# SPINNAKER
SUPPORT

# Oracle Database
## Managed Services & Consulting

## OVERVIEW

**For more than a decade, Spinnaker Support has been one of the most trusted providers of third-party support, managed services, and consulting for Oracle Database and the associated application and technology stack.**

With Spinnaker Support managed services, we augment or assume complete responsibility for a range of IT operational functions and/or day-to-day technology management. We offer four distinct packages of managed services that cover your ongoing needs related to Oracle Database. Customers trust us to keep their Oracle Databases and applications running smoothly, securely, and in compliance, and to help them and to help them navigate from on-premise to hybrid to cloud.

### SUPPORTED VERSIONS

Oracle Database Release 8i,9i, 10g, 11g, and 12c (includes 18 and 19)

### SUPPORTED EDITIONS

- Enterprise Edition
- Standard Edition
- Standard Edition One

### SUPPORTED APPLICATIONS

We support both standalone Oracle Database instances and Oracle Database in conjunction with a wide variety of applications, including:
- Oracle E-Business Suite
- JD Edwards
- Siebel
- SAP
- Custom applications
- Oracle Fusion Middleware
- Oracle Technology
- Virtually all other Oracle products

## TODAY'S CHALLENGING ENVIRONMENT

To keep their Oracle Database environments operating at peak performance, enterprises are seeking better and more cost-effective external services and resources. You want services like around-the-clock performance monitoring, improved IT function and technology management, and the smooth functioning of interoperable systems — all while building a bridge between your legacy and future technologies.

Now imagine that service, support, and advice is available when you need it, and how you need it — from a single vendor at a reasonable price. Imagine gaining the staffing and Oracle Database expertise you want without getting locked into expensive, ever-expanding projects. Trusted Support Solutions—Exceptional Customer Experience.

**That's Spinnaker Support.**

> "
> 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.
> "
>
> **Raz Bartov — CIO,
> Partner Communications**

## MANAGED SERVICES FOR ORACLE DATABASE

**Spinnaker Support's managed services and skill sets encompass virtually every Oracle enterprise application and the entire surrounding technology environment.** These services help to augment your staff, fill capability gaps in your IT team, and improve your overall operability, often with less expense.

**COMPREHENSIVE SERVICES**
ITIL-centric services, customized for your applications and operations

**DELIVERED AS NEEDED**
Responsive services provided 24/7/365, remotely or on-site

**GLOBAL ENGINEERING TEAM**
Level 2 and 3, with average 19 years experience on Oracle Database

**ESCALATION, WHEN REQUIRED**
Ability to bring in expert Level 4 staff if required

**'LIFETIME' SUPPORT FOR MIDDLEWARE**
Optimizing database performance and uptime for as long as you need

**ADDITIONAL ASSISTANCE AVAILABLE**
Third-party software support or consulting options if required

# SPINNAKER SUPPORT
# MANAGED SERVICES PACKAGE

**Spinnaker Support offers four mix–and–match packages that represent specific sets of managed services**. Customers can select one or more of these to suit their operational needs. The On–Demand package is an a la carte approach to support additional application, environment, and staffing needs.

| PACKAGE | NEED | SERVICES |
|---|---|---|
| **Monitor & Advise** | You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address. | ▪ 24/7 Application Monitoring<br>▪ WebLogic & Managed Server Administration<br>▪ Process Manager Component Administration<br>▪ Troubleshooting Performance Issues |
| **Monitor & Operate** | You want to outsource around-the-clock performance monitoring and the day-to-day management of your basic IT operational functions and technologies. | ▪ All Features of Monitor & Advise Package<br>▪ Middleware Patching<br>▪ Composite Deployment<br>▪ Managing Data Sources<br>▪ Code Deployment<br>▪ Proactive Support |
| **On Demand** | You want assistance beyond what is covered in other packages. This flexible, a la carte approach to managed services supports additional application, environment, and staffing needs. | ▪ Major Upgrade to Middleware Infrastructure<br>▪ Performance Tuning<br>▪ Server Migration<br>▪ Integration with Third-Party Products<br>▪ Custom Development / Extension<br>▪ Install / Configure New Middleware Instances<br>▪ High Availability Setup<br>▪ And More.... |
| **Managed XaaS** | You require managed services for your next-generation XaaS solutions, whether enterprise applications or infrastructure in the public cloud (IaaS) or as Software as a Service (SaaS). | ▪ SaaS Managed Services<br>▪ IaaS Managed Services |

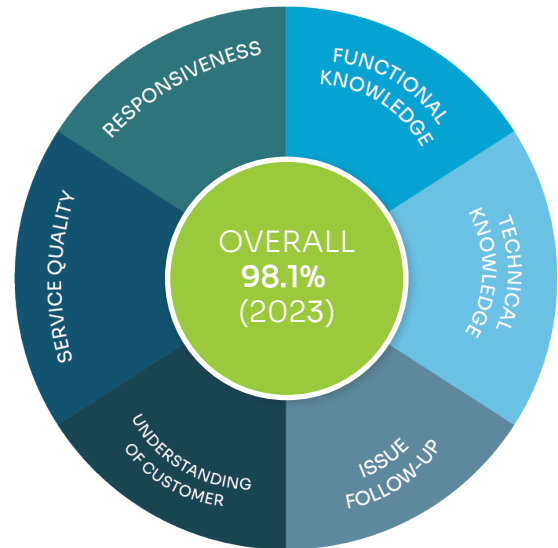# SPINNAKER SUPPORT CONSULTING SERVICES

**When the need arises for external assistance on high-impact and time-intensive projects, Spinnaker Support can help.**

In addition to our third-party support and managed services, we provide project-based consulting services, including:

- Database migration strategy and deployment
- Database architecture and design
- Vulnerability and security assessments

# HIGHEST RATED CUSTOMER SATISFACTION

In our 2023 customer survey, we reported a record 98.1% overall satisfaction.



# 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.

**SPINNAKER** ™
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