

End-to-end Hardware and Software Support for Oracle Engineered Systems

ORACLE ENGINEERED SYSTEMS SUPPORTED

- > Exadata
- > Exalogic
- > Exalytics
- > Supercluster
- > ODA
- > BDA
- > ZDLRA
- > ZFS Storage

Extend the Life of Your Oracle Engineered Systems Investments

As Oracle Engineered Systems age, the cost of staying with OEM support increases dramatically, while the value of that support declines. When Oracle announces End of Service Life (EOSL), you're progressively hit with unpleasant realities such as increasing support costs, new SLAs that don't meet your high uptime and availability needs, difficulty obtaining replacement hardware, forced upgrades to get full support and aging hardware which makes it hard to support new functionality.

Together, Rimini Street and Natrinsic relieve this pressure by offering end-to-end hardware and software support that helps extend the life of your engineered system investments. In fact, we do this all while improving your overall support quality with industry-leading SLA response times, hardware availability and front-end expertise that is second to none.



Reduce time to resolve critical issues

Run your business-critical technology with the best support available, especially for mission-critical applications and infrastructure.



Reduce risk while improving security

Eliminate the risk of applying quarterly patches to systems that are already stable while improving your security posture with near zero-day security solutions available from Rimini Street.



Get comprehensive system support

Natrinsic is responsible for diagnosing and resolving issues across the entire system, whether the root cause is hardware related or a system software fault.



Peace of mind with guaranteed parts and SLAs

Once your system reaches five years past the "last ship date," Oracle generally no longer stands by their response SLAs or their hardware availability. Natrinsic provides guaranteed hardware replacement and SLAs, even after EOSL.



Performance Metrics

- › 4.9/5 customer satisfaction score
- › 10-minute response time for critical issues
- › 800+ full-time software engineers dedicated to resolving support issues 24/7/365 backed by hundreds of top engineering talent
- › Less than 2-minute response time for P1 and P2 cases
- › 99.99% on-time performance for over 500,000 case update communications in 2023
- › 100% ticket closure rate
- › Seasoned level 3 support engineers with an average of over 30 years of experience supporting Oracle Engineered Systems.
- › Leading supporter of enterprise data warehouses with service available in over 90 countries with 24/7/365 follow the sun support



Access additional professional services

Enhance your support experience with staff augmentation, health checks and ongoing system optimization.



Extend the value of your investments

Maximize the value of what you've already paid for.



Keep your options open

Prevent vendor lock-in and take control of your technology strategy. Explore other alternatives on your own terms and timeline.



Natrinsic Support Model Attributes

- › Four-hour or next business day SLA
- › Comprehensive system support. Natrinsic takes full responsibility for diagnosing and resolving issues across the entire system, whether the root cause is hardware related or a system software fault
- › On-site hardware replacement with dedicated spare parts for each of your appliances, stored near your data center to help ensure efficient ticket resolution
- › Proactive monthly health check reports discover issues and prompt engineers to repair them before they escalate
- › Flexible contract terms, with competitive pricing compared to OEM
- › “Call Home” system monitoring to Natrinsic is included with every contract

Rimini Street[®]

Rimini Support[™] Attributes

- › Primary support engineer assigned to your account
- › Milestones communicated every two hours for P1 issues Full support of your current Oracle release available for at least 15 years from the contract date with no required upgrades or updates
- › Advanced, proactive security solutions without disruptive upgrades
- › License advisory and support to keep you compliant

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