

## Overview

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle Agile Product Lifecycle Management (PLM) environments, whether stand-alone or in combination with other Oracle technologies and applications.

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 other personalized service components.

When switching to Spinnaker Support, Oracle customers gain more comprehensive and responsive service, save on their support fees, and can remain on Agile PLM and related products for as long as they want. Customers trust us to keep their Oracle applications running smoothly, securely, and in compliance, and to help them navigate from on-premise to hybrid to cloud when they are ready.

### 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 a *fairly priced* expert safety net available to handle unplanned application issues.

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 Agile PLM 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 Oracle 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 support in a proven, secure, and smart manner. We support multiple products and versions 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

Align support fees with  
software use and future  
migration plans



#### ADDITIONAL ASSISTANCE AVAILABLE

We also offer a tailored set  
of managed services  
and consulting

### SUPPORTED VERSIONS

All release versions

### SUPPORTED PRODUCTS

- Agile Cost Management
- Agile Engineering Collaboration
- Agile Product Collaboration
- Agile Product Governance and Compliance
- Oracle Product Lifecycle Analytics
- Agile Product Quality Management
- Agile Product Portfolio Management
- And more

### WHY THIRD-PARTY SUPPORT FOR AGILE PLM

Enterprises use Oracle Agile PLM solutions to gain visibility and better control over their end-to-end product lifecycles. With Oracle's increasing focus on building cloud capabilities, Agile PLM users are concerned about the future of their on-premise applications. Many are investigating (or have already adopted) an alternative support model to restore higher quality support and escape the forced march to upgrade or migrate.

**Spinnaker Support provides Agile PLM users with a safe haven** until the right cloud solutions and digital innovations arrive on the market. Some redirect the considerable support savings to help accelerate their strategic IT roadmaps.

## THIRD-PARTY AGILE PLM 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.



### 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: THE GLOBAL TEAM

**We have built and retained large, knowledgeable teams of support engineers, managed service specialists, and consultants to address virtually anything Oracle.**

Spinnaker Support engineers average over 16 years of experience. Working out of eight regional operations centers, our team can fill your knowledge gaps, ease staffing constraints, and provide expert assistance for complex application issues.



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

## 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.



“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



## ABOUT US

Spinnaker Support is a leading and trusted global provider of Oracle and SAP third-party support. We are the only vendor to deliver a unique blend of third-party support, managed services, and consulting when customers prefer to consolidate with a single vendor. 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, SAP Business Suite, BusinessObjects, SAP HANA, SAP Sybase, and more.



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