

IBM Services

IBM support for Oracle software

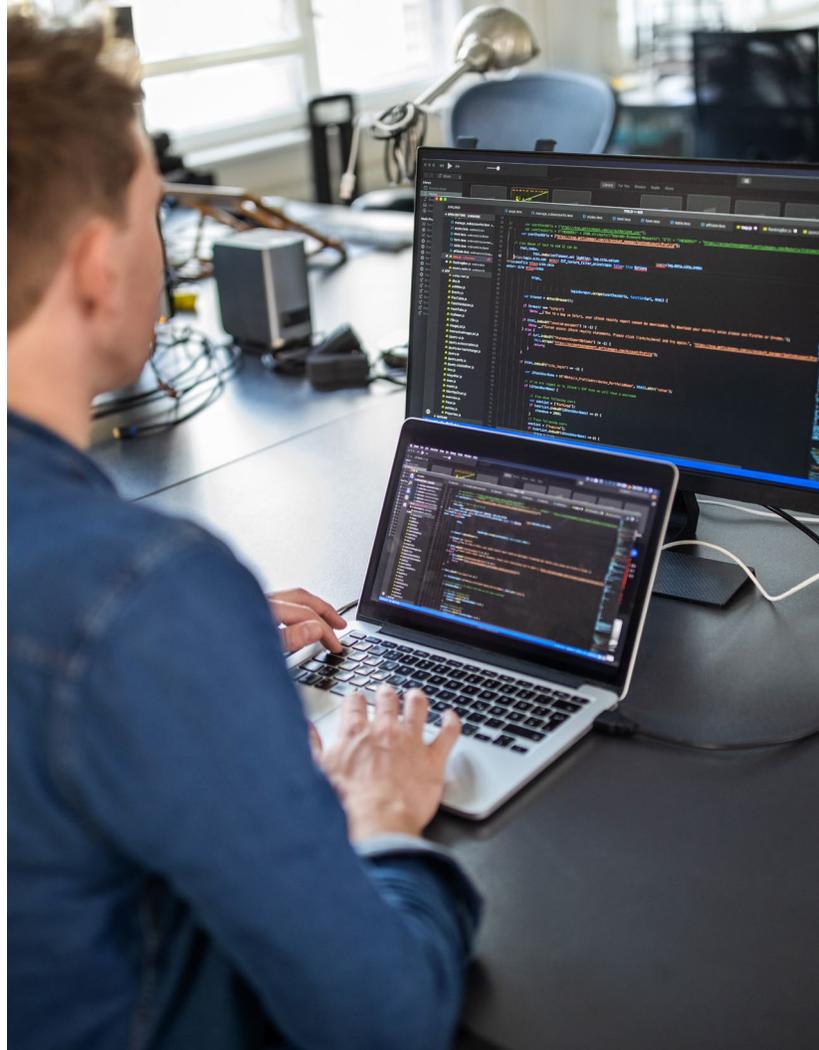
An investment in your IT transformation

Our combined knowledge of business and industry, along with our IBM® technology support solutions, can help you establish an IT infrastructure that's designed to be secure, reliable and ready for AI and hybrid cloud. With IBM support for your Oracle applications, you can experience the following benefits:

- Reduced cost and risk
- Improved support experience
- Security and vulnerability management
- Continual maintenance of legacy products

Cut costs without impacting quality

Whether you are working in a traditional IT environment, a hybrid cloud environment or are in the midst of digital transformation, IBM support for Oracle software can provide the services you need, at lower cost. By accessing IBM's deep technical support skills for Oracle database and middleware applications, you can realize savings when it's time to renew your current support contract. IBM Services® can also be your single source of support for your growing open source software environment, as well as your IBM and OEM hardware, which can further cut costs, enabling you to move to more flexible, open environments.



IBM support services can provide as much as 50% savings potential from your current Oracle support spend.¹



IBM support for Oracle software		Why this matters?	IBM support benefits
Onboarding	Rights to upgrades	Ability to upgrade to newer systems to which one has rights	An archive that can be built of all available software, software updates, patches and fixes, and related support materials, prior to switchover
Product maintenance support	Personalized service model	How well do you know your current primary contact?	A concierge approach that provides you access to a dedicated team of senior engineers with expertise to support your environment
		Ensure fast response times for critical issues	Dedicated resource model to address your support needs
	Custom code	Most, if not all, organizations customize their enterprise software	Included as part of our support model
Additional support	Integrations and interfaces	Most enterprise software is interconnected with external systems and technology	Included troubleshooting and debugging support with recommendations for issue resolution
	Security and vulnerability	Security is multilayered and complex, which is not addressed by patching alone	Mitigations, compensating controls, advice and recommendations on security vulnerabilities
	Tax and regulatory	Continuous tax and regulatory changes occur throughout the year	Included and tailored specific to each client's needs
Account management	Advisory	Help to develop a technical strategy for your current environment	Included
	Terms of support	Important factor for decision on investments	Continued support for as long as you need your current version

Beyond break/fix support for your Oracle software

Dedicated to the improvement of your Oracle support experience, our core business can provide a single source of technical support for both your IBM and OEM software and hardware. With IBM's support for Oracle software, you get expert and highly personalized services at a fraction of the cost.

To learn more about IBM's support for Oracle software, watch our on-demand webcast: [How IT leaders are cutting the cost of Oracle software support.](#)

IBM Services can help deliver the trusted support you need for your Oracle software, with the potential for gaining valuable services at less cost. Is it time to make the move?

To get started,
[schedule a consultation](#) today.



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1 Based on cost savings achieved by IBM Services clients

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