ORACLE®

Slavko Rožič

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Novosti u Oracle Podršci

- Software Configuration Manager
- podrška za Oracle VM i Unbreakable Linux
- Lifetime Support - Životni ciklus podrške za glavne proizvode
- My Oracle Support.

ORACLE

Oracle Support today

World class support with a singular focus: Customer Success.

- Global scale, complete coverage

- 7500+ support experts dedicated to driving customer success with Oracle Solutions

- Lifetime Support, Applications Unlimited

- Robust portfolio of lifecycle based and embedded support capabilities

- Consistent recognition for Industry Leadership and Innovation

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What Differentiates Oracle Support?

Upgrades and Updates

Upgrade for no additional charge to:
- New releases of current products
- Next generation of licensed products

Global Support

117.2 Million web-based hits annually
1.5 Million direct customer interactions
1,600 annual Support Advisor webcasts

Personalized, Preventive Support

Software Configuration Manager
250+ Advanced Support Tools
Embedded Supportability
500+ Healthchecks and diagnostic scripts

Lifetime Support

Most generous and comprehensive Support Policy in the industry

Ecosystem Support

Enterprise Linux Support and OracleVM support

Multi-vendor and ISV Support

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World Class Coverage Across The Planet

**Support in
27 local languages**

**14,160 Service
Individuals
in 64 countries**

**1.5M direct customer
interactions annually**

**117.2M web
based hits
annually**

Colorado Springs

Munich

Denver

Mississauga

Seoul

Vancouver
Pleasanton
Redwood Shores

Reading

Amsterdam

Paris

Bucharest

Toronto

Beijing

Madrid

Tokyo

Austin

Orlando

Dalian

Cairo

Hyderabad

Bangalore

Salt Lake City

Singapore

**450K service
requests over the
phone**

São Paulo

Santiago

Melbourne

Sydney

**16,000 Software
Developers**

**110.6M knowledge based
searches across 400,000
solutions over 1,270 products**

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Embedded Supportability Strategy

OPTIMIZE	AUTOMATE	INTEGRATE	EMBED
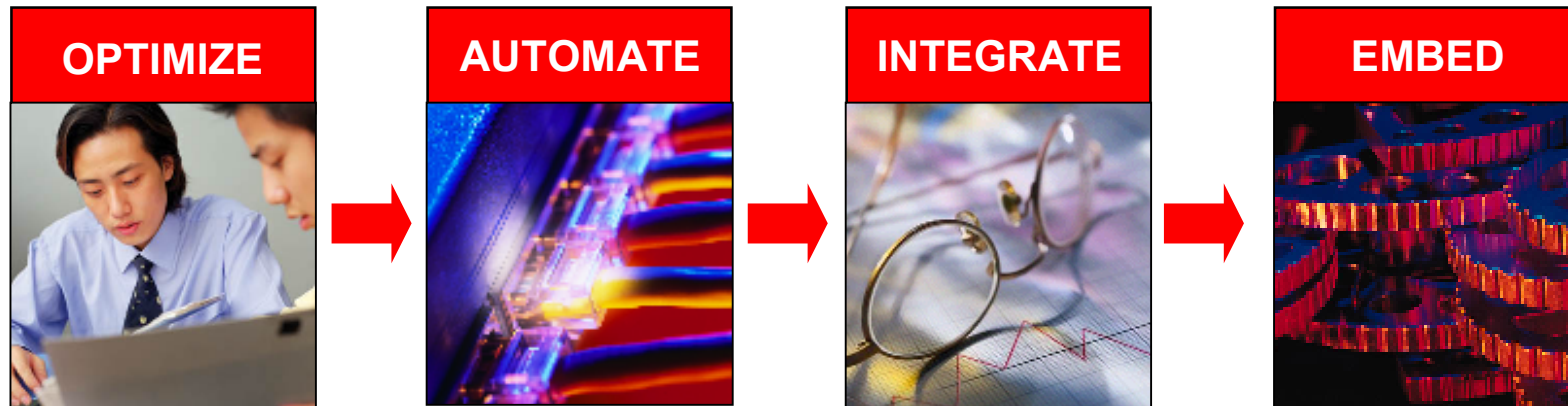
❶ **Optimize** manual support processes

❷ **Automate** manual support processes to save time and money

❸ **Integrate** automated processes to obtain new value

❹ **Embed** automated processes back into products to provide a superior ownership experience

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Oracle Support – Transformation in Action
It's a journey…

Reactive	Proactive	Predictive
• System goes down • You call Support • You wait for Support to call back • Support calls you back • You download and install a patch • System is eventually recovered	• Support notifies you of the latest patches • You figure out which patches apply to your system • You download the new patches • You install the new patches • System outage is averted some of the time	• Specific software defect is identified • You are automatically notified of the potential problem & impact • You're offered a remedy • You implement the recommended remedy • System outage is averted most of the time

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Software Configuration Manager Overview

- Integral component of Oracle's Premier Support
- Oracle's simplified support frame work for collecting and centralising Configuration data
- Provides a simplified method to:
  - Track, manage and support environments
- Handles complex multi component environments
  - Test, Development and production
- Catalogues each environment and identifies
  - Key contacts, owners, project dependencies
  - + associated 3rd party software
- Key component of Oracle's product support strategy
  - Proactive, Preventative and Personalised service

Personalized. Prevention.
Software Configuration Manager Dashboard

Graphical View of System Health and Critical Patches Based on Your Environment

Graphical View of Inventory and Usage

Personalized View Of Your Service Requests Based On What You Need To Do Today

Configurations Are Prioritized Based On Which System Configurations Have Critical Issues Needing Attention

Manage Your Projects At A Glance

Targeted Knowledge Based On Your Specific System Configurations

Customer Success

Software Configuration Manager
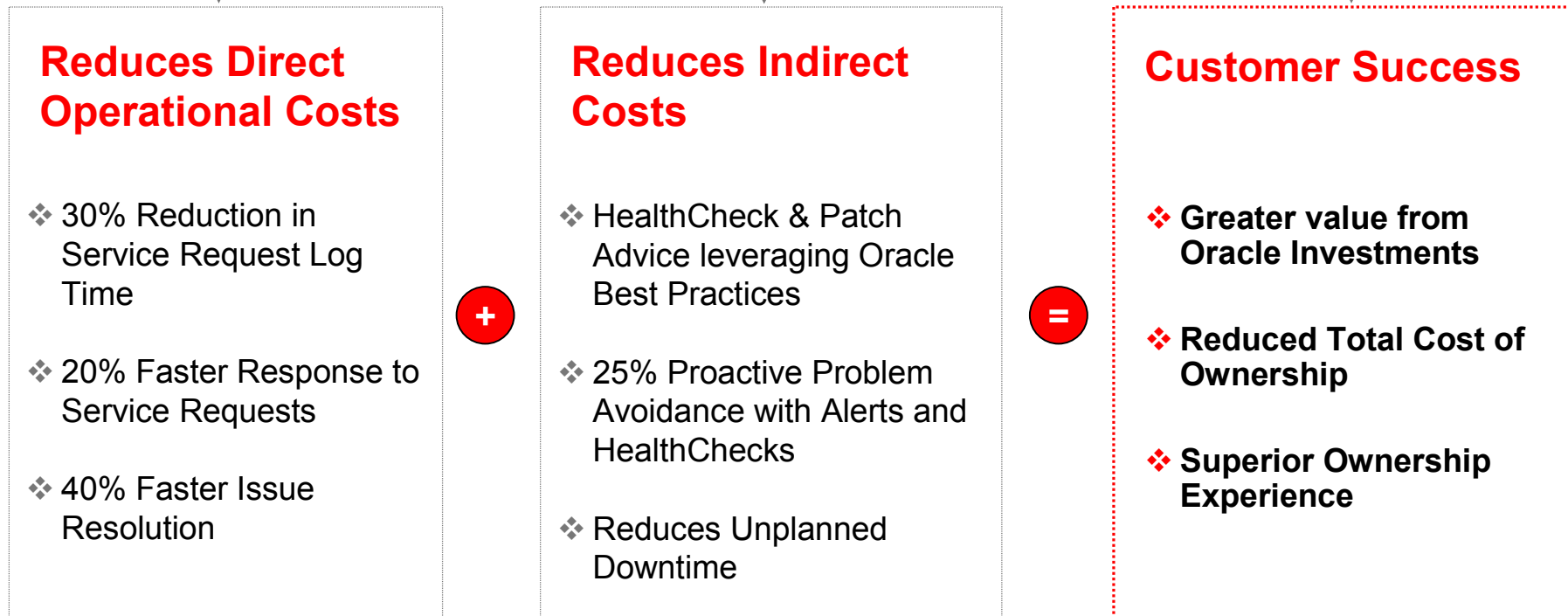
Reduces Direct Operational Costs

❖ 30% Reduction in Service Request Log Time

❖ 20% Faster Response to Service Requests

❖ 40% Faster Issue Resolution

+

Reduces Indirect Costs

❖ HealthCheck & Patch Advice leveraging Oracle Best Practices

❖ 25% Proactive Problem Avoidance with Alerts and HealthChecks

❖ Reduces Unplanned Downtime

=

Customer Success

❖ **Greater value from Oracle Investments**

❖ **Reduced Total Cost of Ownership**

❖ **Superior Ownership Experience**

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Oracle Enterprise Linux & Oracle VM

Enterprise-class Linux and Virtualization
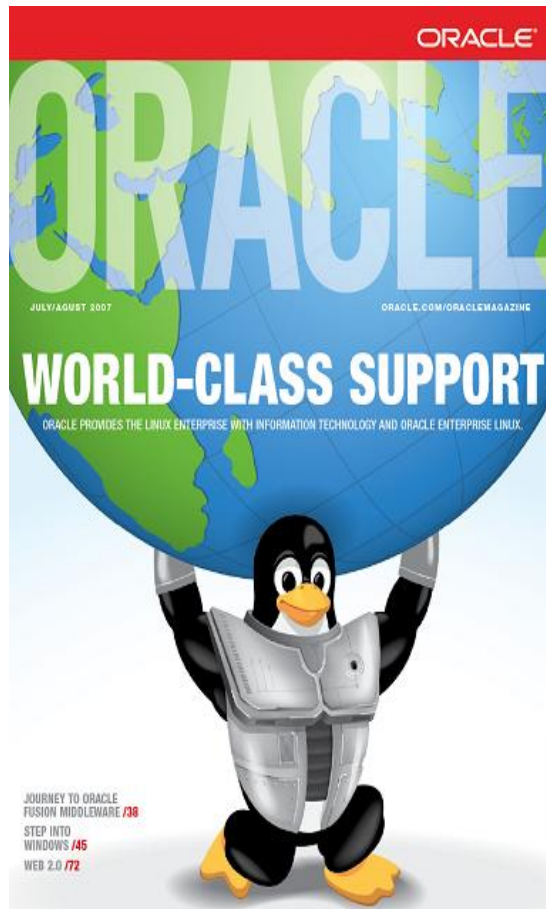
Oracle Enterprise Linux

- Free to download, use and distribute

- World-class Premier Support

- Exact alignment with Redhat Linux but provided as part of a single 'RED' software stack

Oracle VM

- 3X more efficient than other server virtualization products

- The only server virtualization software supported and CERTIFIED with Oracle products.

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Oracle Unbreakable Linux Support

- Open source software; not a new Linux distribution

- Terminology

  - Enterprise Linux = Software

  - Unbreakable Linux = Support Program

- Tracks Red Hat product releases

- Freely available source and binaries

- x86 and x86-64 (AMD and Intel) architectures

Making Linux Better

ORACLE

More Value to Unbreakable Linux Users

- Oracle Management Pack for Linux

  Complete Linux server lifecycle management

  - Provisioning

  - Patching

  - Monitoring

  - Administration

  - Configuration Management

- Oracle Cluster File System 2

  - Support included for general purpose usage

- **Free** for Basic and Premier support customers
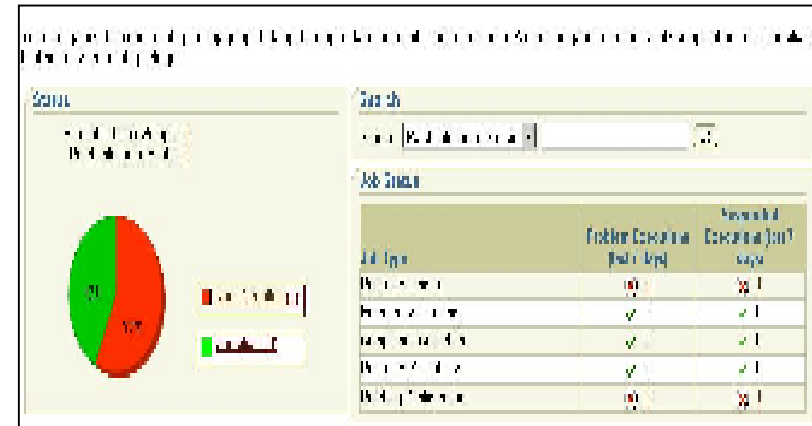
Internal Use at Oracle

- Oracle Enterprise Linux is the base development platform
  - More than 9,000 developers use Linux
- Key internal systems run on Linux
  - More than 10,000 servers run Linux
  - Oracle.com
  - Oracle Files Online
  - Oracle demo systems
  - Oracle financial systems
  - Oracle development organization

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Oracle VM

Oracle Database	Fusion Middleware	Oracle Applications	Non-Oracle Applications	Non-Oracle Applications
Oracle Enterprise Linux	Oracle Enterprise Linux	Oracle Enterprise Linux	Oracle or Red Hat Enterprise Linux	Microsoft Windows
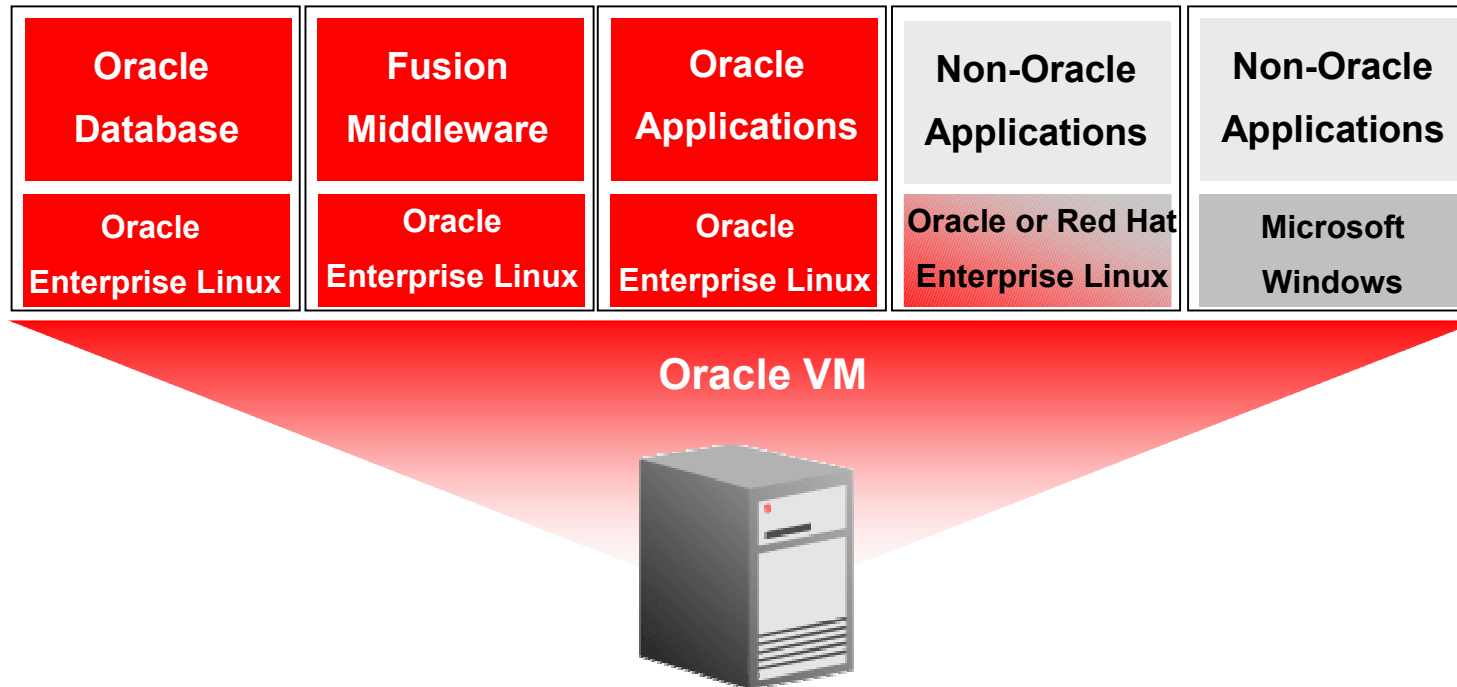
Oracle VM

- Oracle tested and supported server virtualization technology
- Maximizes consolidation of Linux and Windows servers
- Saves on power, cooling and space

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Oracle VM Features

- Runs Linux and Windows guests
- Supports Para virtualized (PV) and hardware virtualized (HV) guests
  - HV on x86 hardware
- 64-bit and 32-bit guests
- Up to 64-way SMP
- Up to 32 virtual processors per guest
- Includes live migration at no additional cost
- Integrated, browser-based management

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Oracle VM Templates

Deploy fully supported software for production use, in minutes with Oracle VM Templates

- Oracle Database 11g
- Oracle Siebel CRM 8
- Oracle Enterprise Linux
- More to come…
- **edelivery.oracle.com/linux**
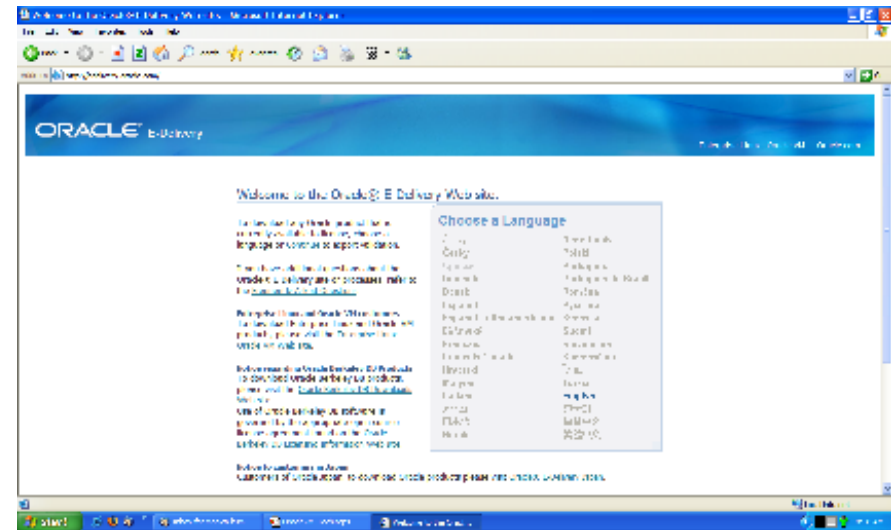
Deploy software faster without installing & configuring from scratch; lower overall costs

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Oracle: Most Complete, Integrated, Open Enterprise Software Stack for Linux

Enterprise Management

Applications

Development Tools and Middleware

Database

Operating System & Virtualization

- Oracle Enterprise Manager
- Oracle Applications
- Oracle Tools & Fusion Middleware
- Oracle Database
- Oracle VM and Enterprise Linux
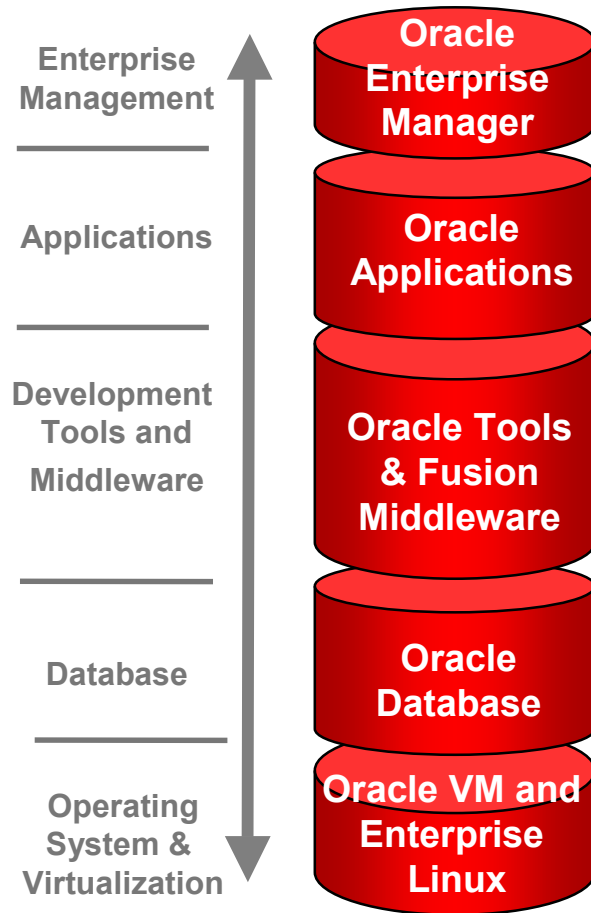
Customer Benefits

- Standard components
- Validated configurations
- Synchronized releases
- Easier to manage
- Greater security
- Higher reliability
- Rich partner ecosystem
- Hot-pluggable
- One-stop, seamless support
- Lowers cost of ownership
- Open and standards compliant
- Integrates open source components

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Lifetime Support
Across Product Lines

Oracle E-Business Suite

PeopleSoft Enterprise

Siebel

JD Edwards EnterpriseOne

Lifetime Support

Oracle Database

JD Edwards World

Oracle Middleware

Oracle Retail
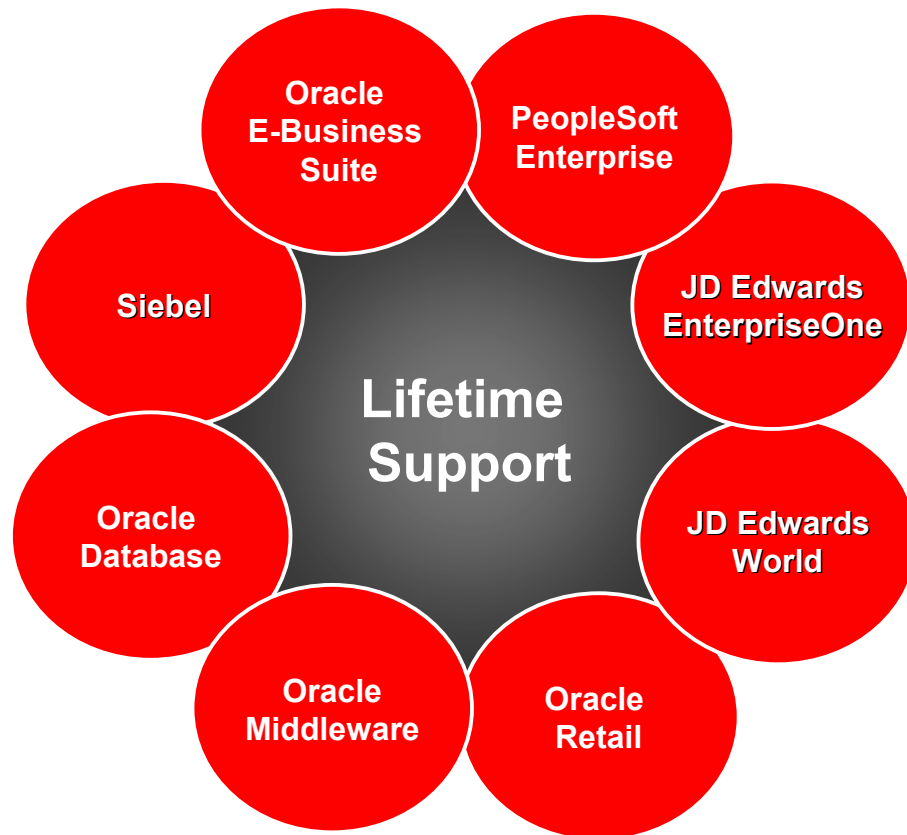
FEATURE

- Lifetime Support Policy
- Applications Unlimited
- Support for your entire Oracle technology stack
- Protection of your Oracle investments
- Support for 5 years to forever

VALUE

- Continuous Applications innovation through Updates and Upgrades
- Supports You at Every Stage of the technology investment Lifecycle
- Business drives the Upgrade

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Oracle's Lifetime Support Policy
Your Investment Protected For Life
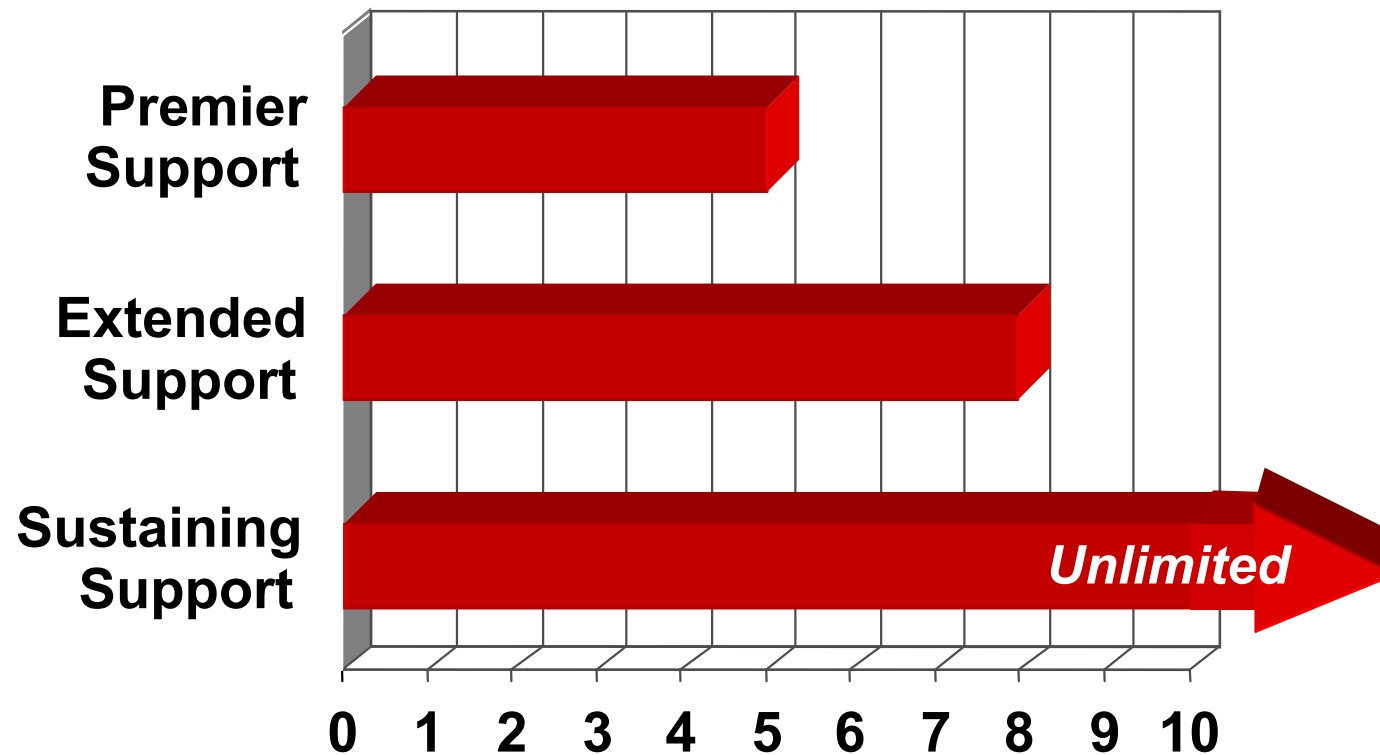
FROM 5 YEARS TO FOREVER

Lifetime Support Policy Deliverables

Feature	Premier Support	Extended Support	Sustaining Support
Major Product and Technology Releases	✓	✓	✓
Technical Support	✓	✓	✓
Access to Knowledge Base (MetaLink/SupportWeb)	✓	✓	✓
Updates, Fixes and Security Alerts	✓	✓	Pre-existing Only
Tax, Legal and Regulatory Updates	✓	✓	No
Upgrade Scripts	✓	✓	No
Certification with existing Third Party Products/Versions	✓	✓	No
Certification with New Third Party Products/Versions	✓	No	No
Certification with new Oracle Products	✓	✓	No

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Existing Oracle Database Releases

Release	GA Date	End of Premier Support	End of Extended Support	End of Sustaining Support
DB 9.2	Jul-2002	Jul-2007	Jul-2010	Indefinite
DB 10.1	Jan-2004	Jan-2009	Jan-2012	Indefinite
DB 10.2	Jul-2005	Jul-2010	Jul-2013	Indefinite
DB 11.1	Aug-2007	Aug-2012	Aug-2015	Indefinite

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Introducing: My Oracle Support

ORACLE
METALINK

**Webstar Service Excellence Award
2003 through 2007**

+

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SOFTWARE CONFIGURATION MANAGER

**SSPA
Best Embedded Product Support
2008**

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MY ORACLE SUPPORT

Next Generation Support

- **Embedded Configuration Management**
- **Extensive Knowledge Base & Communities**
- **Personalized & Proactive Service**

Outcome: Customer Success

- **25% problems avoided**
- **40% faster problem resolution**
- **30% faster service request creation**
- **97% of problems resolved quicker with targeted knowledge**

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Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | Collector

Favorites ▾   Search Knowledge

Last updated 2 minutes ago

Dashboard

Customize Page...

▼ System Health

View by ● Health Checks ○ Patch Advice

Total Issues: 14

Critical	4
Warning	5
Informational	5

▼ My Service Requests

Filters:

[Create SR] [Actions ▾]   Created By ▾

Problem Summary	SR Number	☆	Severity 1 ▾	Created By	Status	Last updated	Defe...
ORACLE%ORACLE_HOME%ASCONTROL CANNOT START	18439456.6	☆	△ 2	Srin Bhas...	Assigned	33 weeks ago	-
ETD TESTING	18440532.6	☆	△ 2	Basil Littin	Review	5 weeks ago	1
sev 1 problem	6688452.881	☆	● 1	Robert Wi...	New Service Request	2 weeks ago	-
C&B:WIN2003:CEINTCB-A46: 1 CPU AMD TO INSTALL 10.1.2.2 FO...	18347674.6	☆	● 1	Robert Wi...	Customer To Be Served	34 weeks ago	-
VMS:CEVMS1/2:CRASH:71501 CLUSTER MEMBERS SHOW 'BRK-NO...	6648695.994	☆	● 1	Basil Littin	1st Callback	3 weeks ago	-
test sr	6740570.889	☆	● 1	Srin Bhas...	New Service Request	1 week ago	-

▼ Knowledge Articles

Search All Articles

Alerts (8) | Recently Updated (23)

⚠ *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: EM ***EM 10gR1 GRID Control Patch Set Note, 10g R...

⚠ *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: GL ***Alert: Possible Balance Corruptions caused ...

⚠ *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: EM ***Alert: Numerous Errors in EM After Applying...

⚠ *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: GL ***Possibility of Double Posting of Journals i...

⚠ *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: GL ***Cannot Print FSG Reports After ATG_PF.H Rol...

▼ Systems

[Actions ▾]   Search System Name

Name	☆	Last Collected	Type	Critical Iss...	Organization
MyORCL_db	☆	✖ 27 weeks	Database Instance	2	ORACLE SUPPORT SERVICES
Pam test config name	☆	✖ 16 weeks	Oracle BI Analytics Server ...	0	ORACLE SUPPORT SERVICES
sdcdl585i101.corp.siebel.com_sdcdl585i101.corp.siebel.com_siebel_gate	☆	✔ Today	Siebel Gateway System	0	ORACLE SUPPORT SERVICES
ses80_sdcdl585i101.corp.siebel.com_siebel-test	☆	✖ 19 weeks	Siebel Enterprise System	0	ORACLE SUPPORT SERVICES

▼ Targets

[Actions ▾]   Search Target Name

Name	Type	☆	Home	Host	Last Collected	Criti...
Oracle Configuration Manager	Oracle Configuration Manager	☆	d:\off\siebel~2	rvenkata-us.us.oracle.c... ✖	16 weeks	0
OraDb11g_home1	Oracle Home	☆	d:\app\debbrown\product\111~1...	debbrown-us.us.oracle... ✖	26 weeks	0
ORCL	Database Instance	☆	d:\app\debbrown\product\111~1...	debbrown-us.us.oracle... ✖	27 weeks	2
MqSeriesSrvRcvr	Siebel Component	☆	c:\sba80\siebsrvr	sdcdl585i101.corp.sieb... ✖	19 weeks	0
MqSeriesAMIRcvr	Siebel Component	☆	c:\sba80\siebsrvr	sdcdl585i101.corp.sieb... ✖	19 weeks	0
MktgSrv	Siebel Component Group	☆	c:\sba80\siebsrvr	sdcdl585i101.corp.sieb... ✖	19 weeks	0
MktgOM	Siebel Component Group	☆	c:\sba80\siebsrvr	sdcdl585i101.corp.sieb... ✖	19 weeks	0
MailMgr	Siebel Component	☆	c:\sba80\siebsrvr	sdcdl585i101.corp.sieb... ✖	19 weeks	0
MSMQRcvr	Siebel Component	☆	c:\sba80\siebsrvr	sdcdl585i101.corp.sieb... ✖	19 weeks	0
ListImportSvcMgr	Siebel Component	☆	c:\sba80\siebsrvr	sdcdl585i101.corp.sieb... ✖	19 weeks	0

▼ News

📄 Advisor Webcasts: Support Tools and Processes - Register for Free Web Seminars

📄 Attend the Advanced MetaLink Seminar: May 14, 2008 xxxxx

📄 Welcome Captovation Customers - Start Here

📄 SCM Users - Apply PowerView to Customize Your Dashboard, Expedite Knowledge Search and Simplify SRs

Return to Classic MetaLink

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My Oracle Support

- Headlines
  - **My Oracle Support - The Next Generation Support Experience**

- Key features/themes
  - **Personalized Support**
    - **Faster problem resolution** by embedding your configuration information into service request flows and providing Oracle Support the information they need to fix your problem quickly and efficiently
    - **Simplified support experience** from a single, comprehensive and personalized dashboard of your service requests, configurations & projects
  - **Proactive Support**
    - **Proactive support advice** based on personalized, preventive security and product patch alerts that address the problem before it can impact your business
    - **Improved systems stability** delivered through proactive advice and health checks driven by Oracle best practices
    - **Personalized and targeted knowledge** from an extensive Oracle knowledge base resolving problems quicker and minimizing any potential business impact
  - **Collaborative Support**
    - **Experience a collaborative support community** in which to share best practices and knowledge
    - **Participate in discussion forums** and collaborate with an extensive network of Oracle expertise
    - **Exchange best practices** and learn from industry peers and Oracle to stay ahead

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Q&A

ORACLE®