Third-Party Support & Managed Services

AVAILABLE. ADAPTABLE. VALUABLE.

Spinnaker Support delivers high value Oracle Database support and managed services for a fraction of the cost. Our customers can choose between stand-alone database support or can combine database support with ongoing maintenance of their other Oracle applications.

We ensure that your Oracle Database applications are more:

- **Available** — Spinnaker Support delivers faster response and issue resolution to critical issues and greater management of security and vulnerability threats to ensure DB applications are available and performing.
- **Adaptable** — Spinnaker Support's experienced, best-in-class software engineers provide full stack support and advisory services to ensure ongoing interoperability and security.
- **Valuable** —Spinnaker Support is the only Oracle Database service provider that offers the unique blend of support, managed services, and consulting. We can dive deeper into your operations to address a broader array of issues, keeping your applications more valuable to the enterprise.

MORE SUPPORT, LOWER COST

We are Spinnaker Support, the leading global provider of third-party software support services for enterprises running Oracle Database. Our clients get the help they need to resolve issues and adapt to organizational changes.

Settling for status quo Oracle Database support and managed services is no longer necessary — status quo in this case means ever increasing cost for a decreasing level support, forced upgrades, etc.

ORACLE DATABASE SOFTWARE SUPPORT

Spinnaker Support replaces Oracle's ongoing database support in a proven, secure, and smart way – delivering superior support, more efficiently, while also reducing maintenance fees by an average 62%. Spinnaker Support features a hand-picked team of Oracle Database application engineers averaging over 15 years of experience to support versions 8 through 12. This global team, working out of nine regional operations centers, supports major database areas including In-Memory Database Cache, Partitioning, Performance Tuning, Configuration, Diagnostics, and Real Application Clusters.

Spinnaker Support's customers often combine database support with software maintenance of other applications, i.e., E-Business Suite or SAP to compound their cost savings. In many cases, we support the combination of Oracle Database and Fusion Middleware.

These customers realize more comprehensive service and compounded cost savings — delivered from a single trusted source.

ORACLE DATABASE MANAGED SERVICES

We can manage, maintain, and continuously improve your Oracle Databases — freeing internal staff to focus on delivering valuable innovations and improvements in core business processes. Our smart managed services portfolio includes development and reconfiguration support, performance monitoring and tuning, and staff augmentation.

> " *Spinnaker Support provides an exceptionally high level of local support at an attractive price point and have quickly evolved into a natural extension of our own internal IT team. They consistently display in-depth Oracle application knowledge as pertains to our unique environment.* "

Partner

Now is the time to consider third-party Oracle Database services from Spinnaker Support.

Oracle Database Software Support

You will gain high responsiveness and faster problem resolution to ensure your system is up and running with high availability. Our team of software engineers average more than 15 years of enterprise software experience. With them as your first responders, most issues are solved right the first time.

TROUBLESHOOTING SUPPORT

When you discover Oracle Database software issues, we will respond in an average of 8 minutes to investigate and begin resolving the issue. Unlike Oracle, Spinnaker Support delivers personalized, one-to-one service. We assign a dedicated Account Support Lead (ASL) for you, backed by a hand-picked team of skilled, senior software developers who quickly become familiar with your unique environment.

Our software engineers guide you through the root-cause analysis and respond to issues related to your Database deployment. Our unique "no sunset" support policy guarantees you service for as long as you want service — you're always covered.

GLOBAL TAX AND REGULATORY COMPLIANCE

We are always available, 24 x 7 x 365. Out of nine regional operations centers, our global support teams are highly integrated and work together until the issue is resolved via a follow-the-sun support model. Our innovative support processes are ISO 2001:2015-certified. You get a tailored and predictable solution that always safeguards intellectual property rights.

TECHNOLOGY ADVISORY

Spinnaker Support's standard software support includes a wide range of technology advisory. Our customers trust us to provide unbiased, full stack advisory services that help their Oracle Databases run at peak performance, while remaining interoperable and secure.

We alone provide proactive monthly sessions to answer your "how to" and "how come" questions about database technology, such as error messages, performance problems, roles and rights, configurations, data loading, and change management.

We support all customers through their digital innovation journeys from on-premise to hybrid to cloud.

WHY CLIENTS SWITCH TO SPINNAKER SUPPORT

We recognize that each enterprise faces a unique set of challenges and there are numerous reasons why our clients have switched to Spinnaker Support for their Oracle Databases. How can you tell if Spinnaker Support is a good fit for your organization?

You have been seeking more comprehensive, responsive support but want to reduce Database maintenance fees. We will save you 60+% that can be redirected elsewhere.

You are seeking a support vendor that finds and fixes issues, not one that refers you to self-service content. With Spinnaker Support, your first response will be from a senior support engineer backed up by a seasoned team, ready to research your issue and provide a timely resolution.

You dislike forced upgrades and unwarranted migrations. Take control of the direction of your Oracle Databases. You've made the strategic decision to sustain your on-premise system while you plan and act on your digital transformation and you know that Oracle cloud might not be ready for years. Spinnaker Support will support your current version for as long as you want to run it.

Your enterprise is under some state of financial pressure. Spinnaker Support can significantly reduce your annual support costs, enabling you to pocket or redirect funds to other priorities.

Oracle Database Managed Services

Imagine getting better service when you need it and how you need it. Imagine getting that help without getting locked into expensive, ever-expanding projects. Imagine getting that help from skilled staff who know your business and applications environment, from support through to system improvements.

Spinnaker Support is the only third-party support provider that also offers a tailored set of managed services for enterprises running Oracle Database. We help clients manage, maintain, and continuously improve their application experience by offering a choice: stand-alone managed services or a combination of managed services bundled with our world-class database support.

DATABASE MANAGEMENT

- Keep your system running well
- Manage users, roles, and rights
- Maintain system environments, i.e., log files and tablespaces
- Measure and tune performance

OPERATIONAL PERFORMANCE

- Improve how your people and systems work together
- Improve business processes to increase efficiency and effectiveness
- Learn best practices to avoid or overcome issues related to Database interoperability, security, and risk management
- Leverage a worldwide team of engineers and consultants with deep Oracle Database domain expertise help you manage the effective rollout of process and system changes

Spinnaker Support Delivers Comprehensive Support Plus Tailored Managed Services for Oracle Database.

COMPREHENSIVE SUPPORT
- ✓ Troubleshooting
- ✓ Diagnostics
- ✓ General Inquiry

DATABASE MANAGEMENT
- ✓ User & Organization Management
- ✓ System Administration
- ✓ Performance Tuning

OPERATIONAL PERFORMANCE
- ✓ Security
- ✓ Interoperability
- ✓ Change Management

EXPERT TECHNOLOGY GUIDANCE

Spinnaker Support's customers embrace us as one of their most trusted business partners. It's easy to see why. We provide a "no sunset" support policy, we always respect the intellectual property rights of others, and our processes are ISO 9001:2015-certified. We help them visualize a complete Oracle environment — including strategy and roadmap.

Spinnaker Support infuses expert-level application and technology guidance as part of each service offering. These advisory capabilities help ensure that your Oracle Database software applications remain effective for as long as you require. Spinnaker Support guidance covers important concerns:

- **Interoperability** – so that what you now have will work with what you might have
- **Virtualization** – for increased agility, with less workload, at an improved quality of service
- **Cloud Integration & Migration** – to help you capitalize on technology advancements
- **Security & Vulnerability Management** – so you get full stack security that is not dependent on late and often useless patches
- **User Interface Support** – so that you optimize user productivity

Now is the time to consider third-party database services from Spinnaker Support.

SUPPORTED PRODUCT AREAS INCLUDE:

- Active Data Guard
- Application Express
- Database Vault
- GoldenGate
- Partitioning
- RMAN, DBCA, DUA, NetCA, OUI
- Java
- Advanced Compression
- Configuration
- Enterprise Manager
- In-Memory Cache
- Performance Tuning
- SQL*Plus, SQL*Loader, Developer
- PL/SQL
- Advanced Security
- Diagnostics
- OLAP
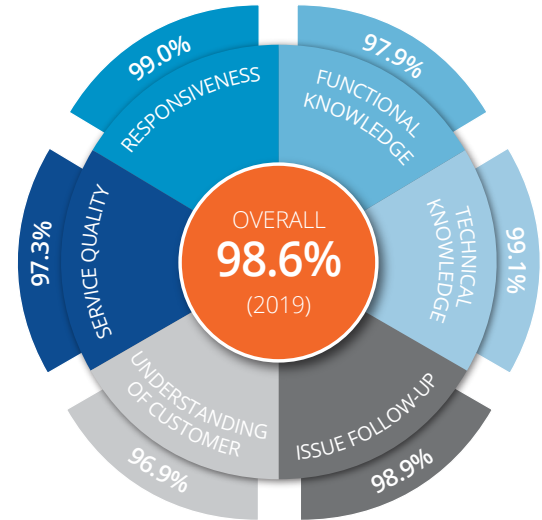- Real Application Clusters (RAC)
- Warehouse Builder
- Workflow

ORACLE FUSION MIDDLEWARE

- Service Integration (SOA)
- Business Product Management
- Identity Management
- Data Integration
- EPM
- BI
- and more

SUPPORTED VERSIONS:

- Oracle Database Release 8i, 9i, 10g, 11g, and 12c

HIGHEST RATED CUSTOMER SATISFACTION

99.0% RESPONSIVENESS
97.9% FUNCTIONAL KNOWLEDGE
99.1% TECHNICAL KNOWLEDGE
98.9% ISSUE FOLLOW-UP
96.9% UNDERSTANDING OF CUSTOMER
97.3% SERVICE QUALITY

OVERALL
98.6%
(2019)

In our 2018 annual customer satisfaction survey, covering the 2017 fiscal year, we reported a record 98.7% overall customer satisfaction, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses. Each year, we steadily increase our satisfaction rating by ensuring our Oracle and SAP support is actually supportive.

" *The response is always very prompt and the person assigned to the issue never fails to resolve it in a timely fashion.* "

GENERAL DYNAMICS

ABOUT US

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle and SAP enterprise software products. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from ten regional operational centers located in Denver, Dubai, London, Mumbai, Paris, Sao Paulo, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

SPINNAKER SUPPORT

SPINNAKERSUPPORT.COM