

# The Skeptic's Guide to Oracle Third-Party Support

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## It's okay to be a skeptic.



### SKEPTICAL

ADJECTIVE [SKEP-TI-KUHL]

Not easily convinced; having doubts or reservations.

We all know skeptics. Whether family, friends, or fellow employees, these usually vocal individuals may be suspicious of certain topics or just about everything. It's natural to question ideas and processes, especially when many of us are uncomfortable with the new or unfamiliar. The challenge for a skeptic is to express reservations but remain open to explanations that can neutralize doubts.

Here at Spinnaker Support, we often speak with skeptics of third-party support. After all, it's very different from Oracle's traditional support model. You may be a third-party skeptic yourself, or you may have a few on your team. Skeptics are beneficial because it's vital to ask revealing questions as part of any due diligence process for a technology partner.

Alternative software support is not a new fad or innovation. The market has existed for over 15 years, and the top providers deliver award-winning support through experienced teams and established processes. Gartner has recognized the importance of the market and publishes an annual Market Guide for independent third-party support.<sup>1</sup>

While individual vendors will vary in quality and culture, the overarching proposition is essentially the same: a rejection of Oracle's expensive, semi-automated support by returning to personalized, comprehensive services at a fair price.

We meet with skeptics of third-party support all the time. Our most productive conversations with prospective customers often begin with their healthy dose of skepticism. Questioning the fundamentals usually leads to more open discussion and more informed and satisfied customers.

# Direct Answers for Direct People



Interactive links enrich your reading experience.

Tap the number to take  
you to the answer page

We know that skeptics want straightforward, honest, and fact-based answers. It's why we appreciate them! But only some have the time or desire for a long conversation. So, with all that in mind, we created this Skeptic's Guide as a shortcut to help educate a wider audience.

The guide addresses 15 of the most common questions we hear from prospective customers. Throughout this guide, we offer more resources and recommendations to help you determine if third-party Oracle support is a good fit for your organization.

## If you are a third-party skeptic, this guide is for you.

We'll avoid fancy jargon or business buzzwords and instead drive home our points through facts and the words of our customers. If you're not a skeptic but have one or more on your team, please share this guide with them. You will find additional advice at the end to help win them over.

**NOTE:** While Spinnaker Support is proud to represent the third-party (or independent) software support market, we do not speak for vendors other than ourselves. The answers in this guide only reflect our perspective and cite our resources, processes, and statistics as evidence.

### QUESTIONS ADDRESSED IN THIS GUIDE:

- 1 Is third-party support legal and accepted by the market and Oracle?
- 2 Who can provide better support than the publisher who wrote the software?
- 3 How can you offer a higher quality of support than Oracle does?
- 4 How can you guarantee a faster response than Oracle?
- 5 How can you lower the cost and improve support quality?
- 6 How can you provide support if you're outside my country?
- 7 Won't our productivity suffer if we can't access My Oracle Support?
- 8 Won't we lose all our upgrades?
- 9 If you can't offer security patches, how can you protect my applications?
- 10 How can a third-party resolve issues without access to the Oracle source code?
- 11 How do you handle customizations?
- 12 Won't we fall behind in our global tax and regulatory compliance?
- 13 Won't my Oracle relationship suffer if I leave Oracle Support?
- 14 Isn't all this just begging for an Oracle Audit?
- 15 My employees will be unhappy without Oracle.



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# Answers for the Skeptics

## 1 IS THIRD-PARTY SUPPORT LEGAL AND ACCEPTED BY THE MARKET AND ORACLE?

If you mention third-party support to Oracle, they will gladly mention that Oracle is embroiled in multiple lawsuits with another third-party support provider (the details of this are easy to research online). Oracle actively litigates for competitive advantage, and your contacts are likely to insinuate that alternative support may not be legal.

In fact, court documents from these suits and a research paper published by Gartner affirm that there is no legal reason why a third-party cannot provide vendor replacement support for Oracle customers.<sup>ii</sup> Furthermore, executives from Oracle have publicly acknowledged that third-party support is legally viable as long as the software publisher's intellectual property (IP) rights are respected and observed.

**So, regarding legal risk, you're right to be skeptical because not every third-party vendor follows the same policies.** However, since its inception in 2008, Spinnaker Support has delivered Oracle support the right way to over 1,200 customers. We understand precisely what practices and processes have been deemed unlawful and have always taken significant precautions to provide the support that observes and respects Oracle's IP rights.

**When assessing vendors, set aside time to discuss how the firm's processes and practices conform to Oracle's IP and copyright requirements.** For example, every process at Spinnaker Support is ISO- 9001:2015 certified, highlighting our strong commitment to transparency and quality management principles. In addition, we have proven that third- party support is a safe alternative to Oracle-provided support.

## 2 WHO CAN PROVIDE BETTER SUPPORT THAN THE PUBLISHER WHO WROTE THE SOFTWARE?

Oracle wants you to ask us this question because they want you to believe they are superior in all aspects of their business. But product development and technical support are two separate Oracle divisions, and to our knowledge, Oracle has never proven that they're equally strong in both areas.

Dissatisfaction with Oracle support, pricing, responsiveness, automation, and coverage has driven thousands of global organizations of all sizes to switch to third-party vendors. **Gartner has predicted that the increasingly popular third-party software support market will triple by 2023 to over \$1 billion.**<sup>iii</sup>

Many Oracle customers are frustrated that if Oracle wanted to, it could return to lower fees or more personalized support. But as a software company, Oracle has moved on to new objectives. It's using the high- profit margins from your on-premise support fees to develop the next generation of cloud technologies, not improve your current experience. Their goal is to lock you into their roadmap rather than to support you on your existing software.

So, who can provide better support than Oracle? A company whose sole business focus is delivering outstanding support. **That's Spinnaker Support.**

### 3 HOW CAN YOU OFFER A HIGHER QUALITY OF SUPPORT THAN ORACLE DOES?

Oracle's support is governed by their strict Lifetime Support Policy, which features tiers of service ranging from Premium to Sustaining Support.<sup>iv</sup> Many customers have more than two-thirds of their estate under Sustaining Support. Unfortunately, this level of support means they no longer receive new bug fixes, security patches, or tax and regulatory updates for most of their Oracle software. Not good.

Many IT teams are already frustrated by the limits of Oracle support. These include no support for custom code (where most support issues originate), only partial coverage for interoperability, shallow security protection delivered in the form of patches, and the need to justify why certain issues should be considered the highest priority (P1) issues. As a result, end users often settle for working with unsolved minor bugs that will never be patched, or they develop their own customizations to address issues in the base software.

In contrast, third-party Oracle support takes a **"support driven."** approach that emphasizes customer service over software development or astronomical profit margins. Under a standard contract, Spinnaker Support will cover your entire Oracle application footprint, including database, middleware, and business apps.



#### HERE IS WHY WE PROVIDE MORE COMPREHENSIVE SUPPORT THAN ORACLE:

##### EXTENDED COVERAGE

Standard support includes break/fix service, interoperability, customizations, security and vulnerability management, global tax and regulation compliance, and sound technical advice. Our goal is to resolve the issue, no matter what the source.

##### FASTER RESPONSE

Third-party support focuses on diagnosing and solving issues quickly by responding to issues in minutes, not hours or days.

##### LIFETIME SUPPORT

We will support whatever versions you use for as long as you need.

##### SHARED OWNERSHIP

We deliver far more personalized support through an assigned team of senior engineers that know you and your technology stack..

##### HIGH QUALIFIED ENGINEERS

We hire only the best in the business, with an Oracle engineering team averaging 20+ years of software experience.

##### CROSS-DEPARTMENTAL TEAMWORK

When a technical issue requires individuals on separate teams, our processes are designed to quickly alert whoever is required to weigh-in on the solution. issue, no matter what the source.

Third-party Oracle support providers have different business objectives than Oracle. Of course, increasing revenue and profitability are important, but third-party providers like Spinnaker Support focus on the quality and value of service. Profits are promptly reinvested to improve service quality and breadth for your current software, not the cloud software you may eventually own.

#### 4 HOW CAN YOU GUARANTEE A FASTER RESPONSE THAN ORACLE?

Oracle-provided support is notorious for its slow replies to Service Requests (SRs), taking hours or sometimes days. Most products do not even list Service Level Agreements (SLAs); they qualify them as mere guidelines.<sup>v</sup> Third-party software support is a live, global service that guarantees fast service with 24/7/365 availability. Say goodbye to time-consuming searches through My Oracle Support.

The Spinnaker Support SLAs mandate a quick response, which for Priority 1 and 2 issues means less than 15 minutes. In fact, we treat every issue with the urgency of a P1, and **our actual response time for all priorities is usually five minutes or less.** Escalations can occur at any point and may be initiated by users, support staff, or management.

**Just as important as a fast response is a shorter time to issue resolution.** We've designed ISO-certified processes and deployed modern communication technology to ensure that every ticket is resolved promptly. In addition, we use a single IT Service Management System (ITSM) for all ticket types, which provides consistent tracking, detailed reporting, and transparency for the customer.

We've also eliminated the types of barriers between operations and development that often slow Oracle's response times. We practice shared ownership across all departments—engineering, security, GTRC, development, and interoperability—enabling cross-functional teamwork critical to solving complicated issues.



## 5 How can you lower the cost and improve support quality?

It's easy to be skeptical when a deal sounds too good to be true. And when you've become numb to the high annual price of Oracle support, the idea of better service for less expense sounds either like a pipe dream or a loss leader for the service provider.

In fact, it's not difficult to offer service at a reasonable price when Oracle is overcharging for support. Our starting point for pricing is 50% of your current Oracle support spend. This is further rationalized for idle software, shelfware, and unused licenses. All told, this bottoms-up pricing leads to an average savings of 62% - 67% with Spinnaker Support.

**THE HIGHER QUALITY DESCRIBED EARLIER IN THIS GUIDE IS SIMPLE TO EXPLAIN. WE FOCUS ON BUILDING THE KIND OF SERVICES WE WOULD WANT OURSELVES:**

- We hire experienced support engineers who are intelligent, courteous, and care about solving your technical problems.
- We construct efficient internal processes focusing on transparency, accountability, and shared ownership.
- We deploy modern technology to track issues, communicate with customers, and facilitate the fastest resolution.

In other words, we put a great deal of thought into how to provide excellent service for a fair price. In addition, we align our services to your individual needs, so you only pay for what you use. And we reinvest our profits into operations to ensure they are as high in quality as possible. Our end goal is to work with our customers as trusted partners for the long term.



### RESOURCE

[7 Steps to Evaluating a Third-Party Software Support Vendor](#)

## 6 HOW CAN YOU PROVIDE SUPPORT IF YOU'RE OUTSIDE MY COUNTRY?

While many organizations prefer local support resources, the industry no longer works that way. Today almost all support consists of offsite engineers who assist your needs through email, phone, chat, and virtual conferencing. With the proper infrastructure, established processes, and talented engineers, a business can provide quality, cost-effective global support from anywhere and anytime.

So why do companies remain skeptical about support performed from outside their country? Most likely because they want the assurance of a fast response in their preferred language(s) during their established business hours. The genuine concern is not where the remote support originates but how effective it is.

Not all support vendors can promise this, but Spinnaker Support can. As mentioned earlier, we offer effective support worldwide through stringent SLAs and a highly connected global network of engineers in eight regional offices who speak more than 14 languages. We handle all tickets from wherever they are sent to and when they arrive. If a customer requires a specific specialty within a particular country, we will hire for that need.



## 7 WON'T OUR PRODUCTIVITY SUFFER IF WE CAN'T ACCESS MY ORACLE'S SUPPORT?

Oracle is proud of its 40+ years of delivering software support. But that service is not what it was even a decade ago. Longtime Oracle customers have seen Oracle support devolve from a live, responsive service with Oracle engineers to a reliance on self-guided research on the My Oracle Support (MOS) web portal.

As Oracle charges you more for support every year, they have shifted the heavy lifting of problem resolution to your staff. So, in a way, your productivity is already suffering from poor publisher support. In addition, when you do not renew products with Oracle's support program, you can no longer access MOS for information on those products. This may cause fear of loss for DBAs, analysts, and other users because Oracle has trained them to see MOS as the primary source of assistance.

But what are they really losing? MOS is designed to help self-diagnose and resolve issues, but the automated, one-size-fits-all approach often leads to frustration and extended delays. For example, MOS offers little to no assistance for interoperability and custom code issues, and there are usually no updates for older releases. Furthermore, requesting on-demand service from a live engineer is nearly impossible.

**Third-party support improves productivity and the quality of service because it replaces MOS with on-call, personalized, "concierge" service from an assigned team of senior engineers, not an account manager.**

This team knows you and your technology stack and takes immediate responsibility for researching and resolving an issue or request. As a result, when your Oracle users and IT team no longer need to sort through the clutter of MOS, they can stay focused on their daily and strategic priorities.

**DURING ONBOARDING WITH SPINNAKER SUPPORT, WE FURTHER ELIMINATE THE NEED FOR MOS BY:**

- 1. Performing a detailed knowledge transfer.**  
We review your unique application environment, technology stack, ticket history, geographic footprint, IT staff capabilities, and more. Spinnaker Support uses this information to assign you a team of engineers who understand your needs and can provide the fastest possible response.
- 2. Building you an accessible archive.**  
Our team downloads a searchable archive of files and information you are legally entitled to from MOS to your network. See the next section for additional detail.



## 8 WON'T WE LOSE ALL OUR UPGRADES?

Oracle's priority for innovation is on its new cloud and digital transformation solutions. Thus, any upgrade is not an upgrade in the historical sense and is generally not included as part of your annual maintenance and support fees. It also typically becomes a complete relicensing and reimplementation event—usually at great expense to you.

Upgrades for perpetual licenses are limited, with often poor value propositions. The Continuous Innovation model only covers a subset of products, offering a slow drip of incremental improvements over a long period of time. Many companies that switch to third-party support have decided to remain on their stable version and refrain from spending budget and resources on upgrades that would deliver minimal advantage.

You will indeed lose access to the publisher's support site. However, as mentioned in the previous section, Spinnaker Support provides customers with an archive of the legally entitled Oracle patches and upgrades available up to your publisher support's end date. Therefore, you can retain, access, implement, and use these upgrades as needed.

Spinnaker Support has performed this service for hundreds of customers, using an ISO 9001:2015-certified archiving approach and ISO 27001:2013 processes for data security. Unfortunately, other vendors who have not respected Oracle's IP and copyrights are legally banned from creating archives for customers.

Additionally, Spinnaker Support offers managed services and project-based consulting. If there's new functionality you need, our team can help.

## 9 IF YOU CAN'T OFFER SECURITY PATCHES, HOW CAN YOU PROTECT MY APPLICATIONS?

Perhaps the most common concern of skeptics is security because Oracle will not provide security patches to customers who cancel support. We are asked whether we can provide adequate software and application security. Oracle says we cannot because only they can access the source code and find and address existing bugs or vulnerabilities within its software. While this argument is valid concerning the code, it is misleading, at best, concerning overall protection.

**In fact, proper security is multi-layered, complex and not a reactive, one-size fits all patching model.** Spinnaker Support deploys a Proactive Security Solution (described below) that allows us to personalize our approach to address each specific issue in its unique environment. Here is why this is better than patching.

**First, patches are far from perfect.** Oracle delivers security patches quarterly to address critical vulnerability exposures (CVEs). Unfortunately, these Critical Patch Updates (CPUs) have issues themselves: they are reactive, expensive to implement, block only known threats, come well after a vulnerability has been actively exploited or discovered, and may not be successful.

Between 2Q19 to 1Q20, 33% of database patches by Oracle were repeats of previous patches from 2016 that did not originally fix the issue. So, let's repeat that: **the vulnerabilities were not fixed, so the original Oracle patches needed patches.**

**SECOND, PATCHING IS NOT ALWAYS DEPLOYED WELL.**

While it's best practice to deploy patches in a timely manner, many businesses fall behind or decide not to do it. This is because patching using Oracle's CVE approach can be costly, involve time-consuming testing, and often result in unintended consequences, like issues with customizations.

You should know where your IT and security teams stand on this practice. Have they installed the latest CPUs? We often discover that the users who are most adamant about remaining on Oracle-provided support are not actively applying patches, but rather like the idea that patches are available if needed. This defeats the entire purpose of patching!

**This is why Spinnaker Support implements Defense-in-Depth, a more effective and robust full-stack security.** Common vulnerabilities and exposures (CVEs) now come from various external and internal sources, so effective security must address the full technical stack. **True security is a process, not a patch.**

Spinnaker Support's global security team adheres to a Proactive Security Solution that covers the core security concepts of **Discover, Harden, and Protect** and comes standard with support—at no extra cost. This approach combines timely fixes, configuration changes, or other operational workarounds to remediate any security issues you encounter (we call these **"compensating controls"**). The security solution can include products for virtual patching, intrusion detection, and prevention services like proactive monitoring.

OVER 98%

**Does this approach work?** When we recently surveyed our customers on this topic, over 98% of respondents indicated that our security and vulnerability protection is at least as good or better than that delivered by the publisher.<sup>vi</sup>

**IMPORTANT NOTE:**

Oracle does not provide patches for versions on its Sustaining Support. Security concerns don't lessen when Oracle decides to strip you of patches, so moving from Sustaining Support to our third-party support is a clear win for your security efforts.

**RESOURCE**

[Our security page and solution briefs on patching](#)

**10 HOW CAN A THIRD-PARTY RESOLVE ISSUES WITHOUT ACCESS TO THE ORACLE SOURCE CODE?**

Before we answer, let's begin with a basic understanding of the difference between the two support models. As with any issue, there is always more than one way to solve the problem. What Oracle does, applying a patch at the binary code level, is certainly one of them. However, this takes time to develop and test, and it may or may not impact your customizations in an application.

Our engineers also review issues for the source and context of the problem. Then, after considering the most applicable approach, they provide an equal or superior solution based on how you are using the existing technology. That can either be a patch from your archive created for you during the onboarding process, or a software reconfiguration tailored to your specific needs and system requirements.

So, this question is misleading. It is true that as the software provider, Oracle is the only vendor that can access the Oracle product's source code and provide changes at the software's base or binary code level. But they are not the only vendor that can perform root cause analysis of a newly discovered issue or vulnerability and provide a resolution.

For example, with break/fix type issues in the database and other technology products, we triage the issue to understand precisely why it is occurring. Once we know the exact source, we can develop a solution that causes the defective code not to be executed, effectively bypassing the bug or defect. The solution could be a parameter change, a change to application code (where possible), or even an execution plan changes to control the issue.

For security issues (see the previous question), our methodology and approach are to mitigate the vulnerability (i.e., make it non-exploitable) by focusing on hardening against the weakness rather than producing a code fix for the vulnerability. This approach protects the system more thoroughly, especially against zero-day vulnerabilities. Oracle primarily focuses on resolving specific issues in binary executables.

## RESOURCE

[Ticket Example: Resolving a Custom Code Issue in JD Edwards](#)



## 11 HOW DO YOU HANDLE CUSTOMIZATIONS?

Oracle support does not cover support issues that involve custom code—even though every product instance consists of some level of customization. Oracle support engineers are instructed to stop working service requests until customers prove that the issue is not caused or impacted by customized code.

In so many words, Oracle is saying that if you mess with its out-of-the-box functionality, be prepared to fix it yourself. For the latest cloud products, Oracle strongly discourages using any customizations.

**Third-party support is dedicated to working with customers to troubleshoot and resolve all issues, including when they are in custom code.**

At Spinnaker Support, we follow Oracle's best practices for code changes for customizations. During onboarding, we run a coordinated knowledge transfer between your team and ours to become familiar with your customizations before resolving technical issues. This is a clear example of how we deliver both comprehensive and personalized service.



## 12 Won't we fall behind in our global tax and regulatory compliance?

Not true. Unlike Oracle, third-party vendors provide Global Tax and Regulatory Compliance (GTRC) data tailored to the customer's specific needs, delivering updates on a regular schedule to be less intrusive and easier to apply. At Spinnaker Support, we include GTRC updates as standard for the required products, no matter how old the software release.

Oracle typically supports its Premier and Extended Support customers, not Sustaining Support, through massive GTRC updates that lack personalization for individual customers. These patches and updates are a one-size-fits-all approach to GTRC that requires additional work on behalf of the customer.

In comparison, Spinnaker Support keeps you compliant by delivering monthly and year-end updates tailored to your unique geographic reach and software environment requirements. Our GTRC team alleviates the challenge of changing tax, legal, and regulatory requirements by continually researching, monitoring, and gathering specific requirements from governing authorities in dozens of countries and all 50 U.S. states. We've designed our back-end systems and ISO 9001:2015-certified process to scale as we add new customers and jurisdictions.

You get timely and comprehensive updates designed to cover the breadth of tax and regulatory environment compliance issues and keep you compliant while minimizing the impacts of these changes to your systems. As a trusted partner, we work directly with customers to schedule and implement all required changes.

### 13 WON'T MY ORACLE RELATIONSHIP SUFFER IF I LEAVE ORACLE SUPPORT?

Even hint at leaving Oracle support, and your account manager will tell you it will damage or end your overarching relationship with Oracle. They may say you can't purchase new licenses or must pay reinstatement fees and penalties to re-engage. They certainly won't be happy about the lost revenues.



**RESOURCE**  
[Spinnaker Support's GTRC Offering](#)

But ask yourself this: is your current relationship with Oracle all that wonderful? In all likelihood, they are slow to escalate support issues, aggressively pressuring you to upgrade or move to the cloud, and refuse to alter their price structure to accommodate you on shelfware and unused licenses.

None of what Oracle says is true. Many Oracle customers that have switched to third-party support have successfully returned to Oracle when they were ready to upgrade to a new version or migrate to a cloud product. To date, we know of no Spinnaker Support customers who paid reinstatement fees. Everything is negotiable, especially when Oracle knows you're planning to invest even more in its products.

In fact, when returning to Oracle after several years, you're treated as a new customer. This puts you in a better future negotiating position than if you had stayed current on Oracle support. We recommend negotiating with the license sales rep, not the support sales rep, to get the best possible deal.

**14 ISN'T ALL THIS JUST BEGGING FOR AN ORACLE AUDIT?**

On average, Oracle customers can expect to be audited every 3-5 years, so it's best always to be prepared in the event your organization gets selected randomly.<sup>vii</sup> Trigger events can include mergers and acquisitions, failure to renew a Universal Licensing Agreement (ULA), lack of recent purchases, resistance to moving to the Oracle cloud, and a letter of intent to cancel Oracle support.

So yes, switching to third-party support is a known audit trigger, but contrary to what your Oracle account manager might say, it's low on the list. In the 2019 annual Spinnaker Support survey, 89% of responding customers reported that they were audited less or the same after switching to Spinnaker Support. Only 2% saw an audit increase, and the remaining 9% told us it was too soon to know if the auditing frequency had changed.

**RESOURCE**

[Will You Be Audited More After Switching to Third-Party Software Support?](#)



That said, it is essential to review your Oracle contracts (original, renewed, and amended) to understand specific terms and clauses. If you have virtual environments, you must know how they are configured and how, or if, they utilize Oracle programs. You must also determine if any unlicensed Oracle products or features were inadvertently activated. Spinnaker Support has experience and partners to help with license review and compliance.

**15 MY EMPLOYEES WILL BE UNHAPPY WITHOUT ORACLE.**

Okay, so not a question, but we do hear this, usually from leadership, not hands-on users. Why? Because very few customers love Oracle support, even those whose careers are tied to Oracle products. They are already unhappy with slow responses, lack of escalation, and time wasted on self-researching issues. You will always have employees who dislike change, prefer **“the devil I know,”** and don't care how much it costs the organization each year.

**But how do Spinnaker Support's customers feel about our Oracle services?** In their words:

Spinnaker is an amazing third-party support provider service that helps in providing **accurate and responsive solutions** to customers.

My points of contact are always **very helpful, knowledgeable and very efficient.** We have developed an awesome working relationship.

They have a **deep understating** of the tools and they are very much able to deliver **unrivalled technical support.**



These are direct quotes from [independent—verified reviews posted on the Gartner Peer Insights review site.](#)

In dozens of published reviews, you can read why actual customers prefer our services. It is highly likely that, just like you, many of these individuals started out as third-party support skeptics. Remember that while third-party support is a direct replacement for Oracle support, it is an entirely different model: support- driven not software-driven.

# Recommendations for how to win over other skeptics

So maybe we've won you over with our responses, or you weren't skeptical from the start. If you're a third-party support champion, you may still have to sell this to your Oracle user and IT team.

## HERE ARE SOME SUGGESTIONS THAT HAVE WORKED FOR OTHER ORGANIZATIONS:

### START EARLY TO IDENTIFY THE SKEPTICS.

Each department or individual may have a separate set of concerns. The sooner you identify these, the more time you'll have to address them. Companies that do not convert skeptics soon enough may miss contract deadlines and even see their support initiative stumble or fail.

### UNDERSTAND HOW MUCH (OR LITTLE) YOUR TEAM HAS BEEN USING ORACLE SUPPORT.

Gather a two to three year history of tickets issued to Oracle (types, priority level, etc.). This data can support your cost/benefit analysis, substantiate claims of poor support, and justify the third-party support discovery phase.

### BE FAMILIAR WITH YOUR ORACLE SOFTWARE LICENSING.

As your procurement or sourcing department will tell you, Oracle contracts are nothing, if not complex. Gather specifics of your software application landscape: product lines that are in scope, language requirements, countries requiring tax and regulatory updates, used versus unused licenses, etc. Know your rights, end-of-maintenance dates, and how to cancel as contractually required by Oracle. This information will help eliminate surprises and build your case for leaving Oracle.

### BUILD CONSENSUS ON WHAT IS MOST IMPORTANT TO YOUR ORGANIZATION.

Organizations that choose to move to third-party support fall into one or more categories: they want to sustain their existing products, they eventually plan to migrate to a new system, or they are in financial distress. Be clear on the drivers, and make sure that it's first and foremost in your discussions. This focus can counter minor concerns skeptics can use to derail your decision.

### IF IT HELPS, LEAD WITH PRICE.

If you're struggling to win over skeptics, then focus on the hard cost savings and show them that it doesn't pay to be a skeptic! The IT department and organization can use these savings for what they most want, whether that's digital transformation, additional staffing, managed services, new IT initiatives, or simply applying the savings to improve the bottom line.

### SHARE THIS GUIDE WITH EVERYONE WHO NEEDS IT.

Whether in IT, legal, procurement, or senior management, you can win over the skeptics!

### STILL LOOKING FOR ANSWERS?

**Remember:** It's okay to be a third-party support skeptic. If we haven't covered your area of uncertainty, or haven't answered one of the above questions to your satisfaction, feel free to search through our [blog](#) or [FAQs](#) sections on our website. We add new topics and examples to that forum on a weekly basis.

Or better yet, [reach out directly and contact us for more information.](#) Our team is glad to provide answers to any of your inquiries.

## 2023 Customer Satisfaction Survey

In our 2023 annual customer survey, we reported a 98.1% overall satisfaction. Survey results are based on more than 500 customer responses.

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





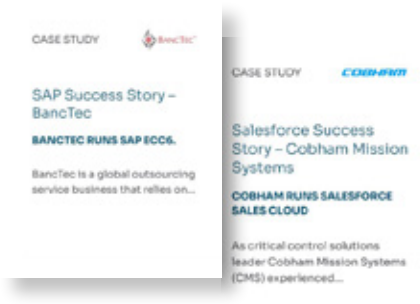
## Additional Resources



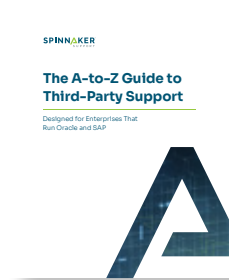
Estimate your cost savings  
with our [Online Calculator](#)



Customer Success Stories



A-to-Z Guide for  
Third-Party Support



Gartner Peer Insights reviews constitute the subjective opinions of individual end-users based on their own experiences and do not represent the views of Gartner or its affiliates.

i [“Gartner, Market Guide for Independent Third-Party Software Support for Megavendors,”](#)  
Rob Schafer, Allison Adams, et al., 27 November 2023

ii [“What Rimini Street and Spinnaker Support Are Doing to Support Oracle and SAP ERP Products,”](#)  
Pat Phelan, Rob Wilkes, 2016

iii [“Predicts 2020: Negotiate Software and Cloud Contracts to Manage Marketplace Growth and Reduce Legacy Costs,”](#) multiple authors, 2019

iv [Oracle Lifetime Support Policy](#)

v [“Oracle Software Technical Support Policies.”](#)

vi [“Will your Security Risk Change When Moving to Spinnaker Support Services?”](#) 2019

vii [“Navigating an Oracle Software Audit - Here’s What to Expect,”](#) UpperEdge, 2020

## 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.

To learn more, visit  
[spinnakersupport.com](http://spinnakersupport.com)

