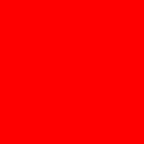


ORACLE®



The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.



ORACLE®

The Services Story

Heiner Schade

Director, Customer Support, E-Business Suite, FC, FA and FCA

No One Is More Capable to Help You Maximize Your Oracle Investments Than Oracle

SCALE

- 26.8B FY'10
- #1 in 50 product or industry categories
- 370,000 customers in 145 countries
- 20,000 partners
- 104,500 employees

INNOVATION AND INVESTMENT

- \$4.3 billion on R&D (planned for FY'11)
- 29,000 developers and engineers
- 15,500 support personnel, speaking 29 languages
- 20,000 consulting experts
- 1 million students trained annually
- Focused exclusively on Oracle technologies

Oracle Lifecycle Services

ORACLE[®]
CONSULTING

Transforming your Business
Using Oracle Solutions

ORACLE[®]
SUPPORT

Complete Support for Oracle
Software, Hardware and Solutions

ORACLE[®]
ADVANCED CUSTOMER
SERVICES

Personalized, Proactive Services for all
Oracle Applications and Technologies

ORACLE[®]
UNIVERSITY

Superior Oracle Product Knowledge

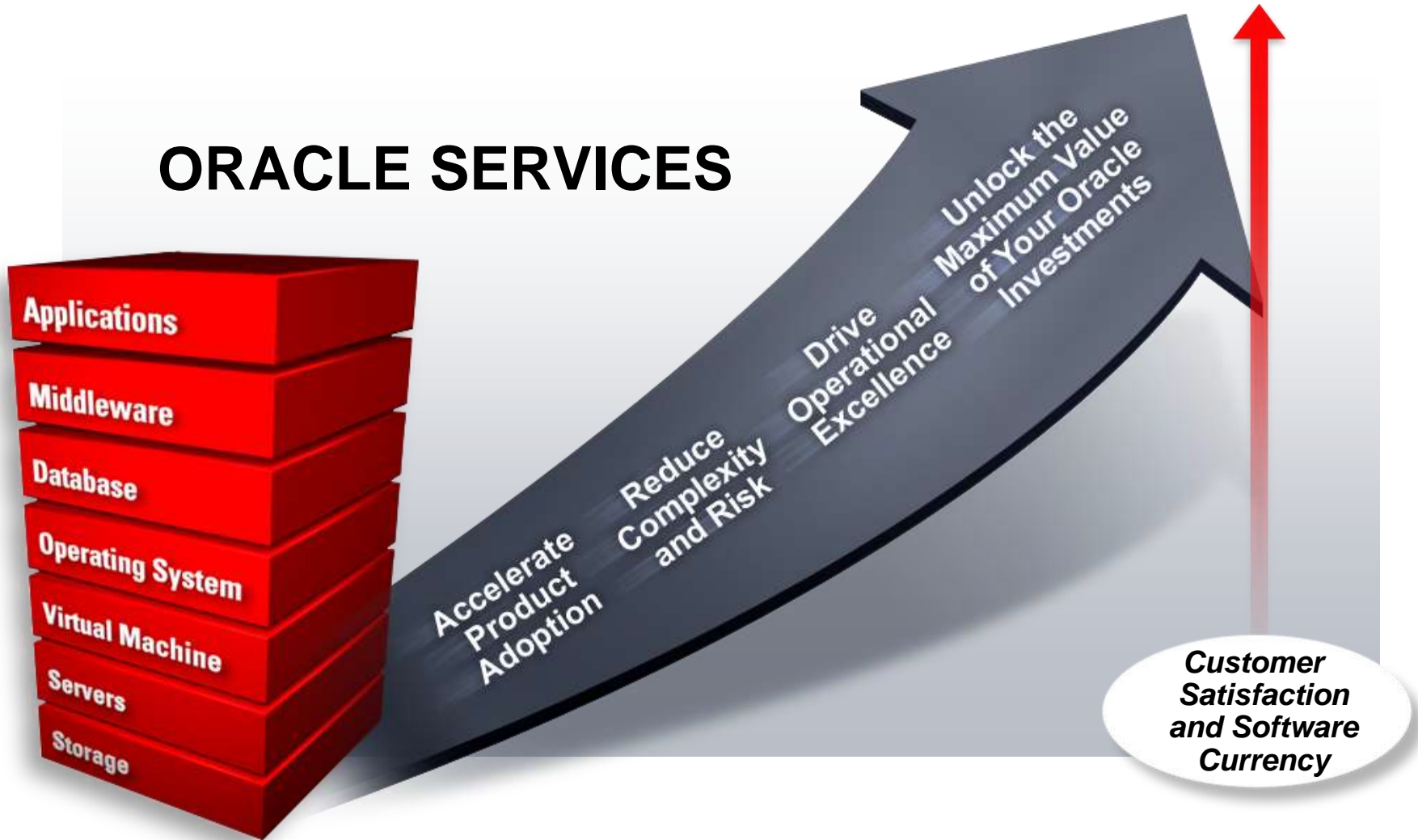
ORACLE[®]
ON DEMAND

The Power of Oracle in the Cloud

ORACLE[®]

Customer Services Vision

ORACLE SERVICES



Complete Support



What is COMPLETE Support?

- ✓ Integrated **Serviceability**
- ✓ Integrated **Updates**
- ✓ Integrated **Maintenance**
- ✓ Integrated **Assistance**
- ✓ Integrated **Optimization**



Oracle Premier Support

The Foundation for Your Success

- Consistent, global support delivered by 15,500 support specialists
- 28 global support centers, 29 local languages across 145 countries
- Software updates and upgrades
- A unique and differentiated proactive support experience enabled through our industry-leading My Oracle Support portal
- Oracle Configuration Manager, personalized support communities, and knowledge base with 900,000+ solutions

The Oracle Support logo is displayed in a white speech bubble. It features the word "ORACLE" in red, uppercase letters with a registered trademark symbol, positioned above the word "SUPPORT" in black, uppercase letters. A thin horizontal line separates the two words.

ORACLE®
SUPPORT



ORACLE®

Tools and Resources

24/7 Access to Oracle Proactive Support Tools and Proven Best Practices through *My Oracle Support*



Optimization / Utilization

- Product-specific tools to maximize system performance and utilization
- 24/7 knowledgebase access
- Integration with Oracle Enterprise Manager



Incident Prevention

- Automated alerts
- On-demand configuration health checks
- Personalized patch recommendations
- System field change orders (FCOs)



Best Practices

- Best practices informed by the collective experience of Oracle and the global Oracle customer community
- Peer-to-peer knowledge sharing through My Oracle Support Community

Value

- Availability
- Performance
- Efficiency
- Security
- Competitiveness


My Oracle Support

Release 5.2 Highlights





- **Enables ability to support Oracle hardware and software via one integrated portal.**
 - Service Requests
 - Knowledge
 - Updates
 - Proactive Support Tools
- **Knowledgebase Search Improvements** – numerous changes to search functionality and knowledgebase to dramatically improve the search experience so customers can better leverage this vital asset
- **Oracle Upgrade Advisors** – New resource to walk customers through the top 10 Oracle upgrade paths. Integration with Oracle Configuration Manager enables “real time” configuration validation

My Oracle Support

Leverage your Premier Support Subscription





Personalized 




 Personalized Dashboard	 SR Management	 Priority Handling	 Knowledge Base
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Proactive 




 Configuration Management	 Healthchecks	 Patch Advice & Recommendations	 Business Intelligence
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Collaborative 



140K+ Members  Peer Community	 Web 2.0 Capabilities	 Oracle Expert Community	 Community Knowledge
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Integrated 



	
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Advanced Customer Services

Helping You Achieve the Highest Level of Operational Excellence

Personalized, annualized support services for complex, mission critical IT environments

- Customized IT lifecycle solutions to solve unique challenges
- Operations management to efficiently manage your IT infrastructure
- Proven best practices and flexible approach

*Europe's leading Blue-chip index for the Eurozone



Companies that rely on
ORACLE

ADVANCED CUSTOMER SERVICES:

- 94% of the "S&P Global 100" companies
- 94% of the Dow Jones STOXX 50*
- 78% of the global Fortune 100 companies
- 5 of the top 5 telecommunications companies
- 9 of the top 10 global banks
- 4 of the top 5 aerospace and defense companies
- ...and **hundreds** of small- and mid-size companies around the world

The **COMPLETE SUPPORT** Advantage

- ✓ Increased Efficiency
- ✓ Higher Performance
- ✓ Lower Risk
- ✓ Faster Deployment of New Product Capabilities
- ✓ Higher Business Value



Services Industry Leader

INDUSTRY FIRSTS

- Lifetime Achievement and Induction into STAR Award Hall of Fame in recognition of a cumulative 15 STAR Award wins, TSIA (2010)
- ISO 9001:2008/TickIT Certified, Support Delivery for Oracle Database, Oracle Middleware, and Oracle Applications from Customer Support Centers Worldwide (2009 – present)
- Best Embedded Product Support, SSPA (2008)
- Services Industry Leader Award, SSPA (2007)
- J.D. Power and Associates Global Certification for Outstanding Services and Support (2006)



INNOVATION AND INVESTMENT

- Service Excellence in Complex Application Support, TSIA (2010)
- Outsourcing Excellence Award, Outsourcing Center (2010)
- Service Excellence in Integrated Services, TSIA (2009)
- Best On-Site Support, SSPA (2008)
- Best Service Delivery Optimization, SSPA (2008)
- Best Value-Added Support, SSPA (2008, 2007)
- Service Excellence in Mission Critical Support, SSPA (2008)
- Best Knowledge Management, SSPA (2007)
- Best On-Site Service, SSPA (2007)
- Boeing Performance Excellence Award, Boeing Corporation (2007)
- Multi-Vendor Support Champion, TSANet (2006)
- STAR Award for Innovative Support, SSPA (2006-2004, 2002)
- WebSTAR Service Excellence Award, SSPA (2006-2003)
- Lifetime Achievement and Induction into STAR Award Hall of Fame, SSPA (2005)
- Best Data Center of the Year, AFCOM (2005)

Services Industry Excellence



Oracle is the proud recipient of the
Lifetime Achievement Award
for Outstanding Service

Oracle named to
STAR Awards Hall of Fame
for unprecedented third time

Oracle is the
first and only
company to attain this status

SOFTWARE. HARDWARE. COMPLETE.