


ORACLE®  
Support

# Top 7 Reasons Customers Commit to Oracle Support



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ORACLE SUPPORT IS <b>TRUSTED</b>	6
ORACLE SUPPORT HELPS TO KEEP YOUR BUSINESS <b>SECURE</b> USING A VARIETY OF SECURITY FEATURES	7
ORACLE SUPPORT IS <b>COMPREHENSIVE</b>	8
ORACLE SUPPORT PROVIDES CONTINUOUS <b>INNOVATION</b>	9
ORACLE SUPPORT <b>ACCREDITATION AND EDUCATION</b> HELPS YOU STAY AHEAD OF THE CURVE	10
ORACLE SUPPORT IS A <b>GLOBAL OPERATION</b>	11
ORACLE SUPPORT IS ABOUT <b>CUSTOMERS</b>	12



Discover how we are investing in support and customers' success. Dive into the seven top reasons why our customers **rely on Oracle's partnership and trusted support** to take their business into the future.

Through Oracle's history, our philosophy has been rooted in a strong commitment to enabling innovation and supporting our customers throughout their journey and their success.

We are doubling down and strengthening our support offerings to ensure our customers are ready for today and for the future with emerging technologies, cloud, and more.

**Oracle Applications Unlimited represents our commitment to customers through continuous innovation for these covered applications:**

- Oracle E-Business Suite
- JD Edwards EnterpriseOne
- PeopleSoft
- Siebel CRM
- Oracle Hyperion EPM System



## EXTENDING OUR COMMITMENT TO APPLICATIONS UNLIMITED

In addition to our comprehensive **Oracle Lifetime Support Policy** and other offerings, Oracle customers can take advantage of support for Applications Unlimited through at least 2030.

Beginning in 2019, we are committed to annually review whether to extend the Oracle Premier Support offering for an additional year on Continuous Innovation releases for on-premises applications.

Oracle Support adds another layer to our commitment to innovation and products, and our partnership with customers. **Experience our partnership firsthand.**



# ORACLE SUPPORT IS TRUSTED

Oracle's reputation is built on more than 40 years of delivering award-winning service to customers and ensuring its technology investments are effective, efficient, risk-resistant, and competitive. Oracle's team has the expertise and industry knowledge to offer the best assistance, so your only focus is on how to grow your business.

A circular graphic with a teal border and a light grey center. It contains a testimonial quote and the name of the speaker. The quote is: "Oracle Support and Atlas Roofing have a great partnership. We've been a PeopleSoft customer for nearly 20 years and our relationship continues with Oracle Premier Support. We count on Oracle Support to be there for us when we need them—now and in the future." The speaker is Kevin Moore, IT Director, Atlas Roofing Corporation.

"Oracle Support and Atlas Roofing have a great partnership. We've been a PeopleSoft customer for nearly 20 years and our relationship continues with Oracle Premier Support. We count on Oracle Support to be there for us when we need them—now and in the future."

**Kevin Moore, IT Director, Atlas Roofing Corporation**



More than **430,000 customers** have chosen Oracle and rely on Oracle Support to protect their technology investment.

## ORACLE SUPPORT HELPS TO KEEP YOUR BUSINESS **SECURE** USING A VARIETY OF SECURITY FEATURES

Oracle Support supplies security features at every layer of the software stack to help protect your business interests.



- ✓ With ever-evolving software, **security patching** is not only a standard operating practice, it's an essential strategy. Oracle owns the source code and has the tools and the ability to develop security updates for every one of our products.
- ✓ **Regression testing** across the full stack at the core application/database code level helps to ensure that updates don't impact existing features adversely.

"With proactive monitoring and patching, we see fewer issues and avoid reactive situations—and have no down time. We reduced our costs and can now spend our time on innovation and achieving our business objectives."

**Patrice Ramos,**  
Manager IT, GOL  
Linhas Aereas  
Inteligentes

## ORACLE SUPPORT IS COMPREHENSIVE

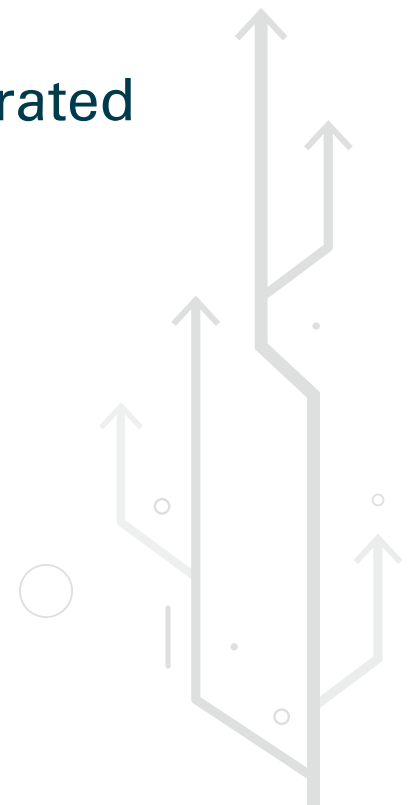
Oracle Premier Support delivers comprehensive maintenance and software features and functionality for the following Oracle products: **Oracle E-Business Suite, JD Edwards EnterpriseOne, PeopleSoft, Siebel CRM, and Oracle Hyperion EPM System.** Our approach is holistic and systematic.



"Oracle Support is essential to our future success. Oracle always shares the latest updates, roadmap, and strategies. To be successful, I need to know where I am going."

**Vince Dade,**  
Director Enterprise Applications, Neiman Marcus Group

- ✓ Delivers **complete, dependable, fully integrated, and tested** products.
- ✓ Provides a **single point of contact** for all integrated support tools and product updates.
- ✓ Helps with determining your **business needs**, on-premises and in the cloud.





## ORACLE SUPPORT PROVIDES CONTINUOUS INNOVATION

Applications Unlimited helps customers leverage the new technologies, platforms, and functionalities they need to succeed.



“Oracle Support’s proactive tools are saving us money. Using Oracle E-Business Suite’s HR and benefits analyzer diagnostic tools with regular audits has been so successful, we’re rolling out Oracle E-Business Suite’s AP and GL analyzers next—and we are on track to save \$100K this fiscal year.”

**Richard Stevens III, ERP Administrator, Tanana Chiefs Conference**

- ✓ Going forward, Oracle will deliver **new functionality** to covered Oracle Applications as updates to existing Continuous Innovation releases.
- ✓ **Save time and money.** Control when you add new up-to-date features replacing time-consuming upgrades.
- ✓ In addition to running your applications on premises, Oracle Cloud Infrastructure (IaaS) can run the same applications **whenever and wherever needed**, including your business-specific customizations.

## ORACLE SUPPORT ACCREDITATION AND EDUCATION HELPS YOU STAY AHEAD OF THE CURVE

Oracle Support provides continued education for your team, along with sharing best practices, community support, and group events, so you can make the most of your investment in our products and services.



Support Accreditation Learning Tracks



My Oracle Support Essential Trainings



Product Advisor Webcasts



How-to Videos



“Using the Oracle Support accreditation has helped our employees learn to use the available tools and work more effectively with Oracle Premier Support.”

**Arkalgud Venkatesh,**  
IT Manager, Alameda County

## ORACLE SUPPORT IS A GLOBAL OPERATION

Oracle Support's international footprint is indisputable. Engineers are available around the clock across the globe to support your business.



"The global scale of Oracle Premier Support means I can get help in the middle of the night. People may be sleeping here, but IT is always running and with Oracle Support I can get expert help from another country during their business day."  
**Qinbo Ho, Sr. Manager,  
IT Business Applications,  
Unigen Corporation**

- ✓ Provides **24/7 assistance**, across **145 countries**.
- ✓ Support from **14,000 specialists** in **29 languages**.

## ORACLE SUPPORT IS ABOUT CUSTOMERS

For more than four decades, Oracle has enabled customers to maximize and expand their existing Oracle Applications investment, while allowing time for future planning. This has been made possible by our stable and predictable support policy.

Our customers are leaders in banking, communications, engineering, construction, financial services, healthcare, insurance, public sector, retail, utilities, and more.

### Oracle Premier Support highlights:

- ✓ **Powerful proactive tools, resources, and knowledge** help you optimize product health and performance, whether your software and systems are on premises or in the cloud.
- ✓ **Consistent enterprise software support** available across Oracle products, including databases, middleware, and applications.



“Oracle educates us—which is a huge value. Individual companies don’t have the resources to do that successfully, you need a partner. We consider Oracle a part of our organization and **Oracle Premier Support is critical for our future business plans.**”

–Susan Behn, Vice President, Infosemantics



## ORACLE CORPORATION

### Worldwide Headquarters

500 Oracle Parkway, Redwood Shores, CA 94065, USA

### Worldwide Inquiries

TELE + 1.650.506.7000 + 1.800.ORACLE1

FAX + 1.650.506.7200

oracle.com

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## Integrated Cloud Applications & Platform Services

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

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