

ORACLE CLOUD SERVICES

## Simplify application complexity and availability

**ORACLE®** Gold Partner

The three biggest challenges are budget constraints, the complexity/size of the overall application portfolio, and the “burden of legacy applications.” As a result, many Oracle customers turn to managed service providers (MSPs) in an effort to address the operations and management of existing applications.

Sungard Availability Services brings structure and standards to your Oracle environment, allowing existing applications to be simplified and stabilised while supporting the development of new application environments.

### Oracle Cloud Services customised to your unique requirements

Oracle Cloud Services from Sungard AS delivers a broad range of availability solutions that encompass technology, services and processes for everything from application hosting and support to high availability infrastructures.



**We provide proven Oracle solutions tailored to your unique business requirements.**

### Sungard AS Oracle Cloud Services offer a range of service options:

#### Infrastructure Services

- Best-in-class virtualised infrastructure providing the necessary compute, storage, backup and network resources – all running as a fixed cost utility that can easily grow with your needs
- Designed for flexibility and high availability, our Oracle platform is certified for all Oracle Applications & Databases.

#### Database Services

- Proactive administration, monitoring, reporting, and 24/7 support for your Oracle Databases, including installation, patch management, maintenance and troubleshooting.

#### Application Services

- Technical support for the day-to-day management of your Oracle E-Business Suite application environment, including your Oracle Databases and the underlying virtualised infrastructure.
- Our personnel provide application administration, database administration and infrastructure support services, as well as functional support via a single service desk phone number or online submission.

Sungard AS Managed Oracle Services is an important component of our suite of Managed Applications services.

From enterprise business application and database management to messaging and enduser productivity management, Sungard AS Managed Applications Services portfolio can support your organisation's needs. You need your enterprise applications to empower your operations and drive business growth. But tight budgets, limited resources, and complex technology can make it challenging to get the most from your application investments.

## Oracle Cloud Services key benefits and components

### Manageability

- Management for your Oracle database, E-Business Suite solution, and infrastructure, providing the appropriate compute, storage, backup and network resources
- 24/7 support for your Oracle Databases includes on-going patches, technology refreshes and trouble resolution according to specified service level agreements
- Configuration and change management — including Hypervisor & OS licensing/maintenance
- Monitoring and reporting at the device, application and environment level
- 24/7 Service Desk gives customers a central point of contact for all functional, administrative, and technical support for Oracle E-Business suite.
- Process ensures that your application customisations, configurations, extensions, modifications, localisations, and integrations (CEMLI) will be fully compliant with current Oracle standards and specifications.

### Cost Efficient Operations

- Fixed cost (OpEx) subscription model means you no longer need to tie up capital in infrastructure, software, or IT staff for infrastructure implementation, data migration, or ongoing system management and maintenance
- You can scale your resources as necessary allowing your business to grow
- Assistance with compliance management for Oracle OS and hypervisor licensing by sizing environment to meet today's needs, versus paying for future growth.

### Performance and Scalability

- Service model utilises an Oracle-certified server and storage platform comprised of Oracle (Sun) servers combined with Oracle's ZFS high performance storage arrays

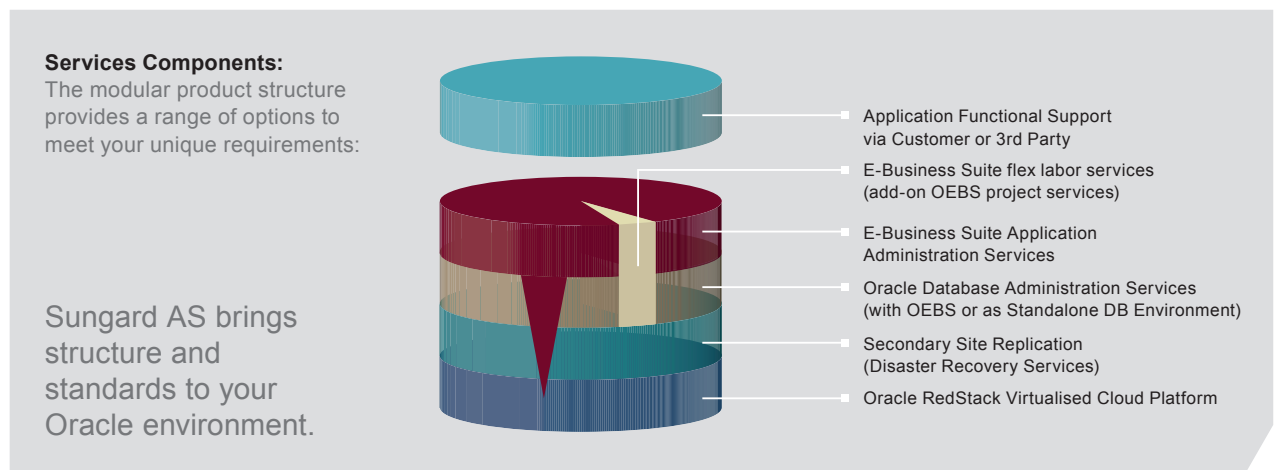
- Fully virtualised system resources enable rapid provisioning of add-on instances or storage capacity.

### Reliability and Availability

- **Disciplined process control** – Sungard AS is structured around the Information Technology Infrastructure Library (ITIL) v3 framework to deliver accountability, ownership and transparency around IT Service Management (ITSM)
- **Robust infrastructure** – Based on a pre-certified Oracle Red Stack configuration specifically designed for Oracle databases and applications, the architecture supports database clustering and disaster recovery to deliver high availability, improved recoverability, environment isolation and security for Oracle production and production-support environments.

### Ease of Migration

- Standardised upgrade model for Oracle upgrades saving you time, money and headaches through a unique combination of operational and process automation that streamlines and future-proofs the entire upgrade process



#### About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services. To learn more, visit [www.sungardas.co.uk](http://www.sungardas.co.uk) or call 0800 143 413

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