DATASHEET

Revolutionary Support for Oracle E-Business Suite

BENEFITS

- Up to 90% savings vs. Oracle EBS support costs
- Complete EBS portfolio support
- Comprehensive security protection
- Support for Oracle EBS customisations
- Tax, Legal, and Regulatory (TLR) updates for all versions
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers



Software Support Overview

Support Revolution delivers a cost-effective alternative to Oracle's support for E-Business Suite (EBS), covering all releases, including those in Sustaining Support and no longer fully supported by Oracle. Our team of expert Oracle support engineers provide ultra-responsive 24/7 support across all EBS modules. Support Revolution enables organisations to reduce annual support costs by up to 90% while receiving superior service compared to Oracle's support offerings.

E-Business Suite Challenges

Oracle EBS customers face significant challenges, including the end of Premier and Extended Support for older versions, plus high annual Oracle support fees and slow response times. You're constantly pressured to upgrade or update, despite the risk and expense involved. There is no support for customisations, and third-party integrations complicate matters. Older versions that are not fully supported lack critical security updates. Performance issues and complex license compliance add to the burden. These issues drain valuable budgets and resources preventing focus on digital transformation.

Support Revolution Solution

Support Revolution provides full comprehensive support for all EBS releases, including those no longer supported by Oracle. We uniquely deliver scalable and personalised E-Business Suite support, including Tax, Legal, and Regulatory (TLR) updates, without forced upgrades. Our team of expert Oracle support engineers deliver 24/7 support across all EBS modules, ensuring optimal system performance and security.

By choosing Support Revolution, organisations can significantly reduce their annual support costs by up to 90% and receive a better service compared to Oracle's support, including faster response times and binding resolution times. Support includes enterprise-grade protection with Revolutionary Enterprise Security, ensuring customers can maintain their EBS systems without compromising on quality or security. Services typically include support for all versions of Oracle Database.

> **The SLA response and resolution promise from Support Revolution was a big draw that distinguished them from their competitors.**

– Head of IT, Deyaar

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Support Revolution

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E-Business Suite Support Programme Comparison

	Support Revolution	Oracle Premier & Extended	Oracle Sustaining Support
Maintenance and Support Services			
Break/fix support	✓	✓	No new fixes
Security updates	✓	✓	No new updates
Tax, Legal, and Regulatory (TLR) updates without forced upgrades	✓	✓	No new updates
Upgrade and migration assistance	✓	✓	No new upgrade scripts
Support for customisations	✓	✗	✗
Up to 90% savings vs. Oracle	✓	✗	✗
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	✓	✗	✗
Performance support	✓	✗	✗
Interoperability and integration support	✓	✗	✗
Ask the Experts sessions included	✓	✗	✗
Database Health Checks	✓	✗	✗
Personalised with assigned Primary Support Engineer and named Account Manager	✓	✗	✗
Security solutions tailored to you and your systems (optional)	✓	✗	✗

E-Business Suite Support Details

Support Revolution helps organisations effectively maintain their E-Business Suite and reallocate budget and resources towards strategic initiatives by providing:

- **Complete E-Business Suite portfolio support** including Tax, Legal, and Regulatory (TLR) updates for older versions
- **Significant cost savings of up to 90%** compared to Oracle's maintenance costs
- **Issue resolution** for all technical, functional, and regulatory aspects of EBS
- **Support for customisations** and 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** solutions are available, including Revolutionary Enterprise Security, Revolutionary Application Security, and Revolutionary Database Security

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