



## Overview

**Spinnaker Support is a leading global provider of third-party support for enterprises running ATG Web Commerce, Endeca, and Oracle Commerce (the combined applications).**

Spinnaker Support's third-party software support replaces Oracle's annual support. When switching to Spinnaker Support, ATG Web Commerce and Endeca customers gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current on-premise software releases indefinitely.

We support these products stand-alone or in combination with our support of other applications, such as Oracle Database, Fusion Middleware, Siebel CRM, and E-Business Suite. Customers trust us to keep their applications running smoothly, securely, connected, 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 IT budget in a hole.** It's critical to have expert assistance always available to handle unplanned application issues, and that service should be fairly priced.

Unfortunately, Oracle-provided 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 and respond in minutes to your support ticket – whether for customized code, interfaces, interoperability concerns, or even general inquiries. Support that is actually supportive. **That's Spinnaker Support.**

### SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

**Spinnaker Support replaces Oracle-provided support in a proven, secure, and smart manner.** We support multiple products and versions with no term limitations on support, regardless of whether Oracle has declared an End of Life.

### SUPPORTED PRODUCTS

#### ATG Commerce

- ATG Web Commerce
- WebCenter Sites for Oracle ATG Web Commerce
- ATG Web Commerce Merchandising
- ATG Web Commerce Service Center
- ATG Web Commerce Search

#### ATG Developer and Administrator

- ATG Web Commerce Developer and Administrator

#### ATG Knowledge Manager

- ATG Web Knowledge Manager
- ATG Web Knowledge Manager Self-Service

#### Endeca Search

- Endeca Guided Search
- Endeca Experience Manager

#### Endeca Search Add-Ons

- Endeca Relationship Discovery

#### Endeca Developer and Administrator

- Endeca Developer



#### 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

## WHY THIRD-PARTY SUPPORT FOR ATG, ENDECA, AND ORACLE COMMERCE

Third-party support is especially beneficial for enterprises that run ATG Web Commerce, Endeca, and Oracle Commerce. Most ATG and Endeca products have moved to Oracle's limited Sustaining Support model, and no versions of Oracle Commerce qualify for Oracle Premier Support.

As the final stage of Oracle's Lifetime Support, Sustaining Support is the most expensive type of support, with the least value to offer to end-users (no new updates, certifications, security patches, or fixes). A majority of our Oracle customers come to Spinnaker Support because they recognize Oracle Sustaining Support for the raw deal that it is.

### THIRD-PARTY ORACLE COMMERCE 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.



#### 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 19 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 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 process 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 global provider of third-party support, managed services, and consulting for mid-size to Fortune 100 global enterprises. Oracle, SAP, and Salesforce customers benefit from more responsive, comprehensive, and affordable services for their enterprise applications and technologies. Whether you need immediate help for high-priority issue resolution, ongoing monitoring and development, or project-based consulting, we have you covered. Since 2008, our award-winning services, exacting standards, and unparalleled expertise have earned us the trust and loyalty of more than 1,100 organizations in 104 countries.

