latest support resources created to help you maintain your product, improve product performance, simplify upgrades, and more readily consume Oracle innovation. What's more, with Oracle's Lifetime Support Policy, you upgrade Oracle software on your own schedule. Only Oracle provides sustaining support for earlier versions for as long as you own the product. It all adds up to greater long-term value, investment protection, and a superior ownership experience.

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[3] Based on publicly available financial reports covering each company's most recently completed fiscal year as of 12/2010