

What do you think about the Oracle Support?

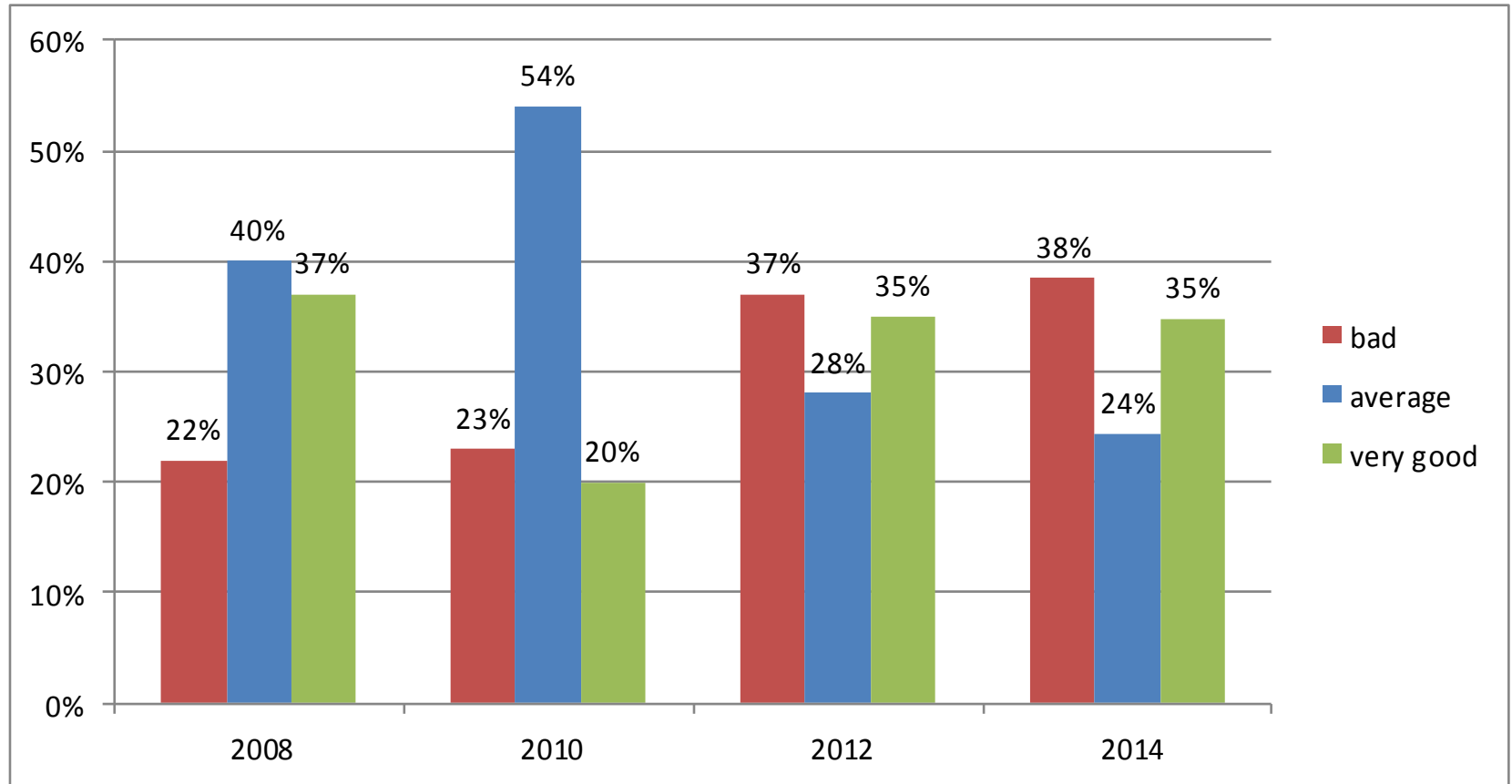
Form of the survey: Online survey

Target audience: Members of DOAG

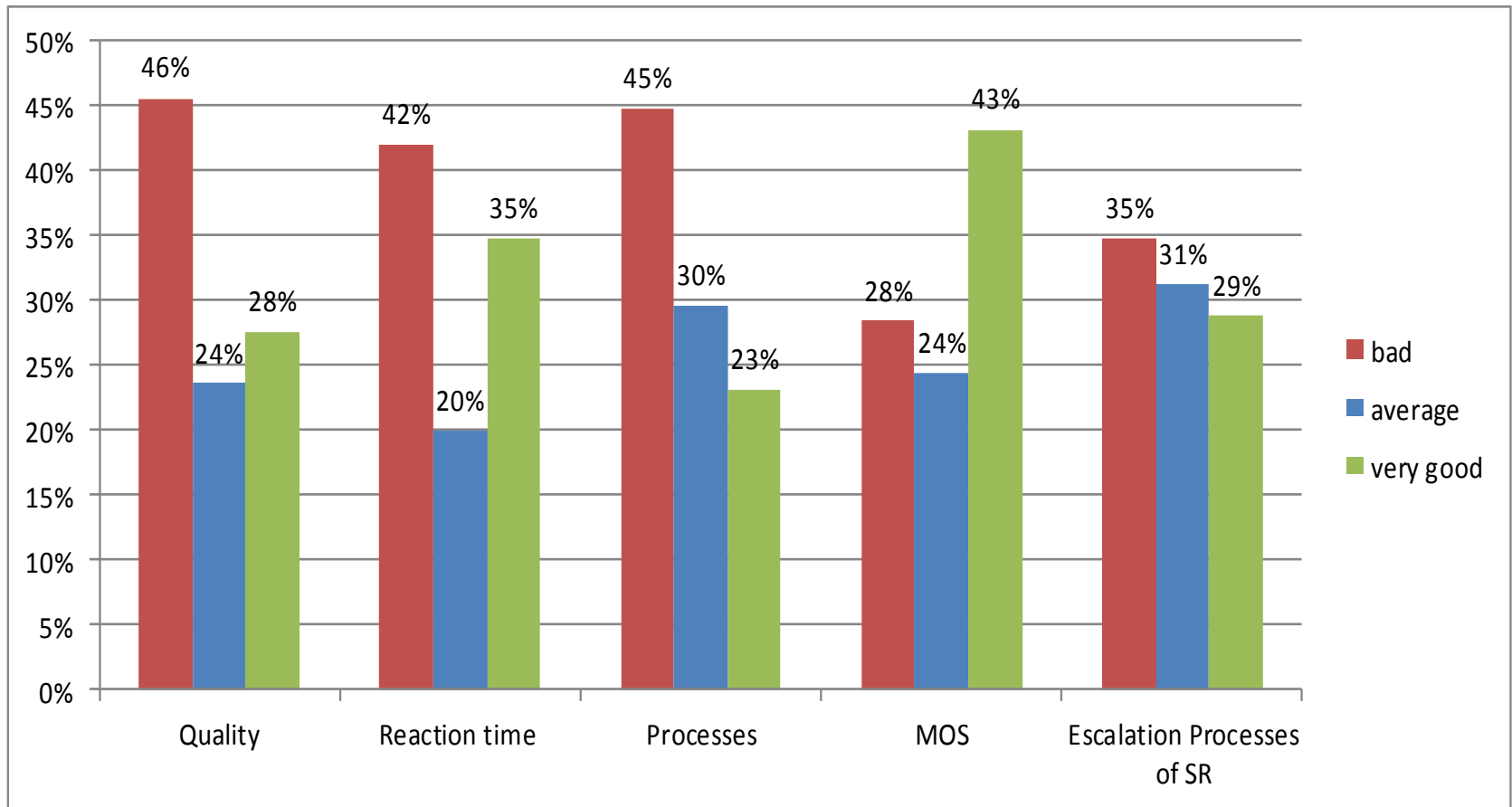
Respondents: 250

Period of the survey: 09/03/2014 – 10/24/2014

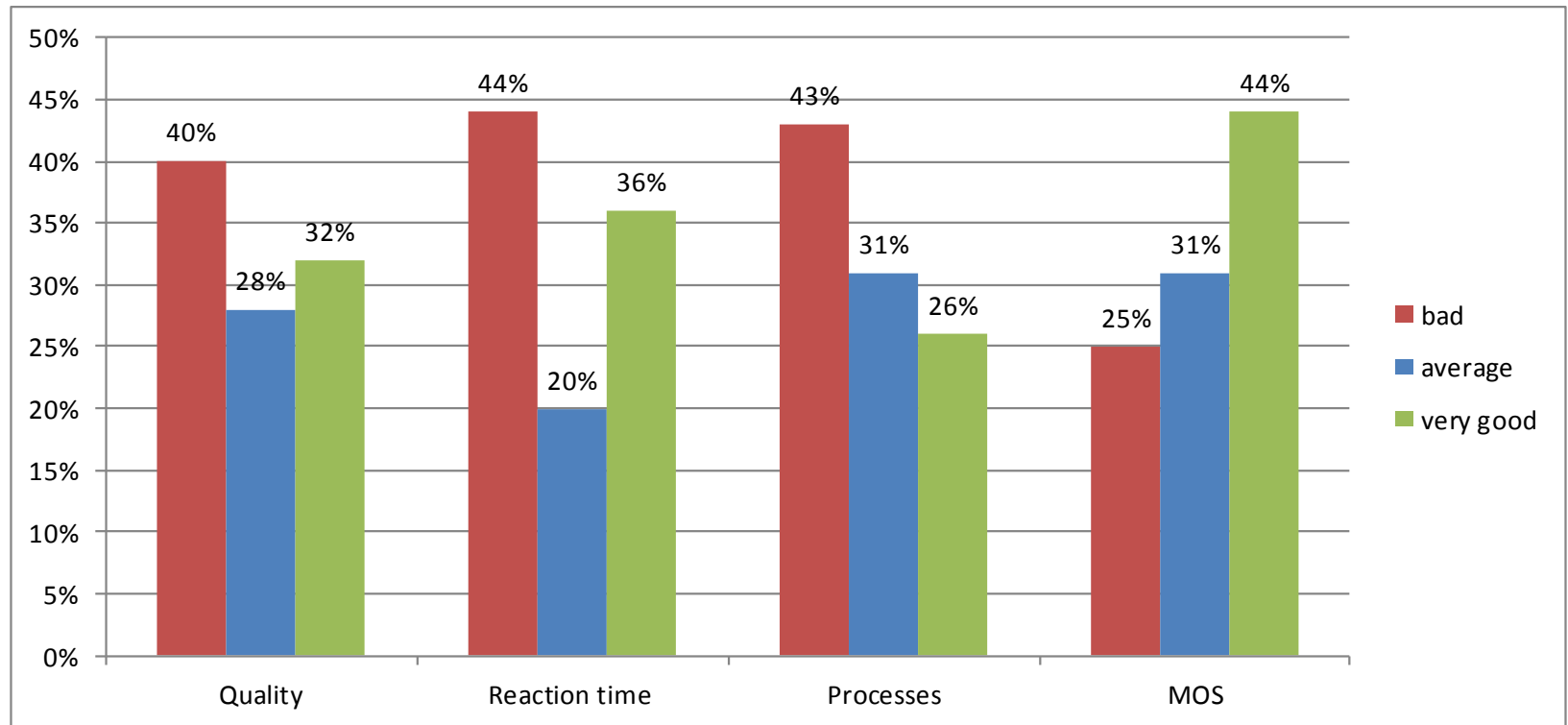
General evaluation of the Oracle-Support



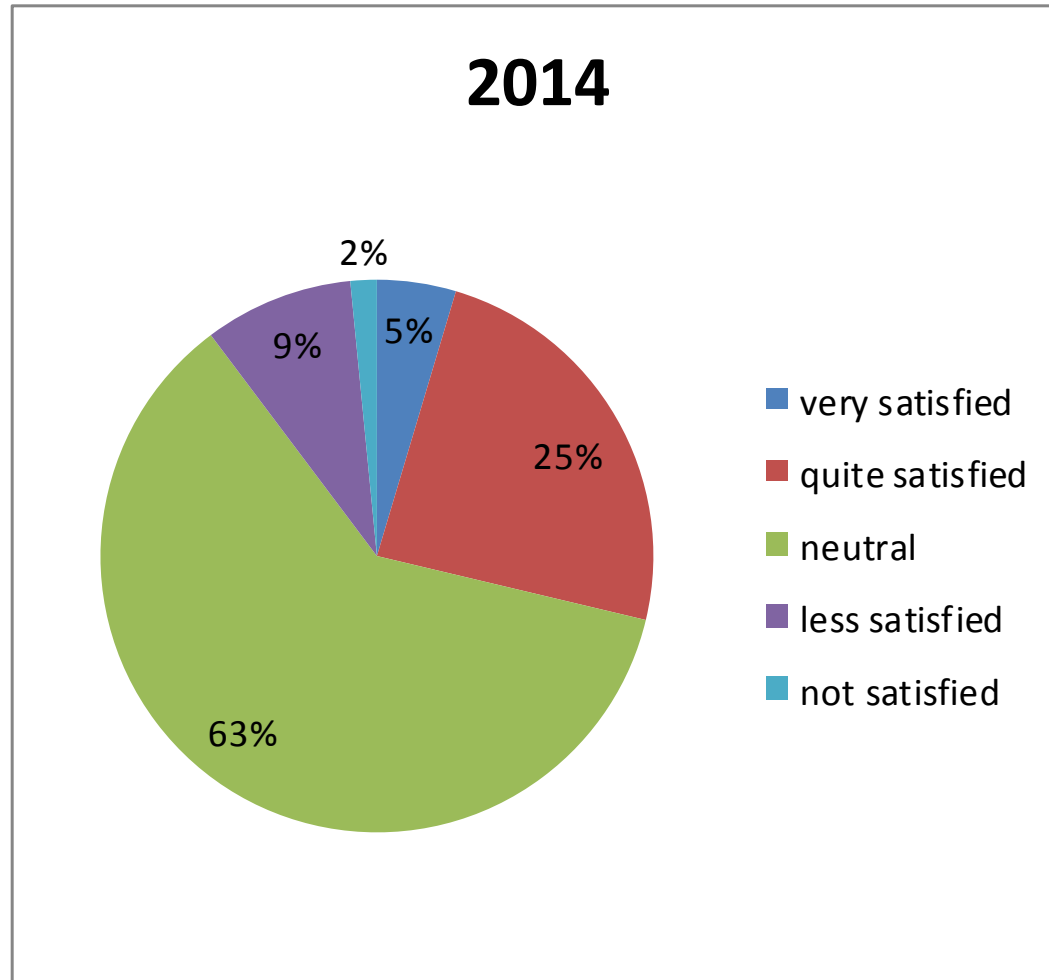
Detailed evaluation of the Oracle-Support (2014)



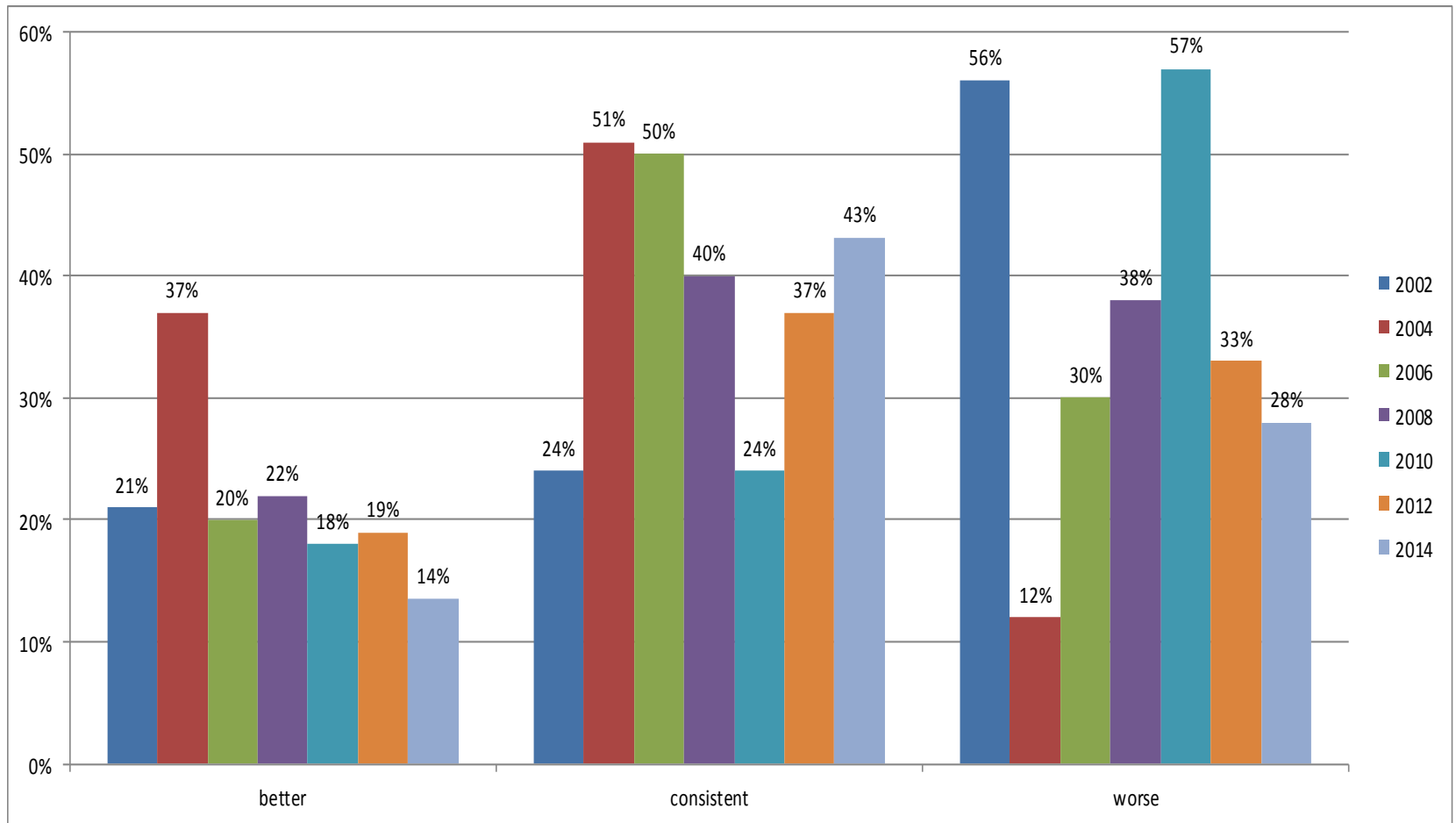
Detailed evaluation of the Oracle-Support (2012)



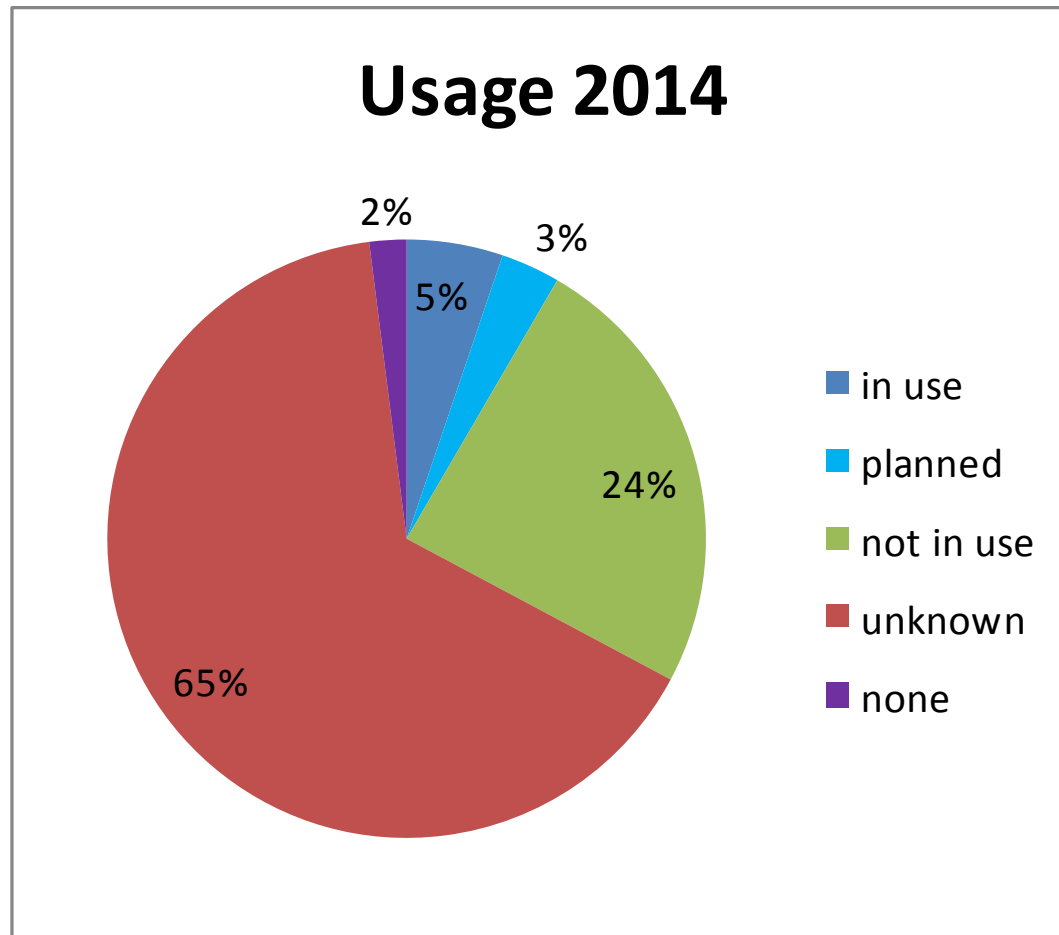
General evaluation of the Oracle Support Communities



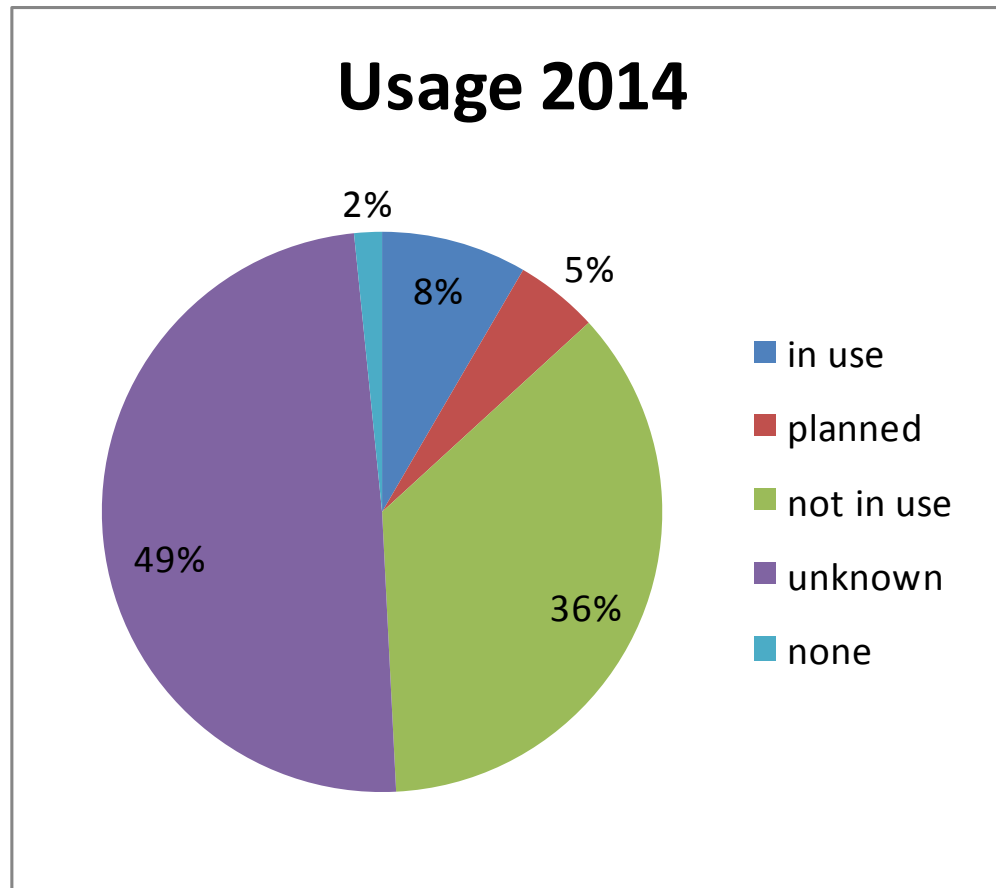
How do you evaluate the evolution of the supports quality?



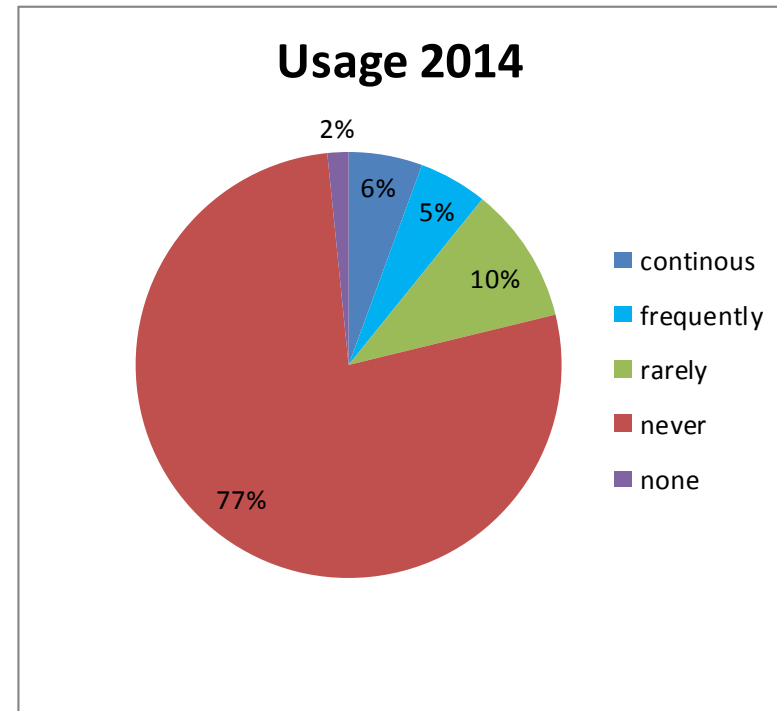
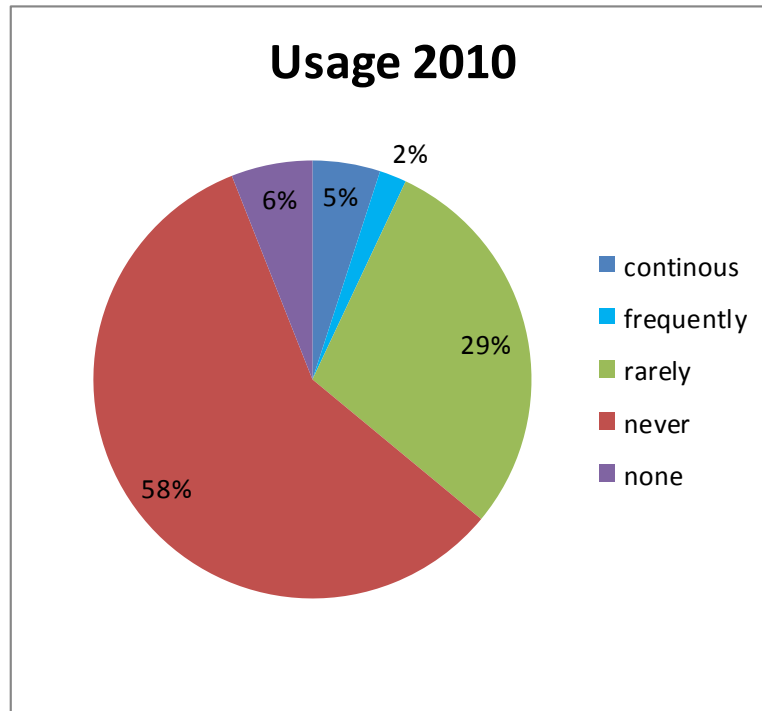
Do you use proactive tools developed by ORACLE?



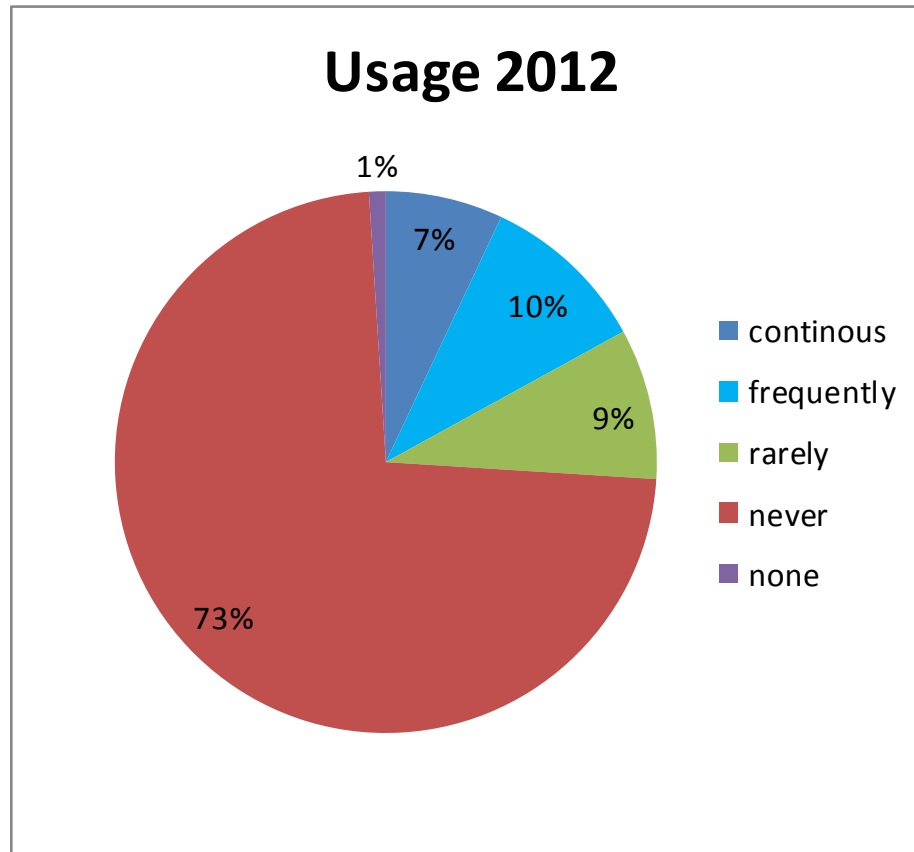
Do you use the ORACLE Platinum Support?



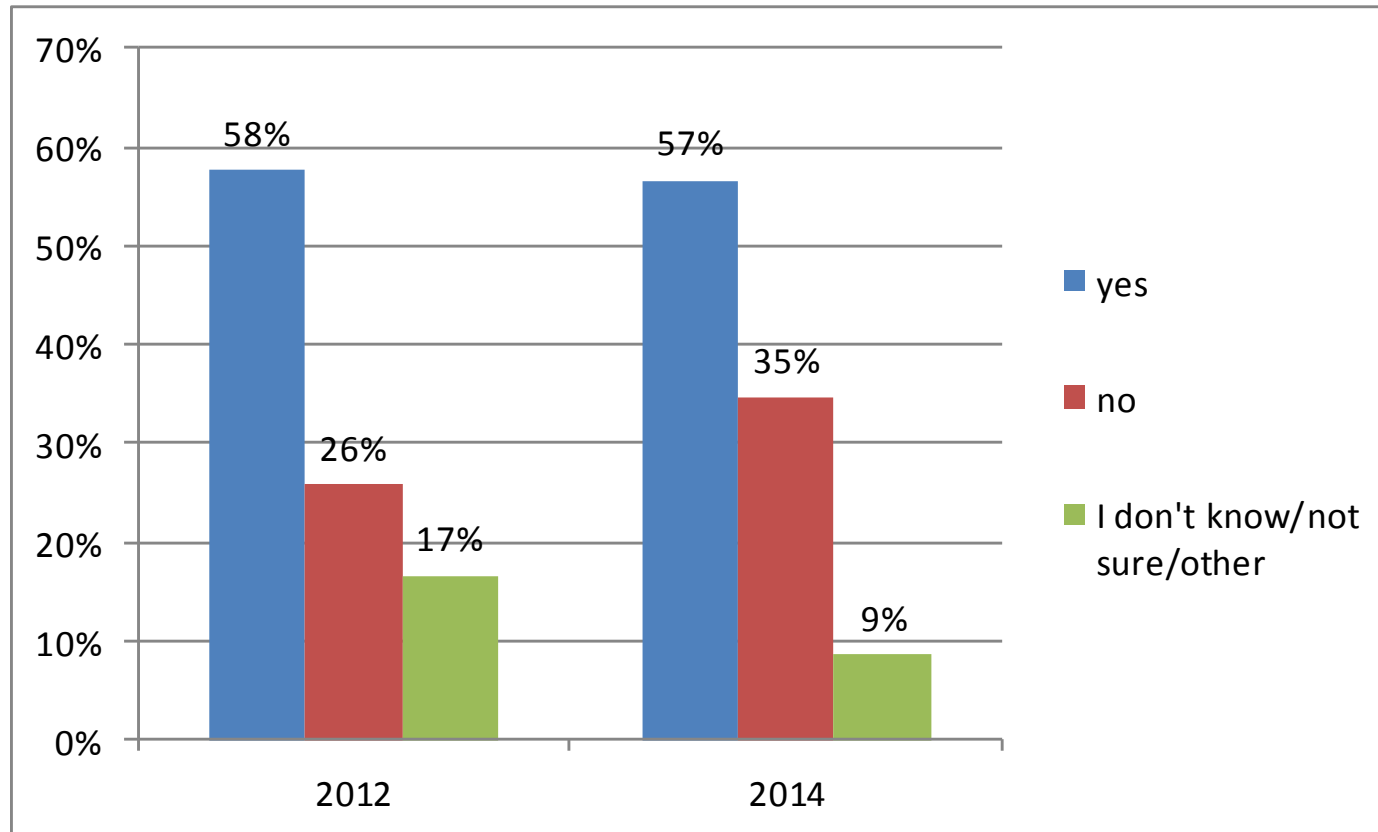
Do you work with the ORACLE Configuration Manager?



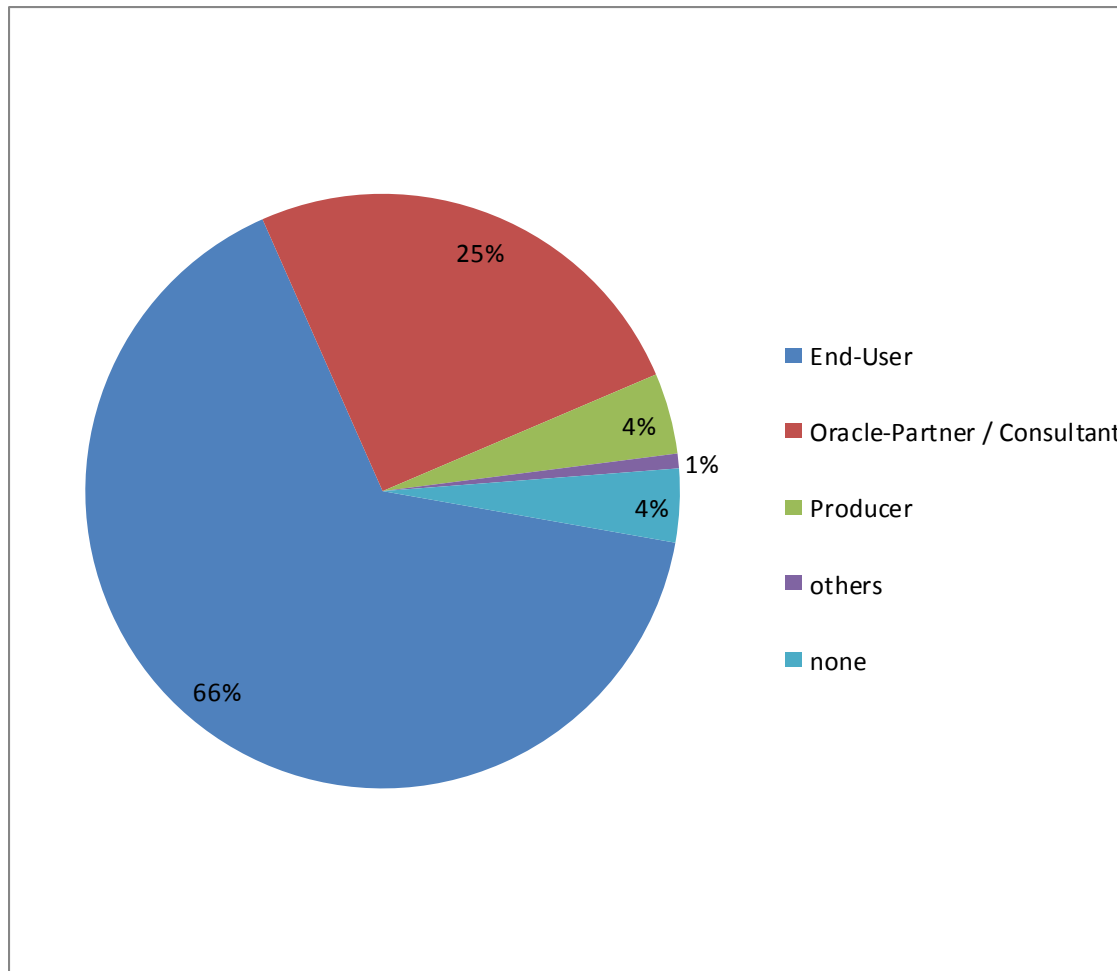
Do you work with the ORACLE Configuration Manager?



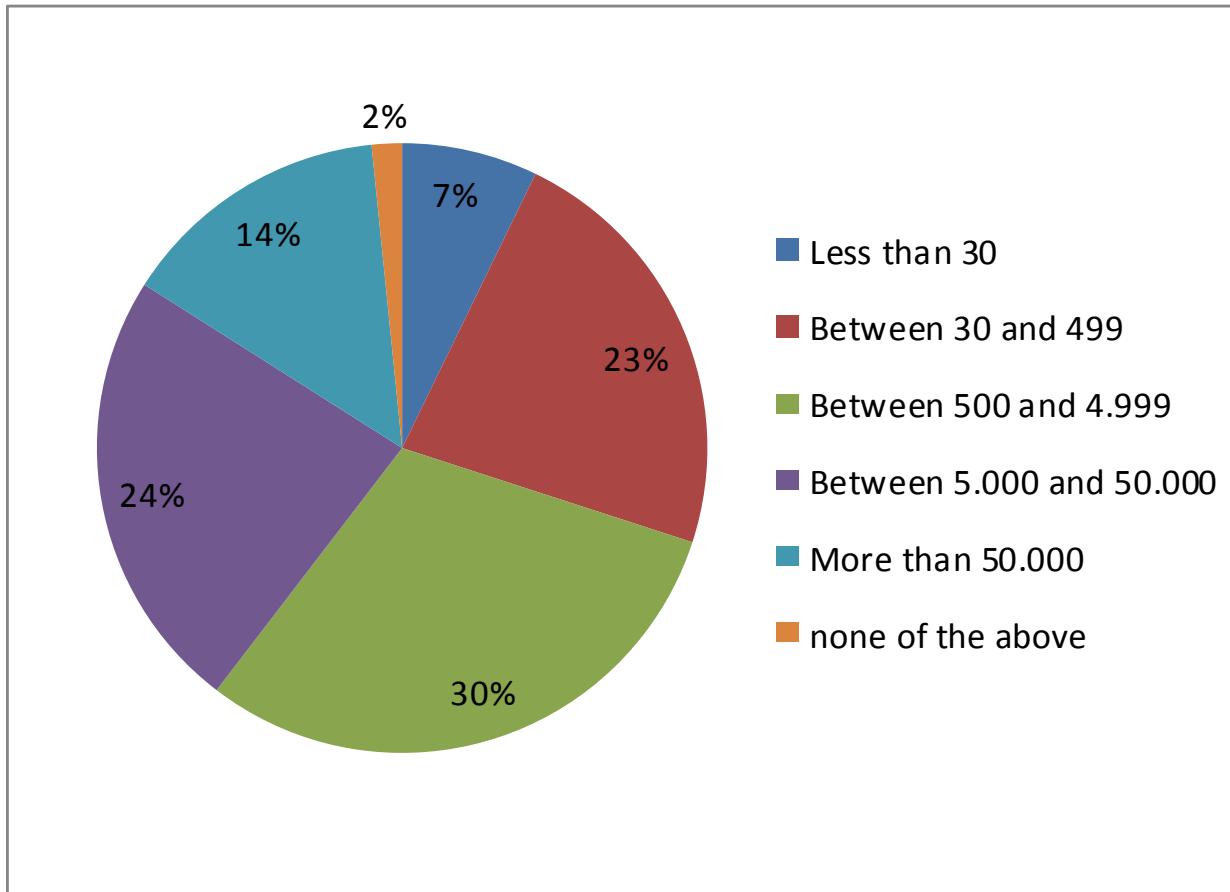
Would you make use of third party support?



Which of the following audiences are you representing?



How many employees are working for your corporation?



- Wie bewertet ORACLE die Ergebnisse?
- Wieso sind die proaktiven Tools / Oracle Configuration Manager immer noch so unbekannt, obwohl ORACLE sehr viel darin investiert?
- Welche Konsequenzen zieht ORACLE aus diesen Ergebnissen?
- Wie kann die DOAG dabei unterstützen?