SPINNAKER
SUPPORT

Oracle Database
Third-Party Support

OVERVIEW

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle enterprise software products. 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 Database 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 Oracle databases and applications running smoothly, securely, and in compliance, as well as help them navigate the journey 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
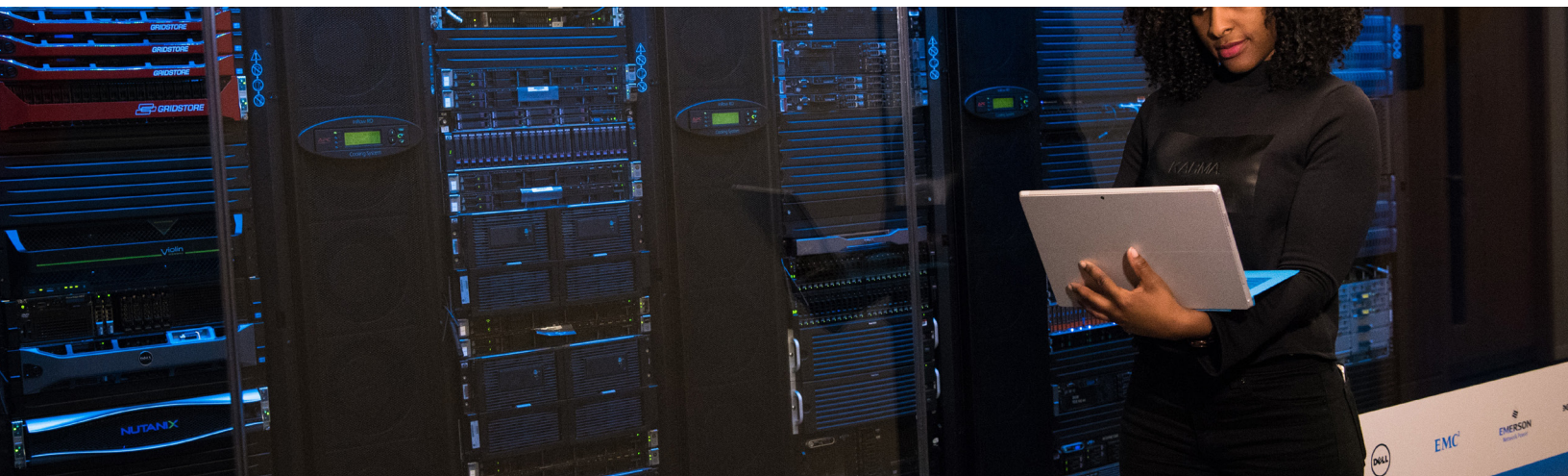
TODAY'S SUPPORT CHALLENGES

Software support is a mandatory expense, but it should not put your IT 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. Sadly, 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 Oracle Database support, services, and advice — available when and how you need them. Trusted Support Solutions—Exceptional Customer Experience.

That's Spinnaker Support.

SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

Spinnaker Support replaces Oracle's ongoing database support in a proven, secure, and smart way - delivering superior support, more efficiently, at a dramatically reduced price.

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 CONTRACT 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

ADDITIONAL TECHNICAL SPECIFICATIONS

ORACLE FUSION MIDDLEWARE

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

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

> "
> We have seen significant cost savings coupled with the reassurance that the quality of support has also improved. We are immensely delighted with the commercial flexibility of Spinnaker Support.
> "
>
> Laura Donald, IT Procurement Business Partner
> Edinbrugh Airport

THIRD-PARTY ORACLE DATABASE 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.
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.

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

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

	ORACLE SUPPORT	SPINNAKER SUPPOR T
Service Model	Self-service-oriented, emphasis on research	Concierge, dedicated support
My Oracle Support	Full Access	Not required
Primary Support Contact	Varies	Dedicated lead with assigned team
Support Expertise	Varies	19-years average experience
Response Time	SLA Dictates	Average 8-minute response time
Ability To Escalate	Not monitored, request made reactively by customer	All issues closely monitored, done proactively without requests
Custome Code Support	Not covered	Included, as is anything that touches the Oracle or SAP product
Interoperability Support	Limited, depends on release version	Included
Rights To Upgrades	Included	Access to an archive of all upgrade rights, made prior to switchover from Oracle or SAP
Tax & Regulatory Compliance	Included, one-size-fits-all	Tailored specific to each customer's needs
Security & Vulnerability	Patches only	Full-stack intrusion detection, virtual patching, and compensating controls
Term Of Support	No new fixes or interoperability support after end of standard support	Lifetime support – for as long as you need your current version
Lifetime Full / Comprehensive Support	Available, but very little offered	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 on the previous page 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 <u>only</u> 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.
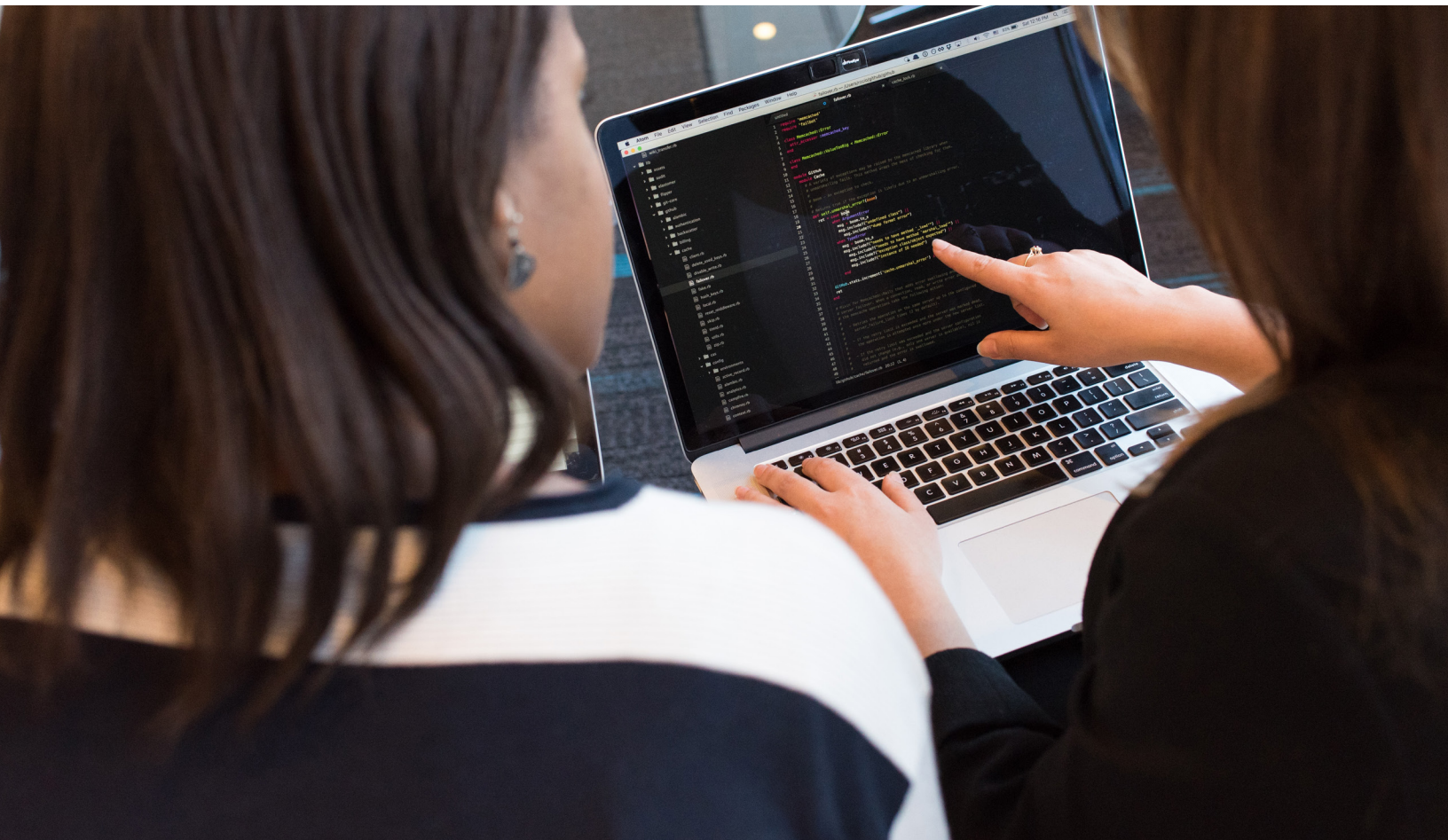
CASE STUDY

RESTORING THE COST/BENEFIT RATIO FOR SOFTWARE SUPPORT

Edinburgh Airport opened in 1916 and today is Scotland's busiest and the United Kingdom's 6th busiest airport. With their stable, reliable technology stack, Edinburgh Airport saw limited value in the continuously increasing annual software maintenance fees paid to Oracle.

The airport had recently completed a major upgrade to their IT infrastructure and took a hard look at their Oracle spend, which was a significant cost item. It quickly became apparent that Oracle would not grant the Airport more flexible contract terms or cost concessions.

Since switching to third-party support in November 2016, Edinburgh Airport has reported savings in support fees greater than 60%. The airport has implemented numerous process changes resulting in significant operational efficiencies and continues to progress through strategic transformation made possible by the significant cost savings in their annual IT budget cycle.
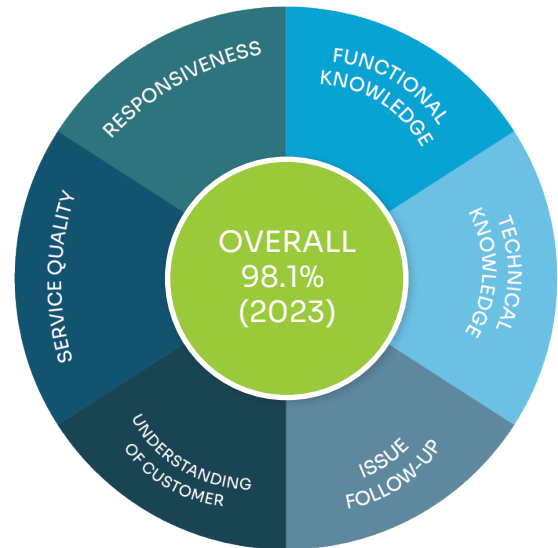
SPINNAKER SUPPORT: THE GLOBAL TEAM

Spinnaker Support engineers average over 19 years of experience. Working out of eight regional operations centers, this team supports versions 8 through 12 and all major database areas (see back page). These professional engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex database issues.

Our Customer Success team leads all new customers through a phased, collaborative onboarding and archiving process designed to ensure a smooth transition to Spinnaker Support.

HIGHEST RATED CUSTOMER SATISFACTION

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

RESPONSIVENESS
FUNCTIONAL KNOWLEDGE
TECHNICAL KNOWLEDGE
SERVICE QUALITY
OVERALL 98.1% (2023)
UNDERSTANDING OF CUSTOMER
ISSUE FOLLOW-UP

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.

For additional detail on this story and other Oracle Database client stories, visit SpinnakerSupport.com

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