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Oracle Advanced Customer Support

Oficina de Gerencia y Presupuesto
Description of Services
August 2015

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ADVANCED CUSTOMER SUPPORT

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Oracle Premier Support

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Oracle Premier Support

Complete Support for Oracle Hardware, Software, and Solutions

Service and Support

Quickly diagnose and resolve issues

- ✓ Expert technical support
- ✓ Rapid-response field service
- ✓ Lifetime Support

Tools and Resources

Get the most of your Oracle products with proactive services

- ✓ Oracle knowledgebase and best practices
- ✓ Product health checks
- ✓ My Oracle Support Community

Product Innovation

Keep pace with change and capitalize on new opportunities

- ✓ Updates
- ✓ New releases
- ✓ Tools to assist with patching and upgrades

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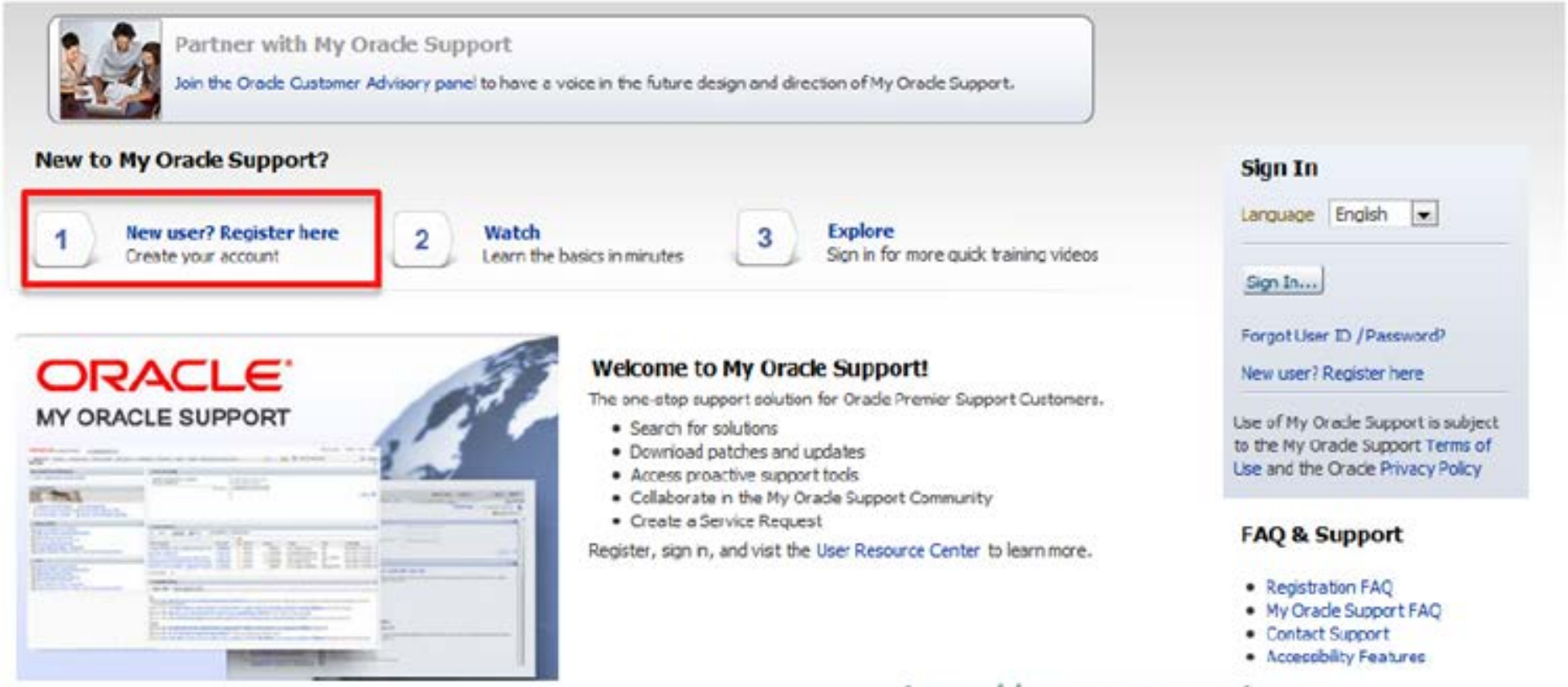
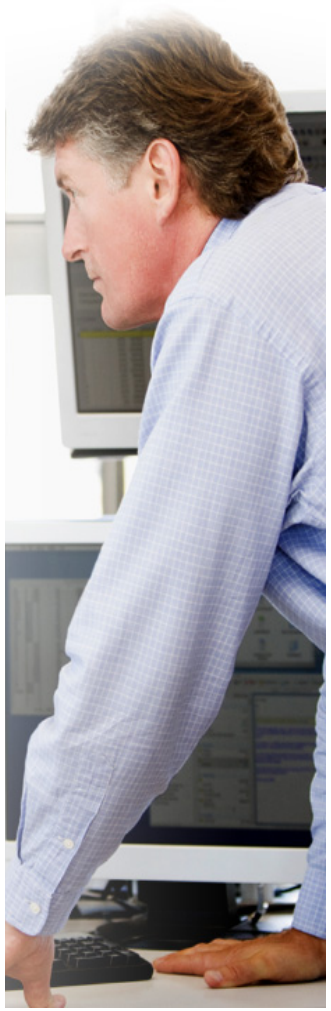
Welcome to My Oracle Support

Have you registered?



http://support.oracle.com



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What does it mean?

Terms to Know	
My Oracle Support	▪ My Oracle Support Portal – https://support.oracle.com ▪ Personalized, proactive, collaborative portal ▪ One-stop shop for all Support needs
Support Identifier (SI)	▪ Support Identifier is a unique number assigned by Oracle ▪ This number is associated with a user and tells us who you are, what products you have, and your level of support ▪ Must be associated with a user name to allow access to My Oracle Support
Customer User Administrator (CUA)	▪ Individual assigned by the Customer to manage user privileges and Support Identifiers in My Oracle Support ▪ Minimum of 2 CUAs recommended per SI to ensure coverage for user needs

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Oracle Priority Support

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Service Components - Comparison

Service Offering	Premier Support	OGP Priority Support
Product upgrades and transfer rights	●	●
Product maintenance releases & bug fixes	●	●
24 x 7 Service	●	●
Global toll-free telephone access	●	●
My Oracle Support access	●	●
Designated Technical Account Manager(s)		●
24x7 Escalation Management for Sev 1 Service Requests		●
Exclusive Live Chats		●
Exclusive Knowledge Transfers & Webinars		●
Weekly SR / Bug Status Reports with OGP		●
Front-of-the-Line Routing / Prioritization on SRs & Bugs		●
Service Levels Guidelines		●
Automatic 24/7 Time Based Alerts		●
Quarterly Support Activity Review Meetings		●
Response / Resolution Metrics Reported		●
Customized Portal for Communication		●

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Oracle Solution Support Center

A New Level of Personalized and Proactive Support

An Assigned Oracle Support Team Delivers Mission-Critical Support

WHO

- Customers who require specialized, personalized support
- For the most critical business applications and systems

WHAT

- Named team with expertise in the customer's unique environment & business impact
- Proactive use of tools and intellectual property to avoid downtime, and rapidly resolve issues

WHY

- Focused on the customer's most critical business functions
- Improve availability and performance

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Support 24 x 7

Delivery Center: +1.866.909.5129
Global Support: +1.877.767.2253

Support Contacts

Orlando Ortiz
ACS Technical Account Manager
+1.787.383.4767
orlando.ortiz@oracle.com

Carlos Talero
ACS Sales Executive
carlos.talero@oracle.com

Juan Carlos Jurado
ACS Delivery Manager
+1.787.204.1211
juan.carlos.jurado@oracle.com

Ramón Fardonk
Public Sector Account Manager
ramon.fardonk@oracle.com

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ORACLE Integrated Cloud
Applications & Platform Services

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Oracle Advanced Customer Support – Take Advantage

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Hardware and Software

Engineered to Work Together

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