ORACLE
Support

Top 7 Reasons Customers Commit To Oracle Support

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: a commitment to Oracle Premier Support through at least 2036 on current Continuous Innovation releases of

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

Extending Our Commitment To Applications Unlimited

In addition to our comprehensive **Oracle Lifetime Support Policy** and other offerings, Oracle customers can take advantage of Oracle Premier Support for Applications Unlimited through at least 2036.

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.**

1

Oracle Support Is Trusted

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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 knowledge to offer industry-leading assistance, so your only focus is on how to grow your business.

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

2

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 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.

3

Oracle Support Is Comprehensive

Oracle Premier Support delivers comprehensive maintenance, features, and functionality for Oracle products including Oracle Database and Applications Unlimited: **Oracle E-Business Suite, JD Edwards EnterpriseOne, PeopleSoft, Siebel CRM,** and **Hyperion**. Our approach is holistic and systematic.

✔ 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**, both on-premises and in Oracle Cloud.

4

Oracle Support Provides Continuous Innovation

Applications Unlimited helps you leverage the new technologies, platforms, and functionalities you need to succeed without major upgrades.

✔ Going forward, Oracle will deliver **new functionality** to covered Oracle Applications: **Oracle E-Business Suite, JD Edwards EnterpriseOne, PeopleSoft, Siebel CRM, and Hyperion.**

✔ **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 can run the same applications **whenever and wherever needed,** including your business-specific customizations.

5

Oracle Support Accreditation and Education Helps You Stay Ahead Of The Curve

Oracle Support provides continuing 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**

6

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.

✓ Provides **24/7 assistance** to **430,000 customers**, across **175 countries**.

✓ Support from **18,000 specialists** in **20+ languages**.

7

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, both on-premises and in Oracle Cloud.

✔ **Consistent hardware and enterprise software support** available across Oracle products, including databases, middleware, and applications.

Keep in touch

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