

IBM Technology



G-Cloud 15

IBM – Support & Maintenance for Third-Party Oracle
Software & Hardware (Legacy & Current)

Service Definition Document

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A cost-saving strategic approach designed to tackle complexity and mitigate downtime.

Highlights

- Customized Support.
- Beyond break/fix support for your Oracle Software.
- Customization with a concierge approach reduce the costs and the time spent managing vendors.



Many organizations today are looking for ways to run their transformational journey on their own terms and requirements all while maintaining high service quality. Companies need proactive and customizable support to fit their unique IT environments and to reach their IT infrastructure goals. Our combined knowledge of business and industry, along with our IBM® Technology Lifecycle Services, can help you establish an IT infrastructure that's designed to be secure, reliable and ready for AI and hybrid cloud.

Customized Support

Whether you are working in a traditional IT environment, a hybrid cloud environment or are in the midst of digital transformation, IBM support for Oracle software can help you to keep your legacy Oracle environment current. When it's time to renew your support contract you can decide to access IBM's deep technical support skills for Oracle database and middleware applications. To help you maintain legacy software and mitigate the need for unwanted upgrades, our support service provides continued support for your current software version, mitigating the need for rushed upgrades or migrating to the cloud before you are ready. IBM Technology Lifecycle Services can provide a single source of support for your growing software environment as well as your IBM and OEM hardware like Oracle Exadata. Support consolidation can reduce support costs so clients can redirect their budgets and resources to other initiatives with high value-add for their business. IBM support for Oracle software is tailored specifically to each client's needs helping maintain predictable costs in the long term.

Beyond break/fix support for your Oracle Software

With IBM's support for Oracle software, you get a trained team of specialized engineers and highly personalized services. Dedicated to the improvement of your Oracle support experience, a single source of technical support shifts the focus from a reactive to a proactive model custom-tailored to the client's environment. IBM Technical Consultants share best practices to mitigate future expenses whether



you're maintaining legacy software or migrating to a new version. Regardless of what system you have, we keep security top of mind. Security is a multilayered and complex topic and it's not addressed by patching alone. During onboarding, IBM provides a proactive approach with a security assessment and a personalized list of recommendations on how your environment can be secured. IBM also provides notifications about known cybersecurity vulnerabilities seen in the global IT environment and provides advice on mitigating and preventing cyberattacks. Clients will be subject to the Oracle End User License Agreement (EULA) currently in place for the product which they have downloaded/purchased.

Customization with a concierge approach

IBM Technical Consultants help to develop a technical strategy for your current environment utilizing a personalized service model with a concierge approach. IBM provides access to a dedicated team of senior engineers with the expertise to support your environment, ensuring faster response times for critical issues. Since most enterprise software is customized and interconnected with external systems and technology, Technical Consultants work with your custom code to provide troubleshooting and debugging support with recommendations for resolution. As trusted advisors to your IT department, our dedicated team of senior engineers will provide a standardized maintenance approach to help reduce downtime, freeing up the IT staff for more strategic business goals.

Reduce costs and the time spent managing vendors

With data centers becoming more diverse in terms of the number of vendors, IT leaders can struggle to manage the complex vendor relationships that today's IT environments require while trying to reduce costs. The IBM-commissioned Forrester Total Economic Impact of Hybrid IT Support study found key benefits from multivendor support which can save clients time and money. Multivendor support from IBM reduced the time spent to manage vendors up to 22% and helped reduce hardware maintenance and support costs up to 25%¹. These benefits can help clients to leverage budgets and resources for other initiatives with higher value-add.

Conclusion

IBM can help you optimize performance and system availability to increase your return on your IT investments and advance your digital transformation while giving you access to our team of specialized engineers with experience and expertise who help close the skills gap of your in-house IT staff. IBM Support for Oracle Software can provide a cost-saving strategic approach to maintaining your hybrid cloud environment while addressing complexity and time to resolution that can be associated with Oracle technology. IBM provides access to experienced technicians in nearly 130 countries around the world who are ready to address your complex support issues.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. Our technical support specialists and consultants support over 22,000 IBM and other original equipment manufacturers, hardware, and software products. You can count on IBM Technology Lifecycle Services to help keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM Support for Oracle Software, please contact your IBM representative or IBM Business Partner®, or visit ibm.com/services/software-support.



1 [The Total Economic Impact™ Of IBM Hybrid IT Support](#), a commissioned study conducted by Forrester Consulting on behalf of IBM, January 2023.

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