DATASHEET

Revolutionary Support for Oracle Business Intelligence Enterprise Edition

BENEFITS

- Up to 90% savings compared to Oracle support costs
- Support for OBIEE customisations
- Fast response and resolution SLAs
- Security protection for any version
- Shelfware flexibility
- Assigned Primary Support Engineers and Account Managers



Oracle Business Intelligence Enterprise Edition Support

Oracle Business Intelligence Enterprise Edition (OBIEE) empowers organisations to unlock the full potential of their data through comprehensive analytics, interactive dashboards, and robust reporting capabilities. As a mission-critical platform, OBIEE delivers actionable insights that drive smarter decision-making and operational efficiency. Support Revolution ensures your OBIEE environment remains secure, optimised, and fully supported, helping you maximise your investment, minimise risk, and maintain business continuity without the high costs of traditional Oracle support. Discover how our expert services can extend the value and performance of your OBIEE solution.

OBIEE Challenges

OBIEE licensees struggle to maximise the value of their investment. Technical issues like performance, difficult upgrades, and the need for specialised expertise strain internal teams. Support Revolution addresses these challenges by providing expert, independent support and maintenance for OBIEE. With our support, OBIEE customers gain peace of mind, improved system performance, and significant cost savings—empowering them to focus on strategic initiatives rather than day-to-day support headaches.

Support Revolution Solution

Support Revolution delivers third-party software support for OBIEE, addressing the challenges licensees face. Unlike Oracle support, Support Revolution offers substantial savings—up to 90% of total support costs—while providing ultra-responsive support for all versions of OBIEE, including legacy software no longer fully supported by Oracle. Organisations benefit from industry-leading SLAs for both response and resolution times, personalised account management, and 24/7 access to expert support teams, ensuring rapid and effective issue resolution. Support Revolution supports customisations, integrations, and performance issues, helping them remain compliant and secure without the pressure of expensive and disruptive upgrades. Advanced security is built in, with enterprise-grade protection, and all transition and onboarding activities are fully managed to ensure a seamless switch from Oracle support. With Support Revolution, OBIEE customers can maintain business continuity, reduce risk, and regain control over their support strategy and IT budgets.

> **The service provided by Support Revolution has been fantastic, whether answering general Oracle queries or assistance in solving issues for business-critical systems. The Technical Team are very knowledgeable and Service Delivery Team are very professional, and both will go to great lengths to find solutions.**

– North Yorkshire Police, Senior Engineer DBA & GIS

supportrevolution.com

info@supportrevolution.com

HQ: UK Other: United States, Canada, Australia, China, India, Singapore, South Africa, United Arab Emirates

Support Revolution

DATASHEET

OBIEE Support Programme Comparison

	Support Revolution	Oracle Premier & Extended	Oracle Sustaining
Maintenance and Support Services			
Break-fix support	✓	✓	No new fixes
Security updates	✓	✓	No new updates
Upgrade and migration assistance	✓	✓	No new upgrade scripts
Shelfware flexibility to right-size your software	✓	✗	✗
Average of 65% savings vs. Oracle support fees	✓	✗	✗
Support for customisations	✓	✗	✗
Response times of 10 minutes or less for critical issues	✓	✗	✗
Guaranteed resolution time of 2 hours for critical issues	✓	✗	✗
Run software for as long as you want, no forced upgrades	✓	✗	✗
10 Enhancement Days free of charge	✓	✗	✗
Performance support	✓	✗	✗
Full transparency with a support audit trail	✓	✗	✗
Interoperability and integration support	✓	✗	✗
Ask the Experts sessions included	✓	✗	✗
Revolutionary Enterprise Security included at no additional cost	✓	✗	✗

OBIEE Support Details

Support Revolution helps organisations effectively maintain their OBIEE software and reallocate budget and resources towards strategic initiatives by providing:

- **Comprehensive OBIEE support** for all versions
- **Significant cost savings** of up to 90% compared to Oracle total maintenance costs
- **Issue resolution** for all technical and functional aspects of OBIEE
- **Support for customisations** break-fix support for code Oracle won't touch
- **Interoperability and integration support** ensures optimal functionality across your enterprise ecosystem
- **Fast response SLAs** of less than 10 minutes for critical issues
- **Binding resolution times** of less than 2 hours for critical issues
- **Assigned Primary Support Engineers and Account Managers** for personalised support
- **Enterprise-grade security** — choose from Revolutionary Enterprise Security, Revolutionary Application Security, and Revolutionary Database Security

supportrevolution.com
info@supportrevolution.com
HQ: UK Other: United States, Canada, Australia, China, India, Singapore, South Africa, United Arab Emirates

Support Revolution