SPINNAKER SUPPORT

INTRODUCTION

Since 2008, Spinnaker Support has delivered a unique blend of innovative support services for Oracle applications and surrounding technologies. Mid-size to Fortune 100 enterprises, representing virtually every industry, have made the switch to Spinnaker Support. We support and help manage tens of thousands of Oracle instances in 104 countries.

Our core service is third-party support, which replaces Oracle's expensive and restrictive self-service support model at a fraction of the cost. We built our company around the simple concept that "support should be supportive," meaning personalized, responsive, comprehensive, and affordable.

THIRD-PARTY SOFTWARE SUPPORT

Spinnaker Support replaces Oracle Support in a proven, secure, and smart way – delivering superior support, more efficiently, at a dramatically reduced price.

Spinnaker Support never directs you to links, notes, and documents found on a self-service portal—when it's best to speak to a real expert. Support should elevate your experience with Oracle's powerful solutions because—with great support—these applications can drive your business forward faster.

RESPONSIVE SERVICE	**COMPREHENSIVE SUPPORT**	**IMMEDIATE COST SAVINGS**	**FLEXIBLE CONTRACT TERMS**	**ADDITIONAL ASSISTANCE AVAILABLE**
Responses in < 15 minutes, from Level 4 senior support engineers	Covers security, custom code, interoperability, tax & regulations, and more	Average 62% hard savings, with more soft savings possible	Pay for licenses you use, modify scope as business conditions change	We also offer a tailored set of managed services and consulting

SPINNAKER SUPPORT: THE GLOBAL TEAM

Spinnaker Support engineers average over 19 years of experience. Working out of eight regional operations centers, this team supports major Oracle products from E-Business Suite to JD Edwards to Oracle Database (see next page).

These professional engineers fill your knowledge gaps, ease your staffing constraints, provide expert assistance for complex issues, and help facilitate the transition from Oracle Support.

OUR SALES AND OPERATIONS CENTERS

DENVER, CO | DUBAI, UAE | TOKYO, JAPAN | TEL AVIV, ISRAEL
SEOUL, KOREA | PARIS, FRANCE | SINGAPORE | LONDON, UK
MUMBAI, INDIA | SAO PAULO, BRAZIL

We selected Spinnaker Support to provide ongoing support for our entire Oracle application landscape. As the head-to-head evaluation progressed, it became crystal clear that Spinnaker Support is the best choice for Partner Communications Company Ltd.
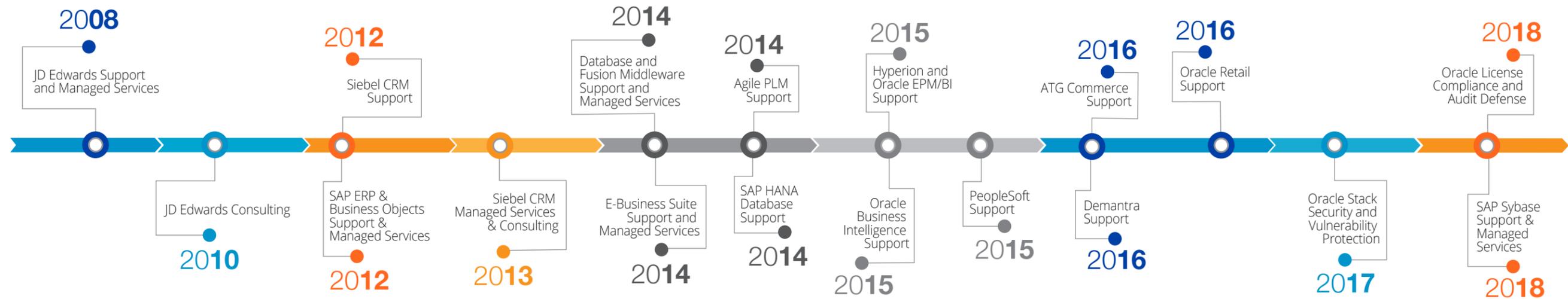
They provide an exceptionally high level of local support at an attractive price point and have quickly evolved into a natural extension of our own internal IT team. They consistently display in-depth Oracle application knowledge as it pertains to our unique environment.

—Raz Bartov, CIO, Partner Communications

Spinnaker Support provides third-party support, managed services, and consulting for a wide range of Oracle applications.
The timeline below illustrates the majority of solutions we support and when services launched.

Timeline

2008 — JD Edwards Support and Managed Services

2010 — JD Edwards Consulting

2012 — Siebel CRM Support

2012 — SAP ERP & Business Objects Support & Managed Services

2013 — Siebel CRM Managed Services & Consulting

2014 — Database and Fusion Middleware Support and Managed Services

2014 — E-Business Suite Support and Managed Services

2014 — Agile PLM Support

2014 — SAP HANA Database Support

2015 — Hyperion and Oracle EPM/BI Support

2015 — Oracle Business Intelligence Support

2015 — PeopleSoft Support

2016 — ATG Commerce Support

2016 — Demantra Support

2016 — Oracle Retail Support

2017 — Oracle Stack Security and Vulnerability Protection

2018 — Oracle License Compliance and Audit Defense

2018 — SAP Sybase Support & Managed Services

PRODUCTS SUPPORTED

AGILE PLM

Release versions: All

Products: Cost management, engineering collaboration, product collaboration, product governance and compliance, product lifecycle analytics, product quality management, product portfolio management, and more

ATG WEB COMMERCE

Release versions: 9, 10, 11

Products: All products in supported release versions

BUSINESS INTELLIGENCE

Products: Analytics platform, BI foundation, Discoverer, Exalytics, OBIEE, BI applications, and more

DATABASE

Release versions: 8i, 9i, 10g, 11g, and 12c

Editions: Enterprise, standard, standard edition one (in conjunction with extended ERP applications and standalone)

Products: All Oracle database products and tools

DEMANTRA

Release versions: 12 and earlier

Products: Demand management, predictive trade planning and optimization, and real-time sales and operations planning

E-BUSINESS SUITE

Release versions: 10.7 through 12.2x

Products: All E-Business Suite products

HYPERION

Release versions: All

Products: All EPM/Hyperion Products

JD EDWARDS

Release versions: All World, OneWorld, and EnterpriseOne

Products: All

MIDDLEWARE

Release versions: All Middleware products associated with Oracle applications we support; E-Business Suite, JD Edwards, Siebel CRM, Agile PLM, Oracle Business Intelligence, Hyperion and EPM, and more

Categories: Application infrastructure, business analytics, business process management, data integration, developer tools, identity management, service-oriented architecture, portals and sites, and more

PEOPLESOFT

Release versions: 7.x, 8.x, 9.x

Product Lines: All PeopleSoft products suites, excluding U.S. payroll, tax, and regulatory updates

RETAIL

Release versions: All

Product Lines: Retail merchandising, retail omnichannel, retail planning, and retail supply chain

SIEBEL CRM

Release versions: 5.x, 6.x, 7.x, 8.x

Product Lines: All Siebel products in supported release versions

DIRECT COMPARISON OF ORACLE SUPPORT & SPINNAKER SUPPORT

Spinnaker Support's third-party model differs from Oracle's support by offering greater responsiveness, dedicated staff, and deeper issue coverage. The table below directly compares the primary features of each support model.

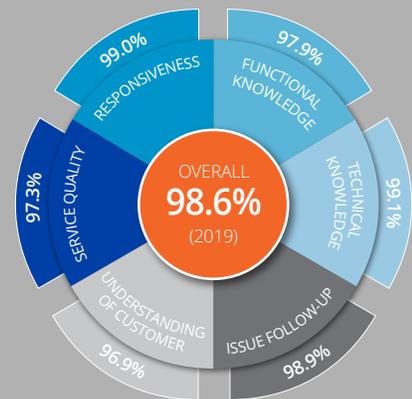|	ORACLE SUPPORT	SPINNAKER SUPPORT
SERVICE MODEL	Self-service-oriented, emphasis on research	Concierge, dedicated support
MY ORACLE SUPPORT	Full access	Not required
PRIMARY SUPPORT CONTACT	Varies	Dedicated lead with assigned team
SUPPORT EXPERTISE	Varies	19-years average experience
RESPONSE TIME	SLA dictates	Average 8-minute response time
ABILITY TO ESCALATE	Not monitored, request made reactively by customer	All issues closely monitored, done proactively without requests
CUSTOM 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

MORE SERVICES, MORE VALUE UNDER ONE ROOF

In addition, Spinnaker Support is the only third-party support provider to deliver managed services and consulting for Oracle solutions and surrounding technologies.

Over 30% of our support customers use these incremental services to consolidate with one vendor— to keep applications running at peak performance, optimize cost, maintain security and interoperability, and provide directional technical expertise.

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.

OVERALL
98.6%
(2019)

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

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SPINNAKERSUPPORT.COM