

# E-BUSINESS SUITE - THIRD-PARTY SUPPORT

## Overview

**Spinnaker Support is the leading global provider of third-party support and managed services for enterprises running Oracle E-Business Suite.** Spinnaker Support's third-party software support replaces Oracle's annual maintenance and support. Third-party support is always at least half the cost of Oracle support and provides more services through an assigned support team and highly personalized service.

When switching to Spinnaker Support, Oracle E-Business Suite customers gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. Customers trust us to keep their EBS applications running smoothly, securely, and in compliance, and to help them navigate the journey from on-premise to hybrid to cloud.

### TODAY'S SUPPORT CHALLENGES

**Software support is a mandatory expense, but not one that should put your budget in a hole.** It's critical to have an expert safety net available to handle unplanned application issues, but that service should be fairly priced.

Unfortunately, Oracle Support has devolved in recent years into a self-service model with slow response times and little value to organizations running stable software and systems. Already expensive, the cost of this service continues to grow at a rate of 2-4% per year.

**Now imagine how support *should* be.** Skilled engineers who know your business and applications environment and respond in minutes to your support ticket – whether for customized code, interfaces, interoperability concerns, or even general inquiries. Reasonably priced EBS support, services, and advice, available when and how you need them. Support that is *actually* supportive. **That's Spinnaker Support.**

### SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

**Spinnaker Support replaces Oracle's ongoing EBS support in a proven, secure, and smart way** – delivering superior support, more efficiently, at a dramatically reduced price. We support more than 60 EBS products spanning versions 10.7 through 12.2x and have no term limitations on support, regardless of whether Oracle has declared an End of Life to a release.



#### RESPONSIVE SERVICE

Responses in < 15 minutes, from Level 4 senior support engineers



#### COMPREHENSIVE SUPPORT

Covers security, custom code, interoperability, tax & regulations, and more



#### IMMEDIATE COST SAVINGS

Average 62% hard savings, with more soft savings possible



#### FLEXIBLE COMMERCIAL TERMS

Pay for licenses you use, modify scope as business conditions change



#### ADDITIONAL ASSISTANCE AVAILABLE

We also offer a tailored set of managed services and consulting

#### SUPPORTED VERSIONS

Oracle E-Business Suite Release 10.7 and later, and related technologies

#### SUPPORTED PRODUCT AREAS

- Advanced Procurement
- CRM
- Financial Management
- Human Capital Management
- Project portfolio Management
- Service Management
- Supply Chain Management
- Value Chain Execution
- Value Chain Planning

## SUPPORTED TECHNOLOGIES

- Alerts
- Application Services (IAS)
- Application Framework (OAF)
- Applications Object Library (AOL)
- BI Publisher / Reports
- Forms
- Java
- Oracle RDBMS
- PL/SQL
- Workflow

## SUPPORTED INDUSTRIES

- Aerospace
- Communications
- Defense
- Financial Services
- High Technology
- Manufacturing
- Public Sector
- Universities
- And more

## THIRD-PARTY E-BUSINESS SUITE SUPPORT INCLUDES:



### BREAK / FIX SUPPORT

Keep your enterprise applications running with swift responses, ISO-certified processes, and diagnostic services, product fixes, and/or operational workarounds for standard and custom code and integrations (interoperability).



### GENERAL INQUIRY FOR SUPPORTED PRODUCTS

For supported products, we answer general inquiries related to the usage and configuration of standard (out-of-the-box) software, tools and applications.



### SECURITY & VULNERABILITY MANAGEMENT

Through proven processes, security products, and a staff of industry experts, we continuously investigate issues, harden and protect your application environments, and deliver timely fixes, patches, and remediations.



### GLOBAL TAX & REGULATORY COMPLIANCE (GTRC) SERVICES

Receive timely, comprehensive, and accurate GTRC updates, customized to your geographic and application needs by an expert team that continually researches, monitors, and gathers tax and regulatory requirements.



### TECHNOLOGY ADVISORY SERVICES

Unbiased and proactive technology advisory services that help coach as you advance through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

“*Spinnaker Support engineers go above and beyond to resolve issues in a timely manner and helped us implement significant processes efficiencies. The additional value of the advisory services has saved us time and afforded us substantial cost savings on consulting and implementation fees.*”

— Deborah Jones, Oracle Applications Manager, Merichem



## SPINNAKER SUPPORT: THE GLOBAL TEAM

We have built and retained large, knowledgeable teams of support engineers, managed service specialists, and consultants to address virtually anything EBS. Spinnaker Support engineers average over 16 years of experience. Working out of eight regional operations centers, our team supports EBS 10.7 and later as well as related technologies. These professional engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex database issues.



Prior to leaving Oracle Support, our customer success team leads all new customers through a phased, collaborative onboarding process designed to ensure a smooth transition to Spinnaker Support. This includes a well-planned and legal archiving process.

## A DIRECT FEATURE COMPARISON FOR ORACLE SUPPORT AND SPINNAKER SUPPORT

Third-party Spinnaker Support differs from Oracle's support by offering greater responsiveness, dedicated staff, and deeper issue coverage. The table below directly compares the primary features of each support model.

	ORACLE SUPPORT	SPINNAKER SUPPORT
SERVICE MODEL	Self-service-oriented, emphasis on research	Concierge, dedicated support
MY ORACLE SUPPORT	Full access	Not required
PRIMARY SUPPORT CONTACT	Never the same	Dedicated lead with assigned team
SUPPORT EXPERTISE	Inconsistent	16-years average experience
RESPONSE TIME	SLA dictates	Average 8-minute response time
ABILITY TO ESCALATE	Not monitored, must justify each escalation	All issues closely monitored, done proactively without requests
CUSTOM CODE SUPPORT	Not included	Included, as is anything that touches the Oracle product
INTEROPERABILITY SUPPORT	Up to extended support	No limitations
RIGHTS TO UPGRADES	To existing on-premise products only	Access to an archive of all upgrade rights, made prior to switchover from Oracle
TAX & REGULATORY COMPLIANCE	Included, one-size-fits-all	Included, tailored specific to each customer's needs
SECURITY & VULNERABILITY	Limited, reactive patching	Full-stack intrusion detection, virtual patching, and compensating controls
TERM OF SUPPORT	No new fixes or interoperability / security support after end of extended support	Lifetime support - for as long as you need your current version
LIFETIME FULL / COMPREHENSIVE SUPPORT	Limited after extended support period	Standard
ADVISORY SERVICES	Via Advanced Customer Services, at an additional premium, fee	Included
PARTNER & USER COMMUNITY	Access to many online communities and partner network	Access to many online communities and partner network

## WHY SUPPORT-DRIVEN MODELS SURPASS SOFTWARE-DRIVEN MODELS

The differences highlighted above are fueled by the objectives of the business. **Oracle Support is primarily software driven, which results in a standardized approach that solves a limited set of issues.** This model offers more automated solutions and often promotes software purchases and upgrades as the only solution to complex issues. Oracle has acknowledged that support fees are primarily diverted away to engineering initiatives rather than to upgrading support capabilities.

In contrast, **third-party support is support driven, with an emphasis on more proactive, comprehensive responses and sound technology advice.** Third-party support focuses on solving issues quickly, no matter what the source or who is required to weigh-in on the solution. Spinnaker Support is intensely focused on the quality and value of customer service, reinvesting its profits into continuous improvement and initiatives for added customer value.



## CASE STUDY

Headquartered in Houston, Texas, Merichem Company was founded in 1945 as a global partner serving the oil and gas industries with focused technology, chemical, and service solutions. Merichem's experience building the phenolic business provided the foundational center of excellence in knowledge of caustic treating and caustic management.

The IT team was faced with decreasing budgets because of falling oil prices and needed to do more with less budget. The company attempted to work with Oracle surrounding their EBS 12.1.3 environment, but Oracle would not negotiate on their price structure or on products purchased but not used. Merichem was also dissatisfied with the increased resolution times for severe issues, the amount of effort required to even log a support ticket, and the lack of key services available under Oracle's Sustaining Support.

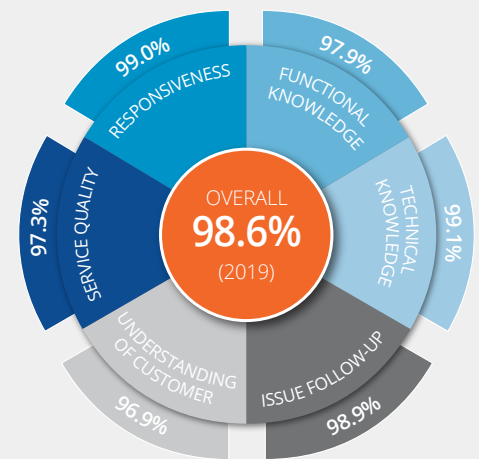
The company needed to make a change prior to their Oracle support expiration date, which was quickly approaching. They compared the top vendors in third-party software support and selected Spinnaker Support based on flexible commercial terms, the absence of legal risks, and strong financials that met the company's requirements.

Since Merichem became a Spinnaker Support customer in May 2016, the company has reported savings in support fees near 60%. The Merichem IT team works closely with their assigned senior team of Oracle engineers at Spinnaker Support, receiving benefits such as customized security protection and 1099 updates that had been unavailable while under Oracle Sustaining Support.

With the help of Spinnaker Support's staff of Oracle experts, Merichem has implemented multiple process improvements and recognized benefits within Oracle Projects, Oracle Transportation Management, 1099 updates, and advisory services for new product implementations. They are receiving far superior Oracle applications and technology support and have no plans to return to Oracle for future support or products.

## HIGHEST RATED CUSTOMER SATISFACTION

In our 2019 annual customer satisfaction survey, covering the 2018 fiscal year, we reported a record 98.6% overall customer satisfaction, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses.



For additional detail on this story and other EBS client success stories, visit [SpinnakerSupport.com](http://SpinnakerSupport.com).

## ABOUT US

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for Oracle and SAP. Customers consolidate their service needs with Spinnaker Support and trust us to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud. Spinnaker Support's award-winning blend of services span Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, and more.

