SPINNAKER
SUPPORT

Oracle Fusion Middleware
Third-Party Support

OVERVIEW

Spinnaker Support is the leading global provider of third-party support for Oracle Fusion Middleware, whether stand-alone or in combination with other Oracle technologies and applications.

Spinnaker Support's third-party software support replaces Oracle's annual support function. 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 customers gain more comprehensive and responsive service, and can remain on their current software release indefinitely. Customers trust us to keep their Oracle middleware, 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 FUSION MIDDLEWARE CATEGORIES

- Integration Products
- Application Server Products
- Application Integration Architecture
- WebCenter Products
- Identity Management Products
- Business Intelligence Products
- Developer Tools

OTHER SUPPORTED PRODUCTS

- Oracle E-Business Suite
- Oracle Database
- JD Edwards
- Siebel CRM
- Oracle Retail (Retek)
- Oracle Hyperion
- PeopleSoft
- Agile PLM
- ATG Web Commerce
- Demantra

TODAY'S SUPPORT CHALLENGES

Software support is a mandatory expense, but not one that should dominate your IT budget. It's critical to have expert assistance always available to handle unplanned application issues, and that service should be fairly priced.

Unfortunately, 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 application infrastructure products. Already expensive, the cost of this service continues to grow at a rate of 2-4% per year.

Now imagine how support *should* be. Third-party software support emphasizes more proactive and comprehensive service, especially for the complicated and diverse set of products assembled under the Fusion Middleware family. You'll work with skilled engineers who know you, understand your product environment, respond in minutes, and focus on resolving your issues regardless of the source.

That's Spinnaker Support.

SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

Spinnaker Support replaces Oracle-provided support in a proven, secure, and smart way. We support dozens of Fusion Middleware products and connecting applications (from Oracle to other publishers), and we have no term limitations on support, regardless of whether Oracle has declared an End of Life to a release.

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

THIRD-PARTY ORACLE FUSION MIDDLEWARE 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 you through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

> "
> Spinnaker Support engineers go above and beyond to resolve issues in a timely manner and helps us implement significant process efficiencies. The additional value of the advisory services saves us time and affords us substantial cost savings on consulting and implementation fees.
> "
>
> Deborah Jones, Oracle Applications Manager, Merichem

WHAT WE SUPPORT

As a third-party vendor supporting hundreds of Oracle Fusion Middleware instances, we are uniquely positioned to provide services around legacy products in various configurations. The list below is representative of the Middleware products we work to support.

INTEGRATION PRODUCTS

- Database Gateway
- Data Integrator
- Enterprise Metadata Management
- Enterprise Data Quality
- Data Integration Suite
- GoldenGate

BUSINESS INTELLIGENCE PRODUCTS

- Oracle Business Intelligence Enterprise Edition (OBIEE)
- Oracle Data Integrator (ODI)
- Oracle Discoverer
- Hyperion
- Essbase
- BI Publisher

APPLICATION INTEGRATION ARCHITECTURE

- Application Integration Architecture
- Process Integration Packs (PIPs)

DEVELOPER TOOLS

- Forms and Report
- Programmer
- Internet Developer Suite
- Jdeveloper

APPLICATION SERVER PRODUCTS

- WebLogic Server
- Internet Application Server
- Coherence
- BPEL Process Manager
- SOA Suite
- Unified Business Process Management Suite
- Stream Analytics
- Forms and Reports

IDENTITY MANAGEMENT PRODUCTS

- Enterprise Identity Services Suite
- Identity Governance Suite
- Directory Services Plus
- Access Manager
- Identity Federation
- Identity Manager
- Identity Manager Connector
- Enterprise Single Sign-On Suite
- Access Management Suite
- Identity and Access Management Suite
- Management Pack Plus for Identity Management

WEBCENTER PRODUCTS

- WebCenter Suite
- WebCenter Portal
- WebCenter Content
- WebCenter Sites
- WebCenter Imaging
- WebCenter Forms Recognition
- WebCenter Enterprise Capture
- WebCenter Capture
- WebCenter Applications Adapter

# A DIRECT FEATURE COMPARISON FOR ORACLE SUPPORT AND SPINNAKER SUPPORT

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 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
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.
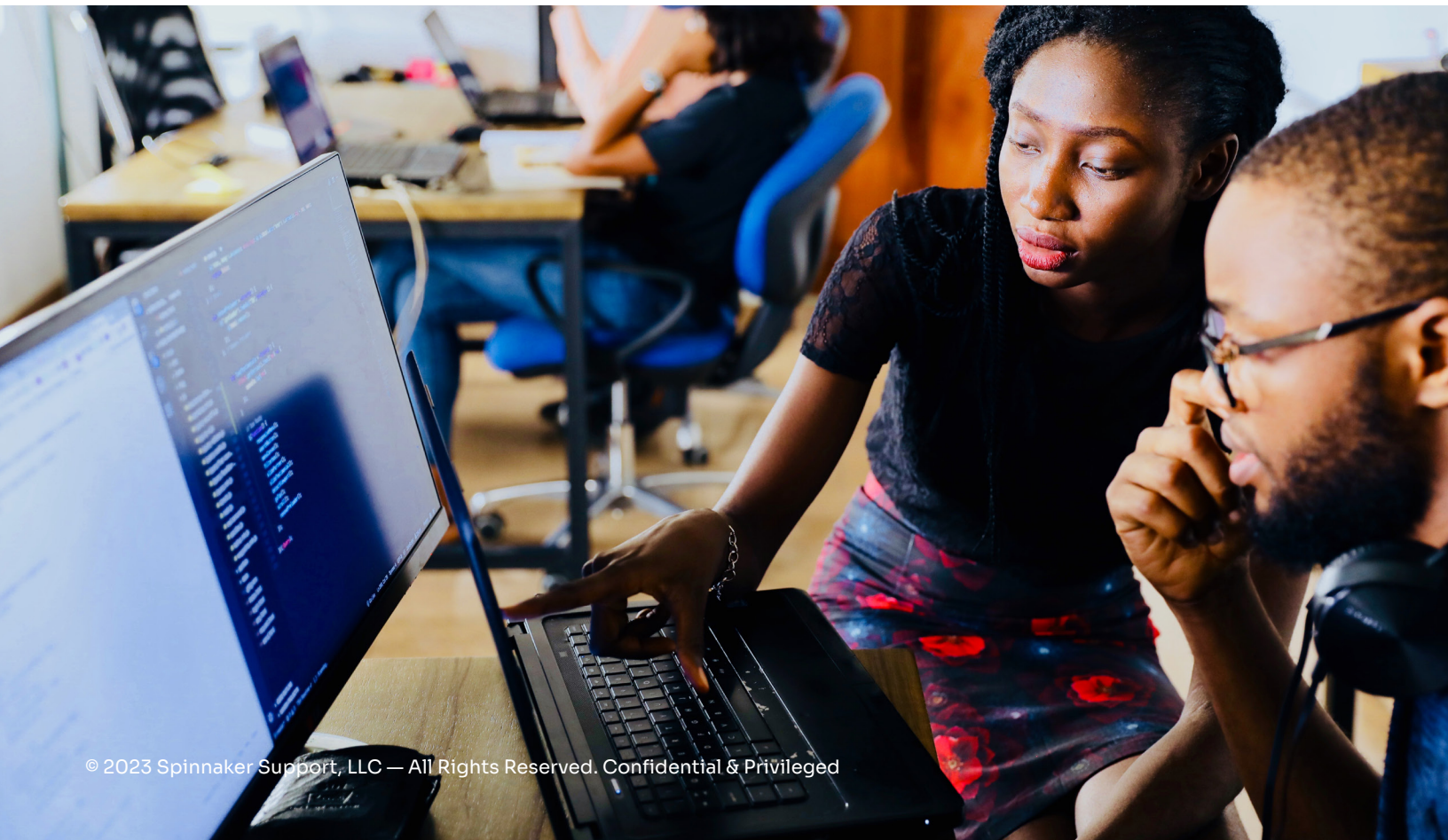
SPINNAKER SUPPORT: THE GLOBAL TEAM

We have built and retained large knowledgeable teams of support engineers, managed service specialists, and consultants to address virtually anything Fusion Middleware.

Spinnaker Support engineers average over 19 years of experience. Working out of eight regional operations centers, our team supports a deep catalog of Middleware products as well as Oracle products that include EBS and Oracle Database. These professional engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex technology issues.

Prior to leaving Oracle Support, 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. This includes a well-planned and legal archiving process.

SUPPORTED INDUSTRIES

- Aerospace
- Communications
- Defense
- Financial Services
- High Technology
- Insurance
- Manufacturing
- Public Sector
- Universities
- And more...

HIGHEST RATED CUSTOMER SATISFACTION

In our 2022 customer survey, we reported a record 96.3% overall satisfaction.

RESPONSIVENESS · FUNCTIONAL KNOWLEDGE · TECHNICAL KNOWLEDGE · ISSUE FOLLOW-UP · UNDERSTANDING OF CUSTOMER · SERVICE QUALITY

OVERALL 96.3% (2022)

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 and example client success stories, visit SpinnakerSupport.com

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