



# LEAVING ORACLE SUPPORT

## Your cancellation and transition guide



*If you are an Oracle customer, it's likely that you're paying a large amount to Oracle to maintain your databases and software. But is this really necessary?*

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# ORACLE HAS RECENTLY MADE CHANGES TO ITS CONTRACTS TO MAKE IT HARDER FOR YOU TO LEAVE



# Considering leaving Oracle?

**If you are an Oracle customer, it's likely that you're paying a large amount to Oracle to maintain and support your software. But is this really necessary?**

- What value are you currently getting from your Oracle support and maintenance?
- When did the last Oracle software upgrade provide you with new value-adding functionality?
- When was the last security patch delivered in a reasonable time frame after a vulnerability was exposed?
- When was the last time Oracle's response on a support ticket was outstanding?

## **You deserve better.**

Gartner has suggested that switching to a third party for technical support and maintenance is one way of not only reducing costs but also of improving the quality of your support service.

In October 2019, Gartner published a market guide on the subject of third-party support, stating that the industry for third-party support is expected to "grow from 351 million USD in 2019 to 1.05 billion USD by 2023." That's a 200% increase in the market.

# BEWARE OF ORACLE'S TRAPS WHEN YOU TRY TO LEAVE

**So if like many customers, you are thinking about moving away from Oracle Support to take support in-house or with a third party, you need to be made aware of the changes that Oracle has recently made to its contracts to make it harder for you to leave.**

Oracle has introduced three changes (or as we like to call them, traps) to its policies to make it harder for you to leave:

- 1 Auto-renewal policy**  
Your Oracle contract will now automatically renew unless you take steps to stop this.
- 2 Matching service levels policy**  
This implies that customers must have all their Oracle software supported by Oracle (which is not true).
- 3 Restrictions on file downloads per day**  
This can add significant time to the process if you are planning on downloading the software you are entitled to before leaving.

This guide will let you know what these changes are in more detail, how they could impact you, and the steps you need to take to leave Oracle successfully and potentially save between 50% and 90% on your support costs.

***“ Once we knew how much we were spending on software we weren’t even using, we knew something had to change. Support Revolution was able to reduce our support costs by removing our shelfware costs completely and reducing our remaining costs by 50%. ”***

**Virgin Money**



**MANY CUSTOMERS MISS  
THEIR OPT-OUT DEADLINES  
AND GET STUCK FOR  
ANOTHER YEAR**



# 1. Automatic renewals

**On 18 June 2018, Oracle introduced the Oracle Online Renewal Centre User Guide to give customers a guide on how to leave. It also used this as an opportunity to change its policies.**

**The first way Oracle changed its policies is so that support contracts now automatically renew rather than simply end once the contract is over, unless you give 32 days' notice.**

Unsurprisingly, Oracle did not make a great deal of noise about this change in contracts. As a result, businesses may find that they have signed up to contracts they simply didn't want going forwards. Oracle has said that this is to ensure businesses don't go without support during the renewal process—but we're not sure many would agree!

Oracle made two key changes to its contracts:

- 120 days before your support service is due to expire, you will be sent an email stating that the support service renewal is waiting for your acceptance on the Oracle Online Renewal Centre. Log in to this to renew or terminate.
- The auto-renew settings on your software can be updated up to 32 days prior to the renewal date, after which, the renewal will be locked and you won't be able to make any changes so you will be locked in.

We've already heard from many organisations that were not aware of this change, or missed their opt-out deadlines and were stuck with Oracle Support for another year. Don't get caught out. We recommend setting calendar reminders and submitting your notice in advance so that there is no dispute.



**DON'T BE FOOLED BY  
AMBIGUOUS POLICIES  
THAT TRY TO LOCK YOU IN**





## 2. Matching service levels

**We became aware of the second trap after being told by many customers that Oracle reps have said that they cannot terminate support on one contract if they want to continue to use any Oracle software at all, citing its “matching service levels” policy.**

**This policy in fact states that if you use two products from the same family on one system, not only do you have to license them on the same basis - i.e. per processor - but you have to have them on the same (matching) support level too.**

Some customers get confused by the matching service levels policy and think that they cannot cancel any of their Oracle licences for any of their systems or else Oracle will not support them. This of course is not true.

All that the policy means is that if you are using say an Oracle Database and want it supported by Oracle, then that database and any other software you use on that system like Partitioning or RAC must be supported at the same level. This could be Oracle's Premier, Extended or Sustaining levels of support, or no support at all. As long as it's the same level for all elements of the same system.

It does not mean that you have to have all of the Oracle software you have ever bought supported by Oracle.

If that were true, then you could never retire any system that uses software that you bought from Oracle, which is preposterous. If you buy a new fridge from Hotpoint and it comes with a warranty, you don't have to have all of your Hotpoint devices including your washing machine, tumble dryer and microwave in warranty with them just so Hotpoint repairs your new fridge!

Oracle thinks it can use this to trap its customers, but it can do the opposite. Smart customers can be compliant with Oracle's matching service levels policy and have all of their products on the same support plan, but it doesn't have to be one of Oracle's. Support Revolution can support all products on the policy at a much lower cost.

**IT TAKES TIME TO  
DOWNLOAD YOUR  
ARCHIVE - WE'LL HELP  
YOU UNDERSTAND  
HOW LONG IT TAKES**



# 3. Limited downloads

**On 1 February 2018, Oracle changed the Oracle Support Portal Terms of Use. They changed it to include these two important items:**

**1** *"You agree that you will not download Materials from the Support Portal unless you reasonably believe that the Materials will be used within 90 days for support of your authorized use of the Oracle products and/or Cloud services for which you have either a current support contract or Cloud service subscription"*

**2** *"You further agree that you will not download from the Support Portal more than 500 files per day. Each user has to agree to these terms, i.e. a portal user must agree that they will not download from the Support Portal more than 500 files per day"*

If you are thinking about moving to third-party support with Support Revolution, then we work with you to download all the patches and software updates that you are legally entitled to as part of your transition to our services.

We have worked with organisations globally on their Oracle estates for over 22 years and will ensure that you stay within Oracle's guidelines at all times.



**MANY ORGANISATIONS DON'T  
REALISE THAT THEIR SUPPORT  
AGREEMENT IS OPTIONAL  
AND THEY CAN LEAVE**

# How do you leave Oracle Support?

**The standard Oracle licence agreement comes in two parts. The first part is the number of licences that are purchased outright and which give the customer the right to use the products “in perpetuity.” The second part is the software support and maintenance agreement which Oracle invoices on an annual basis.**

**An Oracle support and maintenance agreement will typically cost up to 22% of the perpetual licence fee each year. Many organisations don't realise though that their support agreement is optional and can be placed elsewhere and at any time.**

To move your support away from Oracle and to a third party like Support Revolution, you simply need to provide Oracle with written notice before the 32 days of your auto-renewal lockdown.

**That's it!**

But you don't need to wait until then to start the transition process (and we recommend that you don't). Many of our customers were initially worried about how they would transition to third-party support. They had been told horror stories by vendor sales reps and were justifiably concerned.

**This is why we have a tried and tested transition process that we take each customer through.**

## OUR SIX STAGE TRANSITION PROCESS

1

*We treat each transition as a mini-project and accordingly, we create a transition plan with clear roles & responsibilities and a defined timeline.*



2

*During this period, we will identify all patches and the latest versions of software that you are running, and either download these or assist you or your partners to do this and store these in an archive.*

3

*We review all open incidents that you have with Oracle, and agree a plan of which incidents will be moved across to us and which will be addressed by the manufacturer.*







**4**

*We establish access to your test systems, although we can work without this if access will not be possible.*

**5**

*We load all open incidents onto our RemedyForce Service Desk system, provide log-in details for your team, and then give them training and guides explaining how to use it.*



**6**

*Finally, we agree a formal go-live date and begin to roll out our full support service.*

# About Support Revolution

**We believe that we can offer you superior and more cost-effective support than you currently receive from Oracle.**

**Support Revolution believes that organisations are being held hostage by Oracle and SAP, paying too much for software support & maintenance and being forced into unwanted upgrades.**

Our mission is to cut our customers' Oracle and SAP maintenance costs in half, while providing a better quality of service and freeing them from the mandatory upgrade cycle.

Customers of Support Revolution are able to redeploy funds from

maintenance to innovation, investing in their own future, not their vendors'.

Before us, customers were locked into expensive vendor support and maintenance contracts, providing basic software support in return for extortionate support fees.

Customers were regularly forced to change their IT strategies because of forced upgrades and urgent security updates. Now, customers have taken back control, and have a choice.

***“ We’ve been very happy with Support Revolution’s team. They’ve been able to provide the BAU and legislative patches we need, but not only that, their patches have been tailored specifically for us and our systems all for a fraction of the price we were paying Oracle. ”***

**Reed Recruitment**



## BE IN CONTROL OF YOUR OWN IT STRATEGY AND ROADMAP

**We understand that you may have many more questions than this guide has answered that are specific to your business and situation.**

Our advisors are available to talk on **+44 (0) 1635 86 86 87** or use the link below to use our free calculator - see how much you could save by moving to third-party support.

**Use the link below to use our free savings calculator:**

**<https://www2.supportrevolution.com/savings>**

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