

# Why Us for Your Support

## THIRD-PARTY SUPPORT AND BEYOND

### Overview

Spinnaker Support is a leading provider of third-party software support and managed services for enterprises running Oracle software. When switching to third-party support, customers save an average of 62% on their support fees, gain experience and responsive service with our staff, and can remain on their current software release indefinitely (or until they are ready to upgrade).

### Comprehensive. Affordable. Responsive. Experience. (CARE)

Our skilled engineers understand your Oracle environment and respond to support tickets within minutes, whether for customized code, interfaces, interoperability concerns, or even general inquiries. Spinnaker Support's services are available at reasonable prices, enabling you to optimize saved expenditures toward growth.

### Support, Service, and Security

Replacing vendor support with a third-party provider can be anxiety-inducing, but Spinnaker Support's proven track record of quality support and service will restore your peace of mind. We support over 60 EBS products, spanning versions 10.7 through 12.2x, and have no term limitations on services, regardless of whether Oracle has declared an End of Life to a release. Standard to our third-party support, we deliver our Seven-Point Security Solution, through which our team continually investigates vulnerabilities, hardens your system, and protects your application environments. To address our new customers' top concerns — and as a means of standing behind them, as well as our engineers and record of service — we also offer the industry's first-ever Ultimate Support Guarantee, which promises to help clients return to vendor support if our services don't satisfy their needs.

### Third-Party E-Business Suite Support

- **Break/Fix Services** - Rapid response times with ISO-certified processes.
- **Global Tax & Regulatory Compliance** - Receive timely GTRC information and updates for your applications and jurisdictions.
- **Security & Vulnerability Management** - We address vulnerabilities and categories of weakness while creating a more robust overall security posture.
- **Technical Advisory Services** - Gain Insights from our experienced technicians on issues like cloud migration or interoperability planning.
- **General Inquiry** - Get answers on questions from functionality to configuration.
- **Archiving Services** - We'll download and store relevant software and data that a customer is legally entitled to keep.

# Direct Feature Comparison

The table below compares the primary features of each support model.

CATEGORY	SPINNAKER SUPPORT	ORACLE SUPPORT
Service Model	Dedicated and responsive support	Self-service focus
Service Quality	Sustained-software support, reliable access to experts, and assured quality of service	Forward-looking product approach with automated and self-serve assistance
Support Expertise	20+ years average experience among product engineers	Varies
Ability to Escalate	All tickets are closely monitored and handled proactively, escalated without request and continually evaluated until a solution has been found	Customer must justify escalation
Customizations & Interoperability	Supports all issues	Does not support
Tax & Regulatory Compliance	Tailored specifically to your needs	One-size-fits-all model
Security	Seven-Point Security Solution focuses on the holistic approach of “Discover, Harden, and Protect” to secure your system proactively	Reactive patching solution that comes out months after the vulnerability is identified, and doesn't always address the exploit
Term of Support	Lifetime support for as long as you have your current version	No new fixes or support after the end of the extended support period
Savings	At least 50% savings, when compared to the publisher's fees, with an average of 62% savings	None

## Quality Service and Support Still Matter

As a customer-driven support company that's dedicated to the quality of service we offer, Spinnaker Support emphasizes more proactive responses to solving issues quickly, no matter the source.



To learn more, please talk to a Spinnaker Support representative.

### ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.

**SPINNAKER**  
SUPPORT

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